

Xscape Theatres SOP: Guests Who Purchase Tickets for Wrong Location

If a Guest says they purchased a ticket for another location and they meant to purchase it for yours.

- Inform the guest they will need to purchase tickets for your location due to studio pass restrictions and their accountability processes. Also, each location is an independent business and are not affiliated.
- Tell the guest you can't guarantee the same seats, but you will do your best to try. If the seats are not acceptable, they can purchase for a different showtime.
- Explain to the guest they will need to email "Contact Us" with their online order details and ask for a refund.
- **Do not pass the guest in. Do not offer passes for this situation.** To make sure the funds are handled correctly for each location it must be handled this way.