

SOP- Power Outages and Projection Interruptions:

Power outages can occur and while the guest is the top priority there are several things to consider and do during power outages.

When power outage occurs:

- First and foremost, manager should immediately be in the lobby for guests to come out and speak to.
- If available, send a second manager and staff theater to theater to explain to guests to remain seated and we will follow-up with further instructions.
 - If no available second manager, just send staff and/or security.
 - If any theater's emergency lights are not working, escort guests into lobby with flashlight and make note of theater with issue.
- If your theater is equipped with battery back-up surge protectors, once all guests have been informed of power outage, send the second manager into the booth to pause movies. Write down time on movie, and properly power down.
- Turn off any equipment with a power switch to avoid a surge (ex. Popper)
- Call power company and find out if this is your facility only or an area issue.

- Power Company Information _____
(GM must fill this in)

If power restores within 20 minutes:

- Power booth back up
- Rewind movies **at least 10 minutes** from point of power outage.
- When restarting the movies make sure there is an employee in the theatre that can give you either a visual or auditory confirmation all is good then move on to the next auditorium to restart and follow the same procedures for each auditorium.
- Power all kiosks, registers and equipment back up.
- Communicate to guests coming to the next round of movies they may be delayed due to previous power outage.
- Manager is to be at door of each theater when theater lets out to apologize to guests and issue passes on a case-by-case basis (unless instructed otherwise by General Manager or Ops)
- You do not want movies to overlap into the next show set as this will inconvenience two groups of movie goers

If power does not restore within 20 minutes:

- Contact Ops for further instructions, call list order:
 - Area Supervisor first, if they do not answer
 - Director of Operations second, if they do not answer
 - Vice President of Operations
- Update recordings (if available) and post signs at door

If power does not restore within 30 minutes and you've not heard from OPS:

- Start issuing Re-Admits and cancelling shows. You should retain the ticket stub for all Re-Admits issued.
- Anyone that asks for a monetary refund let them know that we can't process any refunds until power is restored.
- Try to handle the auditorium evacuation one at a time to prevent a crowd trying to get Re-Admits.
- If possible cancel the longer films first in case you get power back you could still restart the shorter films and maintain the current show schedule.
- You do not want movies to overlap into the next show set as this will inconvenience two groups of movie goers instead of just one.

Once power restores and everything is back to normal

- Send Email to
Ops (scottb@patokacapital.com, billyg@patokacapital.com, theater GM, Area Supervisor)
- Subject Line: Theater, Power Outage, Date
(ex. BW14, Power Outage, xx.xx.xx)
- Body of Email
 - Approximate time power outage occurred
 - Approximate time power came back on
 - The number of passes issued
 - A description of how you handled the power outage

Updated 11.2.18