



Guest Code of Conduct

Cineplex is committed to providing a safe, comfortable and enjoyable entertainment experience for its guests. To achieve this goal, we ask that our guests conduct themselves respectfully and in accordance with the terms of this Code of Conduct.

For the enjoyment and safety of all, the following behaviours are prohibited:

- Failing to follow the instructions of, or verbally or physically harassing, Cineplex employees;
- Carrying, displaying or using any real or simulated weapons of any kind (including toy guns or other weapons), except as may be permitted by law;
- Loitering or behaving in a way that is: (i) unruly, disruptive or harmful; (ii) in violation of mall regulations (where the theatre is part of a mall); or (iii) in violation of any laws or regulations;
- Using abusive language or obscene gestures;
- Using a recording or communication device during any entertainment presentation;
- Smoking anywhere within Cineplex premises or outside Cineplex premises, as may be prohibited by applicable municipal by-laws or mall policies. This includes the use of electronic cigarettes and vapourizers;
- Impairment related to drug or alcohol consumption;
- Possessing or consuming alcohol not purchased on Cineplex premises, in contravention of Cineplex's alcohol policies or contrary to applicable laws;
- Damaging Cineplex property or premises (including surrounding property or premises such as the parking areas);
- Failing to produce a ticket upon request or sitting in an unassigned seat or location; and
- Failing to respect or observe Cineplex's accessibility policies, including the refusal to relocate from companion seating to accommodate guests with disabilities or their companion(s).

Please ensure you have all of your belongings before leaving the premises. Cineplex is not responsible for lost or stolen items. Outside food or drink are prohibited. Guests will be required to wear appropriate clothing and footwear for their own safety. Any apparel that displays offensive or profane materials, or is intended to disguise a guest's identity, is prohibited.

Cineplex reserves the right to inspect guests' parcels, backpacks and bags. Violation of this Code of Conduct may result in removal from, or refusal of admission to, Cineplex premises, without a refund or other compensation. Cineplex may also pursue any remedies available to it upon violation of this Code of Conduct.

CINEPLEX IS COMMITTED TO PASSIONATELY DELIVERING AN EXCEPTIONAL ENTERTAINMENT EXPERIENCE AND THANKS ITS GUESTS IN ADVANCE FOR COMPLYING WITH THIS CODE OF CONDUCT