



COVID-19 UPDATE

To our valued Guests,

Landmark Cinemas has been closely monitoring the situation regarding the Coronavirus (COVID-19) pandemic and its potential implications to both its customers and staff. We continue to evaluate the situation and guidelines provided by local authorities and Health Canada on a regular basis and will always act in accordance with their expert advice. Here are some examples of the actions taken:

- We are reducing the number of maximum guests per auditorium by approximately half. Our reserved seating system has blocked every other loveseat recliner or conventional chair to dramatically increase personal space.
- Increased the frequency of cleaning in common areas including theatre lobbies, door handles, counters & self-serve areas, auditoriums, restroom facilities and other high touch areas.
- Re-enforced strict adherence to the refill policy, requiring a new bag or cup for each refill.
- Provided staff training specifically related to COVID-19 on handwashing best practices, sanitary standards, and safe work practices, requiring staff with any symptoms of any illness to remain at home.

As always, it is our top priority to provide a relaxing and disruption free movie-going experience. We will take appropriate action to inform our customers via our main communication channels (through www.landmarkcinemas.com, our social media channels and/or email) in the event that the situation changes.

For customers who have purchased tickets online for movies that have been cancelled including *A Quiet Place*, *F9 (The Fast and the Furious 9)* or *Mulan*, your purchase will be automatically refunded. For all other refund inquiries, please visit landmarkcinemas.com/refunds.

Sincerely,

Bill Walker, CEO
Landmark Cinemas Canada
