THE CINEMARK STANDARD
CLEANLINESS & SAFETY THAT SET THE MARK FOR THE MOVIE-GOING EXPERIENCE AND EXCEED INDUSTRY GUIDELINES

As we begin thoughtfully reopening theatres, the health and well-being of our guests, employees and communities is a top priority. You will notice greatly enhanced cleanliness, sanitizing and safety measures at every step of your movie-going experience.

WORKING TOGETHER FOR A CLEAN, SAFE EXPERIENCE
Cinemark is united with fellow movie theatres across North America in adopting industry-wide safety & cleanliness guidelines. We are proud to meet all of these requirements—and then some. Learn more at cinemasafe.org

LEARN MORE ABOUT THE CINEMARK STANDARD:

ENHANCED CLEANING & SANITIZING

THOROUGHLY SANITIZED AT LEAST EVERY 30 MINUTES: Cinemark already takes significant precautions to ensure your safety — now we have added an extra level of cleaning & sanitizing that meets or exceeds CDC, WHO and CinemaSafe industry guidelines. This includes using products identified by the EPA to be effective in eliminating COVID-19 throughout the theatre.

- **Concession stands, kitchens, restaurants and bars**, including countertops, food-prep areas, drink stations, napkin dispensers and check-out areas.
- **Restrooms** are extensively disinfected every morning and sanitized every 30 minutes during operating hours, including door handles, toilets, handles, sinks, countertops, soap dispensers, faucets and baby-changing stations.
- **Other high-touch areas throughout the theatre**, including door handles, handrails, self-ticketing kiosks and box-office countertops.

AUDITORIUMS DISINFECTED EVERY MORNING: Before you set foot into our auditoriums, rest assured that your seat and surrounding areas have been carefully prepared for you. Each morning, all auditoriums are
extensively disinfected using pressurized sprayer equipment to reach all seats, handrails, armrests, tables, footrests and cup holders. This fast-drying and non-toxic method allows us to thoroughly and evenly apply products identified by the EPA to be effective in eliminating COVID-19.

SEATS SANITIZED BEFORE EVERY MOVIE: Any seat that is occupied will be sanitized again before the next showtime, as well as adjacent seats, handrails and children’s booster seats. For extra assurance, seat wipe dispensers are available for any guest who wishes to re-clean their seat.

AMPLE SUPPLY OF HAND SANITIZER & SEAT WIPES: Cinemark is proactively placing hand sanitizers at the box office and active concession stand registers. Seat wipe dispensers have also been added, centrally located in hallways outside the auditoriums.

ADVANCED 3-POINT AIR QUALITY STANDARD: Cinemark’s stringent air quality standards are designed to deliver an abundant supply of fresh outdoor air, maintain optimal air circulation, eliminate potential pollutants and, of course, provide our guests with a comfortable temperature and humidity level.

1. Increased fresh-air rate. We are substantially raising the fresh-air rate of our building HVAC systems by constantly utilizing supply fans to increase the total volume of fresh, outside air flowing into our theatres.

2. Smart-flow air circulation design. Our air circulation system diffuses air from the ceiling down toward the floor where it is then returned to our air filtration equipment.

3. Elimination of pollutants. Cinemark utilizes MERV filters in our HVAC systems to capture the majority of particles and pollutants. In addition, we are now beginning to integrate Bipolar Ionization — an advanced technology generating high concentrations of ions which continuously seek out and deactivate airborne viruses, mold, bacteria, allergens and odors, reducing 99.9% of microbes, including COVID-19. Bipolar ionization is now being used by leading hospitals, universities and office buildings.

Additionally, our vacuums are equipped with HEPA filters identified to be effective in trapping at least 99.97% of microscopic particles, including viruses such as COVID-19.

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EMPLOYEE WELLNESS & TRAINING
MANDATORY PERSONAL PROTECTIVE WEAR: All employees are provided with facial masks and gloves to wear during their shifts. Frequent handwashing and changing of gloves are required.

ADDING “FIRST 5 MINUTES” WELLNESS CHECK-INS: Cinemark theatre employees now have the heightened responsibility of completing a check-in prior to their shift, in which the supervisor will ask about their wellness, complete a temperature check and remind them of any protocol updates. Any employee who has a fever or feels ill will not be permitted to work but will be paid a minimum of 2 hours for that shift. The employee may also be eligible for sick pay, reporting pay, PTO and other paid benefits.

NEW, ENHANCED TRAINING: In addition to extensive training for all theatre employees, Cinemark takes safety and cleanliness a step further. Each theatre has a designated Chief Clean & Safety Monitor during all operating hours to ensure the highest standards of safety, physical distancing, cleanliness and sanitizing.

“CHIEF CLEAN & SAFETY MONITOR” ON DUTY: Each Cinemark theatre will have a Chief Clean & Safety Monitor on duty during all operating hours to ensure the highest standards of safety, physical distancing, cleanliness and sanitizing.

GUEST SAFETY & WELLNESS

REDUCED AUDITORIUM CAPACITIES & STAGGERED SHOWTIMES:
For the time being, overall auditorium capacities are being reduced for your safety and to maintain compliance with all local and state guidelines. When you purchase movie tickets at Cinemark, we now automatically block the seats adjacent to your party. In addition, we are staggering showtimes to allow more time for guests to exit and prevent overcrowding in our restrooms, halls and lobbies. This also allows employees more time to clean and sanitize between movies. Guests are encouraged to practice physical distancing when entering and exiting the auditorium.

CONTACTLESS TICKETING: We encourage you to purchase tickets online, which will allow for a more contactless in-theatre experience. If you prefer to purchase tickets in a theatre, please consider using a contactless-enabled credit card or your preferred mobile wallet payment type. Good news — we have also streamlined our in-theatre ticket verification process to minimize contact and get you to your movie faster. Guests who purchase tickets online via our website or app (or a third-party provider such as Fandango or Atom Tickets) are no longer required to also carry a printed ticket. Simply show your ticket confirmation QR
code to the usher at the ticket podium to scan. Guests purchasing tickets at the box office or theatre kiosk will still receive a printed ticket, however it no longer needs to be handed to our ushers for tearing. Just show your ticket and be on your way.

ASKING GUESTS FOR COOPERATION & PATIENCE: As we navigate this new normal, Cinemark is taking every precaution to ensure your safety — and we’re asking our guests to do the same. Please help us by considering the following: Dispose of all trash, seat wipes and unwanted protective gear in proper bins upon leaving the auditorium, which helps limit indirect contact and also gives our employees time for enhanced sanitizing. Please practice physical distancing of at least 6 feet from fellow guests and employees in all areas of the theatre — including entrances, lobbies, concession areas, restrooms, hallways, restaurants, game rooms, lounge areas and auditoriums. Physical distancing markers have been placed on floors throughout the theatre as a reminder.

WELLNESS OF GUESTS: Any guest who feels unwell, has a fever, and/or has any COVID-19-like symptom is asked to please refrain from entering the theatre, and instead, request a contactless refund online, in our app or call 1-800-CINEMARK.

FACE MASKS REQUIRED: For the safety of our guests, employees and communities, Cinemark will require that face masks be worn throughout our theatres. Masks may be removed when eating and drinking inside the auditorium.

CASH EXCHANGE: To help reduce potential contact between cash and food-handling areas, cash payments will not be accepted for snack purchases. However, each theatre will have a designated area where cash will be accepted, and gift cards will be available. As always, gift cards are redeemable at the concession stand.

PRIVATE AUDITORIUM RENTALS AVAILABLE:
We understand that some families and groups of friends would prefer the privacy and comfort of their own auditorium at this time. Cinemark is making it easier than ever to enjoy a private movie-going experience at an affordable price. Our expanded options include:

Private Watch Party — See an all-time classic or new release with up to 20 guests.
Private Gaming Party — Play your own video games on the big screen with up to 20 guests.
Premium Private Screening — Upgrade your experience with more movie choices and invite 20 or more guests or more.
ELEVATED FOOD & BEVERAGE SAFETY

CONCESSION & KITCHEN AREAS SANITIZED AT LEAST EVERY 30 MINUTES: As always, the safety and quality of our food and beverage products are a top priority at Cinemark. For added safety, we have increased our cleaning frequency and elevated our procedures, using products identified by the EPA to be effective in eliminating COVID-19.

EASILY ACCESSIBLE HAND SANITIZER: For your convenience, we are now placing hand sanitizers near active concession stand registers, drink stations and easy access points throughout the theatre.

FOOD HANDLING & PROTECTIVE WEAR: As always, Cinemark follows stringent standards for food handling and safety. As an added precaution, employees are now provided with facial masks and gloves to wear while working. Frequent handwashing and changing of gloves are also required.

PHYSICAL DISTANCING: Guests and employees are asked to practice physical distancing by maintaining at least 6 feet of space from other guests and employees. Physical distancing markers have been placed on floors as a reminder, and we will continually monitor overall traffic flow and adjust procedures as needed to alleviate congestion.

PLEXIGLASS SCREENS ADDED: In areas of the theatre where proper physical distancing between employees and guests isn’t otherwise possible, such as concession stand registers, interior box offices and usher podiums, plexiglass barrier screens may be used for added safety.

SEALED FOR YOUR PROTECTION: Self-serve condiments have been replaced with individually sealed packets or containers, which are available upon request from our cashiers. This includes ketchup, mustard, relish and mayo. Additionally, only individually wrapped straws and plastic cutlery are being used in our theatres.

CASHLESS PAYMENTS ONLY FOR SNACK PURCHASES: For the safety of all guests and employees, cash payments will not be accepted for snack purchases. However, a designated area within each theatre will accept cash and will have gift cards available. As always, gift cards are redeemable at the concession stand.
CONTACTLESS PAY: Cinemark is now strongly encouraging contactless payment methods, such as Apple Pay, Google Pay, Samsung Pay, and any credit card with the contactless pay logo, when possible. Receiving a printed receipt is optional.

POPCORN & DRINK FREE REFILL PROGRAM SUSPENDED: To reduce contact points, popcorn and drink refills will not be offered at this time. Instead, previously refillable sizes can be purchased at reduced prices without refills.

ANNUAL REFILLABLE CUP & POPCORN TUB: To limit contact points, we are no longer able to accept annual refillable cups and popcorn tubs. However, if you purchased our 2020 refillable cup or tub, we will happily honor your discount and provide an equivalent single-use container. Each time you come to Cinemark, please bring your refillable cup and/or tub and show them at the concession stand to receive your discount. To make up for the time we were temporarily closed this year, we are extending the valid dates of your discount through March 31, 2021.

SELF-SERVE BULK CANDY STATIONS SUSPENDED: At this time, Cinemark is not offering self-serve bulk candy, but packed candy favorites remain available.

CONCESSION STAND MENU: As always, you can enjoy Cinemark’s fresh-popped popcorn, ice-cold Coca-Cola products and the majority of our most popular candies and snacks. Please be aware that some concession items may not be offered at this time. We’re working hard to bring back all your favorites, like Pizza Hut pizza — coming soon.

RESTAURANTS & BARS: Our restaurants and bars will re-open when we are certain all necessary protocols are in place and also in accordance with local guidelines, which means some dining options inside your theatre will likely not open right away. In the meantime, limited menus may be offered temporarily at some locations, including beer, wine & frozen cocktails.

CINEMARK.COM
https://www.cinemark.com/cinemark-standard

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