

Xscape Xcellent Rewards Program - Frequently Asked Questions (FAQ)

General Questions

What is the Xscape Xcellent Rewards Program?

The Xscape Xcellent Rewards Program is our exclusive loyalty program that lets you earn points on movie tickets and concession purchases, redeem rewards, and enjoy exclusive member perks.

How does the program work?

You earn **1 point for every \$1 spent** on tickets and concessions. Points can be redeemed for free popcorn, drinks, and even movie tickets! There are two membership tiers:

- **Understudy (Free):** Earn and redeem points, get a free birthday treat, and access special offers.
- **Movie Star (\$60/year):** Enjoy all Understudy benefits plus **bonus rewards, discounts, VIP screenings, and more!**

How do I sign up?

Sign up online at xscapetheatres.com/xcellentrewards or with any cashier at the theatre. Enrollment is available to guests **18 years and older**.

Membership & Account

What are the benefits of upgrading to the Movie Star tier?

Movie Star members enjoy **exclusive perks**:

- **Free Movie Ticket** at sign-up
- **VIP Screenings & Early Ticket Access**
- **\$5 Flashback Cinema Tickets**
- **Discounted online booking fees** (\$1/ticket)
- **10% concession discount** (certain exceptions apply)
- **2X bonus points on special events and select titles**

Is there a physical membership card?

No, all benefits are digital. Your **unique QR code** will be accessible via your Account profile on the Xscape Theatres website and must be scanned for transactions.

Can I have more than one account?

No, enrollment is limited to **one Xcellent Rewards account per email address**. However, multiple accounts can share the same billing information.

Can I upgrade from Understudy to Movie Star?

Yes! You can upgrade at any time by paying the **\$60 annual fee**, and you'll instantly unlock Movie Star benefits.

Earning & Redeeming Points

How do I earn points?

You earn **1 point for every \$1 spent** on tickets and concessions. Simply scan your membership QR code at the time of purchase.

What rewards can I redeem with my points?

| Points Cost | Reward |
|--------------------|--------------------------|
| 100 | Regular Popcorn |
| 200 | Regular Soft Drink |
| 300 | Large Soft Drink |
| 400 | Large Popcorn |
| 500 | Standard 2D Movie Ticket |

How do I redeem my points?

Points can be redeemed **with a Cahsier at the theatre** when purchasing tickets or concessions. Just scan your membership QR code and select your reward.

You can upgrade your Standard 2D Movie Ticket Reward to a 3D or Xtreme ticket for a small upcharge.

Do my points expire?

Yes. Points **expire 365 days after your last earning transaction**. Stay active to keep your points!

Transition from the Old Rewards Program

What happens to my existing rewards?

Good news! Your current rewards will be **converted into point equivalents** in the new program. For example, if you previously earned a free regular popcorn, it will now be **100 points** that you can use for the same reward.

Will I lose any rewards I've already earned?

No, all your earned rewards will **carry over** into the new program as points.

Additional Information

Are there any restrictions on earning points?

Yes. Points **cannot be earned on gift card purchases or group purchases, such as Private Rentals or group concession purchases.**

Where can I check my points balance?

Your balance is available to view by logging into your account on the Xscape Theatres website.

Who can I contact if I have questions?

For questions or assistance, please visit xscapetheatres.com/contact or ask a team member at your local Xscape Theatre.

Start Earning Rewards Today!

Sign up for free or **upgrade to Movie Star** to unlock even more rewards!
Visit xscapetheatres.com/xcellentrewards to join today!