

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 Regular Popcorn** added to your account when you sign up, and receive a birthday treat every year.
- **Movie Star (\$60+tax/year):** Earn and redeem points, get a **Free Standard Ticket** added to your account when you sign up, receive a birthday treat every year your membership is active, **bonus rewards, 10% discount on concession items*, \$5 Flashback Cinema tickets, Online Booking Fees are reduced to \$1.00 per ticket, invitations to VIP screenings, and more!**

How do I sign up?

Sign up online at xscape theatres.com/rewards 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 (excluding alcohol)**
- **2X bonus points on special events and select titles**

Is there a physical membership card?

No, all cards are digital. Your **unique QR code** will be accessible via your Account profile on the Xscape Theatres website and must be scanned for in-person transactions. Download your QR code and add it to your Apple or Google Wallet for easy access.

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+tax annual fee**, and you'll instantly unlock Movie Star benefits.

Earning & Redeeming Points

How do I earn points?

You earn **1 point for every whole \$1 spent** on tickets and concessions. Simply scan your membership QR code at the time of purchase, have a Cashier enter your account email address, or sign in on our website before making your online 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 for concession rewards can be redeemed **with a Cashier at the theatre** when purchasing tickets or concessions. Just scan your membership QR code and notify the Cashier of the reward you would like to redeem.

Points for standard movie tickets can be redeemed **with a Cashier at the theatre, at the self-service kiosks, or online when signed into your account**.

You can redeem your **free Standard 2D Movie Ticket Reward** for a **3D** or **Xtreme** ticket for a **small upcharge**. **Some movie titles, usually within their first two weeks of release, require a nominal High-Demand upcharge that cannot be waived.

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! All rewards that were previously earned have been **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 but not redeemed?

No, all of your earned rewards have **carried 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**. Points are not earned on online booking fees.

Where can I check my points balance?

Your balance is available to view by logging into your account on the Xscape Theatres website. They are listed on the **Profile** tab under Membership Points.

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/rewards to join today!