

SCOTIABANK THEATRE TORONTO ESCALATOR MAINTENANCE

As part of the renovations to Scotiabank Theatre Toronto, we will be upgrading both of the theatre's escalators to serve you better. As you can imagine, this is a large and complicated undertaking and our contractors have estimated that the renovations will start Spring 2017 and will take approximately 12 months to complete.

In order to minimize the impact of this construction on your experience in our theatre, we will work to ensure that only one escalator is out of service at any given time and that whenever possible the functioning escalator is in the 'up' position. In addition, guests can access the theatre by using the stairs or the elevators. If you need assistance accessing the theatre, please allow extra time as there may be an increase in the wait time to use an elevator.

In an effort to minimize the impact these renovations will have on our guests and to ensure that you are able to access and exit our theatre safely:

- We will position staff during peak periods to navigate traffic to the two available elevators, as required.
- We have advised our landlord that we will be using the service elevator, that we share with other tenants, as a secondary passenger elevator to escort guests to the theatre.
- We have contacted our elevator repair technicians and the Toronto Fire Department to provide assistance as needed.

We are committed to keeping you informed by providing updates or service issues that may impact your ability to access the theatre as soon as we become aware of them. If one of our elevators or the escalator not under repair goes out of service during this time, we will post a notice on Cineplex.com and at the theatre, as soon as possible.

We understand the impact this project could have on your ability to access our theatre and we sincerely apologize for the inconvenience. We appreciate your patience during this time. If you have any questions, please speak with a member of our Scotiabank Theatre Toronto Management team directly, or contact our [Guest Services team](#).

