

ADMISSION GUIDELINES

BACKPACKS & BAGS OF ANY KIND: Not permitted in IMAX Theater.

- For the safety and comfort of all our guests, backpacks, oversized handbags, parcels and bags of any kind are not permitted in the IMAX Theater.
- Backpacks and bags of all types are subject to inspection.
- Parents with an infant or toddler may bring in a diaper bag.
- We strongly recommend that you leave your items in your car before you head to the theater.

PHOTOGRAPHY, VIDEO RECORDING AND CELL PHONES: Strictly prohibited during the show.

- Recording by any device during the show is strictly prohibited and is punishable by law.
- Violators will be required to leave the theater and will not receive a refund.
- Cell phone use or use of any electronic device is prohibited during the show.

COSTUME POLICY: Costumes are allowed with some restrictions.

- You may come dressed as your favorite character but masks, face coverings, weapons and simulated weapons are not permitted.

ADMISSION: First-come, first-seated general admission seating.

- The AutoNation IMAX Theater provides general admission seating on a first-come, first-seated basis.
- A valid ticket is required for admission. A sales receipt or confirmation e-mail will not be accepted.
- We will open the doors for each show 20 minutes prior to show time.
- Priority Access ticket holders will be admitted into the theater prior to General Admission ticket holders.
- Our theater is wheelchair accessible and provides four wheelchair spaces and one companion seat per wheelchair space. If you have special access needs, please notify the theater manager before the doors open.
- The Museum does not permit weapons or items that would make other guests feel uncomfortable or detract from the movie-going experience.
- Smoking including vapes is prohibited on Museum premises or in IMAX theater.
- In accordance with the Americans with Disabilities Act, service animals (defined as dogs that are individually trained to do work or perform tasks for people with disabilities) are allowed in the IMAX theater.

PRIORITY ACCESS TICKET HOLDERS: You must be in line 30 minutes prior to show time.

- Priority Access tickets are still available for some shows so please check with the Box Office or Reservations Department.
- Priority Access ticket holders must be on the Priority Line in the IMAX lobby no later than 30 minutes before show time.
- Priority Access ticket holders will be admitted 20 minutes before show time allowing them to have first choice of seating.
- General admission ticket holders will be admitted immediately after Priority Access ticket holders.
- If you arrive after we have admitted our Priority Access ticket holders, you will lose your priority seating and will enter with our general admission ticket holders. No refunds will be provided for late arrival.

WILL CALL TICKETS: Pick up your Will Call tickets at the Box Office.

- All Will Call tickets are to be picked up at the Museum Box Office located in the outdoor atrium. This applies to Will Call tickets purchased over the phone or on-line at Brown Paper Tickets.
- Please bring your confirmation number or confirmation e-mail with you.
- Only the purchaser may pick up the tickets and will be required to present a valid photo I.D.
- Please arrive no less than one hour prior to show time to pick up your tickets.
- It is recommended that you pick up your tickets prior to your show date.

TICKETS MUST BE SCANNED: All Brown Paper tickets must be scanned and validated before you enter the IMAX Theater.

- If you have a ticket issued by the Museum, your ticket does not need to be scanned.
- If you purchased tickets on Brown Paper Tickets, you will need to have your tickets scanned and validated. There will be a scanning station located in the IMAX lobby.
- All Brown Paper tickets must be scanned and validated to be admitted into the theater.

REFUND POLICY: All Sales are Final. No refunds or exchanges.

- All sales are final
- There are no refunds, no exchanges and no replacements for any reason including lost tickets, stolen tickets, illness, late arrival, seat location or wrong date purchase.

FOOD & BEVERAGES: Only snacks purchased at IMAX Concessions are allowed into the IMAX Theater.

- Popcorn, snacks and beverages are available at the IMAX Concessions Stand and are allowed into the IMAX Theater
- If you want to grab a bite before the movie, our Subway Café and Auntie Anne's are open until 8:00 p.m. daily.
- Subway, Auntie Anne's and outside food are not allowed in the IMAX Theater so please enjoy your meal before you enter the theater.
- Alcoholic beverages are not permitted on premise.

BOX OFFICE HOURS: Open daily.

- Monday - Saturday: Opens 9:30 a.m. and closes 15 minutes after start of last IMAX show.
- Sunday: Opens 10:00 a.m. Closes 15 minutes after start of last IMAX show.

MUSEUM HOURS: Open daily.

- Monday through Saturday: 10:00 a.m. to 5:00 p.m.; Sunday: 12:00 p.m. to 6:00 p.m.