



Dear Glenn McCann

I do apologize for the inconvenience we have caused for you. My staff and I sincerely do apologize for the screen being dull during our movie presentation. We are currently in the process of figuring out our next step to improving lighting for our moviegoers. Unfortunately we cannot offer a refund for not liking the movie. Nor can we offer a refund for movie trailers, being that a lot of moviegoers enjoy watching previews and it has also become a standard in many movie theaters.

What I can do is offer you a sincere apology. As well as give/ offer you a 50% discount for the next ticket you purchase. Once again on behalf of the company and myself we apologize for your unpleasant visit.

Sincerely,

Luis Ortega Bravo