

# THE HAUNTED CONVENT

## ESTIMATED ADMISSION WINDOW & VIP FAST PASS PRIORITY TERMS

Final Customer-Facing Ticketing Language | Version: HC-ADMISSION-VIP-2026-09-23

### IMPORTANT — ADMISSION TIMES ARE APPROXIMATE

The time selected when purchasing a ticket is an estimated admission window only. It is not a guaranteed exact entry time, appointment, or reservation for a specific tour group.

### FULL ADMISSION WINDOW & VIP FAST PASS PRIORITY NOTICE

The Haunted Convent operates in controlled tour groups with established group-size and occupancy limits. Actual admission times may vary based on guest flow, tour pacing, attraction operations, safety requirements, and VIP Fast Pass priority.

#### **VIP Fast Pass guests receive priority placement into the next available tour group.**

Accordingly, VIP guests may be admitted ahead of General Admission guests who selected the same or an earlier approximate admission window.

**To maintain established group-size, occupancy, and life-safety limits, General Admission guests may be reassigned to the next available tour group when necessary to accommodate VIP Fast Pass priority. This may result in a General Admission guest entering the attraction after the approximate admission window originally selected.**

For example, if a tour group has reached its established guest capacity and a VIP Fast Pass guest is awaiting priority admission, one or more General Admission guests may be placed into the next available tour group rather than increasing the number of guests admitted into the attraction.

Guests should arrive for their selected admission window and should be prepared for a possible wait.

**Selecting an admission window identifies an approximate time for arrival and admission; it does not guarantee entry at an exact minute or placement in a particular tour group.**

By purchasing a ticket, the purchaser acknowledges and agrees that admission order, tour-group assignment, and actual entry time may be adjusted based on VIP Fast Pass priority, guest flow, tour pacing, attraction operations, occupancy limitations, life-safety requirements, emergencies, delays, or other operational conditions.

**Established occupancy and life-safety requirements will take priority over scheduled or estimated admission times at all times.**

### SHORT NOTICE — DISPLAY DIRECTLY BESIDE THE TIME SELECTOR

#### PLEASE NOTE — APPROXIMATE ADMISSION TIME

Your selected time is an estimated admission window, not a guaranteed exact entry time or specific tour reservation.

VIP Fast Pass guests receive priority admission into the next available tour group. General Admission guests may therefore be moved to the next available group and admitted after their selected window in order to accommodate VIP priority while maintaining established group-size, occupancy, and safety limits.

Please arrive for your selected window and be prepared for a possible wait.

### REQUIRED SEPARATE CHECKOUT CHECKBOX

#### MANDATORY — UNCHECKED BY DEFAULT

☐ I understand and agree that my selected admission time is approximate, that VIP Fast Pass guests receive priority admission, and that my actual entry time or tour group may be adjusted accordingly.

## **INTERNAL IMPLEMENTATION INSTRUCTIONS — NOT CUSTOMER-FACING**

### **REQUIRED CHECKOUT IMPLEMENTATION**

*The following instructions are for the website/ticketing team and should not be displayed as part of the customer-facing admission notice or checkbox language.*

- Display the short notice directly at or immediately below the admission-time selector.
- Label the customer-facing times “Estimated Admission Window” rather than “Guaranteed Entry Time” or other wording implying an exact appointment.
- Keep this acknowledgment separate from the Guest Participation / Liability Release checkbox.
- The checkbox must be unchecked by default and must be affirmatively selected before the customer can complete payment.
- Preserve the checkbox acceptance event, date/time, applicable order or ticket reference, and the version of this notice in the ordinary ticketing audit record.
- VIP priority changes admission sequencing only; it does not increase the permitted guest count for a tour group or override occupancy or life-safety limits.

### **OPERATIONAL RULE**

#### **VIP FAST PASS PROVIDES PRIORITY ACCESS — NOT ADDITIONAL CAPACITY.**

If a tour group is at its established guest capacity, a VIP guest may be placed into that group only by moving a General Admission guest to the next available group. The attraction should never exceed its established group-size or occupancy limits in order to honor VIP priority.