

## Movie Theater Complaints

1. First device was set for theater room with wrong start time. Second device was set for wrong theater room (17 instead of 16). 3rd device worked well. Most frequently encountered error -- device shows only every other line of dialog.
2. About checking out neck loop and captioning device: the theater said no. The customer said: just theater policy, one or the other but not both. Haven't felt like arguing with know-nothing clerks because I was out with a friend. Also implant adjustments make sound pretty good anyway.
3. It's one or the other. I have had about a 70 percent success rate with the captioneer. Haven't tried the listening device.
4. Netflix is easier with the captions
5. It costs too much and I don't hear
6. It's raining and cold
7. It's sunny
8. The theater staff didn't know about the equipment and didn't care about their deaf/HOH customers.
9. ALL the auditoriums in your theater should have operational audio receivers regardless of whether the movies have closed captioning or not. Your staff doesn't seem to know that. And they are not offering rain-checks when the equipment doesn't work for our deaf/HOH members. Our members are becoming discouraged and will stop patronizing your theater if they continue to experience problems like these.
10. Haven't been to the movies for many years and like to watch movies on TV with closed captioning. In one word: habit.
11. Simply don't want the hassle of paying money to go to the movies
12. Habit: used to waiting until the movie comes out on DVD or TV
13. Sony glasses complaint #1: sometimes, words disappear from the screen several times during the movie. The words reappear very quickly: however the loss of those words is distressing.
14. Sony glasses complaint #2: People complain the glasses are heavy to use.
15. CaptiView complaint: must refocus between the three line readout in front of you and the movie screen in front of viewer.
16. The most perplexing problem is convincing the person with hearing loss has never gone to movies or gave up decades ago.
17. Due to the NOISE , lots of folks with hearing loss left! A friend with hearing loss (who reads captions) left at intermission
18. Due to foul language, a friend with hearing loss left early
19. Due to content, a friend with hearing loss (who reads captions) left at intermission
20. I wish there was some way to know of excessive noise before one purchases a ticket
21. Because of a large man in front of him/her it was really hard to read the captions
22. The screen should be higher so one can read the words