

# PINSTRIPES

BISTRO BOWLING BOCCE



## **Pinstripes - Guest Frequently Asked Questions**

### **What is Chapter 11?**

Chapter 11 of the Bankruptcy Code provides for the financial and/or operational restructuring of a company, through a sale or otherwise.

### **Why did Pinstripes file for Chapter 11?**

Pinstripes is pursuing a going-concern sale of its assets through chapter 11, and already has a committed buyer, subject to higher or better offers. Pinstripes commenced its chapter 11 case to reduce its current debt and, ultimately, enhance operations to continue to serve guests and communities for years to come.

### **How does the Chapter 11 process work?**

Chapter 11 is a court-supervised restructuring process through which a company continues its day-to-day operations in the ordinary course of business.

### **How long will Pinstripes be in Chapter 11?**

We intend to move through the process as quickly as possible.

### **Does filing for Chapter 11 mean a shutdown or liquidation?**

No. The restructuring process is a positive and strategic step for our Company that will enable us to continue to serve guests and our communities for years to come. We expect day-to-day operations to continue uninterrupted in our go forward locations, and we anticipate moving through this process swiftly.

### **Will guests be affected by the Chapter 11 process?**

If you put down a deposit for an event that was scheduled at a Pinstripes location that has since closed, you may reschedule your event at an open Pinstripes location by contacting [customersupport@pinstripes.com](mailto:customersupport@pinstripes.com).

Under federal bankruptcy law, Pinstripes Holdings, Inc. and its affiliated debtor entities (the “Debtors”) are prohibited from making any payments on account of claims that arose prior to September 8, 2025, including claims for event deposit refunds. If you believe that you have a claim against the Debtors, including for an event deposit refund, please visit <https://dm.epiq11.com/case/pinstripes>, where you can download a proof of claim form and file a claim. Please consult with your own legal counsel about any questions you may have regarding the Debtors’ chapter 11 cases.

### **Are gift cards still valid?**

Gift cards are being honored at continuing locations. If you are unable to visit another location, you may file a proof of claim for your gift card amount at <https://dm.epiq11.com/Pinstripes>.

### **Which location remain open?**

We thank you for your patience and support as we move through this transition. While some of our locations have closed, many remain open and continue to welcome you as always. You can still visit us in:

San Mateo, CA  
Northbrook, IL  
Oak Brook, IL  
South Barrington, IL  
Bethesda, MD  
Cleveland, OH  
Edina, MN  
Georgetown, DC

We are grateful for your continued trust and understanding, and remain committed to delivering the hospitality and experiences you’ve come to know and love.