1. **Access to the platform**

   To book the titles related to your accreditation:
   1. Connect to the Vivaticket website: [biennalecinemaaccreditii.vivaticket.it/en](http://biennalecinemaaccreditii.vivaticket.it/en)
   2. Enter the **email address** you used to register your accreditation and your **Accreditation Code**.

2. **When to book**

   Starting from **Sunday 28th August at 7.00 am CET**, it will be possible to **book screenings for two days of programming**. Every 48 hours at 7.00 am CET, a new reservation session will open according to the following schedule:

<table>
<thead>
<tr>
<th>August 28th at 7.00 am</th>
<th>August 31st</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>September 1st</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>August 30th at 7.00 am</th>
<th>September 2nd</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>September 3rd</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>September 1st at 7.00 am</th>
<th>September 4th</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>September 5th</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>September 3rd at 7.00 am</th>
<th>September 6th</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>September 7th</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>September 5th at 7.00 am</th>
<th>September 8th</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>September 9th</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>September 10th</th>
<th>September 11th</th>
</tr>
</thead>
</table>

   **The same criteria** apply to the reservations of titles for the **Venice Immersive** section. Reservations will start from **7.00 am CET on August 28th**:
   - **Press & Industry pass holders** for titles starting from **August 31st**;
   - **All accreditations** for titles starting from **September 1st**.

3. **General Rules**

   - It is possible to book **one seat** for each screening.
   - The system **will not allow** reservations for multiple screenings in the same time slot: once inserted a title in the cart, the visibility of **overlapping events** will automatically **disappear**.
   - Screenings reserved to **Press and Industry** will always be visible in the homepage of all accreditations. Only in **case of remaining availability** of seats, **all accreditations** will be able to reserve a seat **starting from 7.00 am of the day before the screening**.
   - The **cancellation of the reservation** will be possible up to **20 minutes** before the beginning of the screening.
   - With **3 missed and not cancelled reservations** you will be placed on the **black list for hours (3 no-shows = black list)**: no further reservations can be made during this time frame.
   - Please, check the **last minute availability for any free seats** in the **20 minutes** before the start of the screening.

4. **How to find the required event**

   In the homepage of your reserved area [fig. 1](#), you will find the menu that allows you to book the titles related to:
   - Sala Grande, Darsena, Giardino, PalaBiennale and Corinto
   - Sala Perla, Casinò, Volpi and Pasinetti
   - Venice Immersive
4. **How to book the required seat**

**Sala Grande, Darsena, Giardino, PalaBiennale and Corinto**

1. Select the date or time frame of your interest via the calendar menu.
2. Click on the Search button: only available screenings according to the calendar indicated in the previous section of this guide will be visible.
3. Find the title of your interest for this group of venues in alphabetical order, select the date and time of the screening via the drop-down menu located next to the title, then click on the Book button. **fig. 2**
4. Make the automatic selection of the seat clicking on the Next step button, if only one area is visible. In case of more available areas, add a seat in the area of your interest by clicking on the + red button.
5. Alternatively choose manually directly from the map that will open by clicking on I want to choose my seat button. Once selected the seat, click on the Next step button to continue.
6. Confirm your choice from the recap page by clicking on the Next Step button.
7. Your cart is available for 15 minutes: if you wish to finalise this reservation only, click on the Confirm button at the bottom of the page. Instead if you wish to make other reservations for this group of venues, click on Book more button at the bottom of the page or click on your Accreditation Code indicated in red and restart the procedure from point 1.
8. Click on the Confirm button at the bottom of the page to finalise all your reservations 15 minutes. **fig. 3**
9. Once a cart is confirmed, you can open a new booking session at any time.
10. Each group of venues has its own cart: remember to confirm your cart for the screenings related to this group of venues. To book screenings related to Sala Perla, Casinò, Volpi and Pasinetti and for experiences related to Venice Immersive, click on the corresponding button in the homepage and open a separate booking session.

**Sala Perla, Casinò, Volpi and Pasinetti**

1. Login by clicking on the Login button at the top of the page and enter the e-mail address you used to register your accreditation and your Accreditation Code.
2. Find the title of your interest for this group of venues in chronological order: you can re-order the titles clicking on the Date, Title and Room button and select the title of your interest. Then click on the Buy button.
3. Select the date from the calendar.
4. Make the automatic selection of the seat by choosing the Accreditation area and click the + red button next to it, in order to add your seat.
5. Alternatively choose manually your seat directly from the map that will open by clicking on the I want to choose my seat button. Make sure that your Accreditation typology is indicated in the drop-down menu located under the map. Once you have made your seat selection, click on the Buy button to continue. **fig. 4**
6. Enter your Accreditation Code and click on the Complete button: we remind you that the system shows an error message if you select a different area than the one dedicated to your accreditation.
7. Your cart is available for 15 minutes: if you wish to finalise this reservation only, flag that you have read the General Terms of Use for the Vivaticket service and click on the Confirm button at the bottom of the page. Instead, if you wish to make other reservations for this group of venues, click on Book more button at the bottom of the page and restart the procedure from point 2.
8. Click on the Confirm button at the bottom of the page to finalise all your reservations within 15 minutes.
9. Once a cart is confirmed, you can open a new booking session at any time.
10. Each group of venues has its own cart: remember to confirm your cart for the screenings related to this group of venues. To book screenings related to Sala Grande, Darsena, Giardino, PalaBiennale and Corinto and for experiences related to Venice Immersive, click on the corresponding button in the homepage and open a separate booking session.
Venice Immersive

1. Login to your private area, entering the e-mail address communicated during the accreditation registration process and your Accreditation Code.
2. Select the date or time frame of your interest via the calendar menu.
3. Click on the Search button: only available contents of this section will be visible, according to the calendar indicated in the previous section of this guide (→ 2. When to book).
4. Find the title of your interest of this section in alphabetical order, select the date and time via the drop-down menu located next to the title, then click on the Book button.
5. Confirm again your choice from the recap page by clicking on the Next Step button.
6. Your cart is available for 15 minutes: if you wish to finalise this reservation only, click on the Confirm button at the bottom of the page. Instead if you wish to make other reservations for the Venice Immersive section, click on the Book more button at the bottom of the page or click on your Accreditation Code indicated in red and restart the procedure from point 2.
7. Once a cart is confirmed, you can open a new booking session for Venice Immersive at any time.
8. Each group of venues has its own cart: remember to confirm your cart for titles related to this section. To book screenings related to Sala Grande, Darsena, Giardino, PalaBiennale and Corinto and for screenings related to Sala Perla, Casinò, Volpi and Pasinetti click on the corresponding button on the homepage and open a separate booking session.

5. How to find your reservation

For Sala Grande, Darsena, Giardino, PalaBiennale, Corinto and Venice Immersive

1. Inside the page related to the group of Sala Grande, Darsena, Giardino, PalaBiennale and Corinto or inside the section of Venice Immersive, click on the My Vivaticket button on the top of the page.
2. Click on the My Reservations button and find the list of your reservations related to Sala Grande, Darsena, Giardino, PalaBiennale, Corinto and to the Venice Immersive section.
3. If you want to directly access the list of screenings related to Sala Perla, Casinò, Volpi and Pasinetti, click on the Go to the reservations of Sala Perla Casinò, Volpi and Pasinetti red button on the top of the page.

Reservations are displayed in chronological order. You will be able to click on the DOWNLOAD YOUR BOOKING button to access your ticket. You can retrieve your reservations also by following the instructions contained in the booking confirmation email.

For Sala Perla, Casinò, Volpi and Pasinetti

1. Inside the page related to the group Sala Perla, Casinò, Volpi and Pasinetti click on the My Vivaticket button on the top of the page.
2. Click on the My Purchases button and find the list of your reservations related to Sala Perla, Casinò, Volpi and Pasinetti.

Reservations are displayed in chronological order. You will be able to click on the RECEIPT button to access your ticket. You can retrieve your reservations also by following the instructions contained in the booking confirmation email.
6. Cancellation of the reservation

General Rules

- The cancellation of the reservation will be possible up to 20 minutes before the beginning of the screening.
- With 3 missed and not cancelled reservations you will be placed on the black list for 24 hours (3 no-shows = black list): no further reservations can be made during this time frame.

For Sala Grande, Darsena, Giardino, PalaBiennale, Corinto and Venice Immersive

- To cancel your reservation, enter the summary of your reservations in your personal area My Vivaticket and click on the CANCEL button next to the reservation itself. Confirmation of cancellation will be visible through the DELETED indication next to the reservation itself. fig. 7
- The summary of your reservations will display whether or not your reservation has been used.

For Sala Perla, Casinò, Volpi and Pasinetti

- To cancel your reservation send an e-mail to the following e-mail address: cancel@vivaticket.com. Please insert in your communication:
  - Your Accreditation Code
  - Title, Date, Theatre and Time of the reservation to be cancelled.

7. Access to theatre

- Entrance in the theatres is allowed only upon showing your digital or printed screening reservation and the accreditation badge.
- It is necessary to arrive at the gates of the Festival areas well in advance to access the security checkpoints and to be in the theatre 10 minutes before the beginning of the screening, in order to take the assigned seat.

Technical assistance

For technical assistance or information, please contact the following phone number:

+ 39 041 862 9029

The service is available from August, 28th to September 10th 2022
From 7.00 am to 10.00 pm