1. **Access to the platform**

To book the titles related to your Venice Immersive Pass:

1. Connect to the Vivaticket website: [biennalecinemaimmersive.vivaticket.it/en](http://biennalecinemaimmersive.vivaticket.it/en)
2. Enter your reserved area by clicking on the **Login** button on the top of the page.
3. Insert the **e-mail address** and the **password** communicated during the registration process to My Vivaticket – Biennale Cinema.

2. **When to book**

Starting from **Monday 29th August at 7.00 am CET**, it will be possible to **book titles for the 1st of September**.

From **Tuesday 30th August**, at 7.00 am CET, new reservation sessions will open every 48 hours according to the following schedule:

<table>
<thead>
<tr>
<th>August 29th at 7.00 am</th>
<th>September 3rd at 7.00 am</th>
</tr>
</thead>
<tbody>
<tr>
<td>September 1st</td>
<td></td>
</tr>
<tr>
<td>September 30th at 7.00 am</td>
<td>September 6th</td>
</tr>
<tr>
<td>September 2nd</td>
<td>September 7th</td>
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</tbody>
</table>

<table>
<thead>
<tr>
<th>September 1st at 7.00 am</th>
<th>September 5th at 7.00 am</th>
</tr>
</thead>
<tbody>
<tr>
<td>September 4th</td>
<td>September 8th</td>
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<td>September 5th</td>
<td>September 9th</td>
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<tr>
<td>September 3rd</td>
<td>September 10th</td>
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<tr>
<td>September 6th</td>
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</tbody>
</table>

**General Rules**

- The **5 Days Venice Immersive Pass** allows the booking of experiences available in the **time frame selected during the purchasing process only**.
- It is possible to book one seat for each experience.
- The system **will not allow** reservations for multiple titles in the same time slot: once inserted a title in the cart, the visibility of overlapping events will automatically **disappear**.
- The cancellation of the reservation will be possible up to **20 minutes before the beginning** of the experience.
- 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.
- Please, check the **last minute availability for any free seats** in the **20 minutes** before the start of the experience.

3. **How to book the required title**

If you have already completed the purchase of your Venice Immersive Pass, please follow the instructions below:

1. Click on the **Click here to book a Venice Immersive experience from August, 29th at 7am** red button.

2. Insert your **Venice Immersive Pass Code**, that you will find near the word **C.A.** inside the PDF received by e-mail. (fig. 1)

3. In the homepage of your private area, select the **date** or **time frame** of your interest via the **calendar menu**.

4. Click on the **Search** button: only available titles according to the calendar indicated in the previous section of this guide will be visible.
Find the title of your interest in alphabetical order, select the date and time of the title via the drop-down menu located next to the title, then click on the Book button.

Click on the Next Step button to confirm your choice.

Confirm your choice again from the recap page by clicking on the Next Step button.

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 any other reservations, click on the Book more button at the bottom of the page or click on your Venice Immersive Pass Code indicated in red and restart the procedure from point 1.

Click on the Confirm button at the bottom of the page to finalise all your reservations within 15 minutes.

Once a cart is confirmed, you can open a new booking session at any time.

If you have not completed the purchase of the Venice Immersive Pass yet and you already want to book the related experiences, from 29th August:

1. Once inserted your Venice Immersive Pass in the cart, click on the Select title red button inside the cart of the Venice Immersive Pass purchase.
2. Follow the instructions below from point 3 of the previous section of this guide.
3. Remember to confirm the cart in order to finalise the process within 15 minutes.

4. How to find your reservation

1. Inside your private area, click on the My Vivaticket button at the top of the page.
2. Click on the My Purchases button and find the list of your reservations.

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.

5. Cancellation of the reservation

• The cancelation of the reservation will be possible up to 20 minutes before the beginning of each experience.
• 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.
• To cancel your reservation send an e-mail to the following e-mail address: cancel@vivaticket.com. Please insert in your communication:
  - Your Venice Immersive Pass Code, that you will find next to the word C.A. inside the PDF received by e-mail.
  - Title, Date and Time of the experience to be cancelled

6. Access to the viewings

• Entrance to the viewings is allowed only upon showing the digital or printed reservation and of the Venice Immersive Pass, together with your ID Card or Passport.
• It is necessary to arrive at the gates of the Festival areas well in advance to access the security checkpoints and to be ready for the viewings 10 minutes before the beginning of the experience.

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