Venice Immersive Pass Booking Guide

79. Mostra Internazionale d'Arte Cinematografica

1. Access to the platform

To book the titles related to your Venice Immersive Pass:

- 1. Connect to the Vivaticket website: <u>biennalecinemaimmersive.vivaticket.it/en</u>
- 2. Enter your reserved area by clicking on the Login button on the top of the page.
- 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:

August 29th at 7.00 am September 1st

August 30th at 7.00 am September 2nd September 3rd

September 1st at 7.00 am September 4th September 5th September 3rd at 7.00 am September 6th September 7th

September 5th at 7.00 am September 8th September 9th September 10th

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:

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



Descrizione Posto

Nome Cognome

C.T. TLITE0000000000000-01 CA. CODICEBIGE CC. AR000000 - C.P. 00000000 - S.F. X000000000000000 D.E. 00/00/0000 0000 - C.E. 12345078 Prezza EUR XXXX. Prev. EUR XXXX. Tot. EUR XXXX.

Org: Nome organizzatore - PI/CF: 0000000000 Tit. Vivaticket Spa - P.Iva 00000000000



Yon's Venice International Film Festival.
Thank you for your purchase.
Help the environment and download the ticket
or your smartphone / mobile device
or print it on recycled paper.

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

ETERNELLE, NOTRE DAME	
ETERNELLE, NOTRE DAME	
/ENEZIA (VE)	
Thu 01/09/2022 15:00	¥

fig. 3		
	ly cart	
14:50 on 26-0	Time left to complete the purchase. Payment must be carried out before 09: 08-2022, else your reservation will be cance	
ETE	RNELLE, NOTRE DAME	
ETE	rsday September 01, 2022 at 15:00 RNELLE, NOTRE DAME Noter: Fondazione La Biennale di Venezia	
Del.	Description	Price (**)
0	Posto Unico Ingresso (Full)	€ 0,0

M284	Description	Price
	Posto Unico Ingresso (Full) Season ticket admission (Season ticket code CGW0FURWM). Book more events for the same season ticket CGWXIFURWM	€0,00
	Service Fees	€ 0,00
Total amount 1 ticket		€ 0,00
	et collection: nload your ticket in digital format	

CART SUM			
This cart is valid h	or 14:35		
Price (advance s	ale not incl.)		0,00€
Advance sale			0,00€
Service fees (**)			0,00€
") VAT included	this order, y	iou declare to have	0,00 €
accepted our		rou declare to have to make the for the	fully read an
") VAT included			fully read an
") VAT included) By confirming accepted our			fully read an



- Receipt

- 5. 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. fig. 2
- Click on the **Next Step** button to confirm your choice. 6.
- Confirm your choice again from the recap page by clicking on the Next Step 7. button.
- Your cart is available for 15 minutes: if you wish to finalise this reservation 8. 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.
- 9. Click on the Confirm button at the bottom of the page to finalise all your reservations within 15 minutes. fig. 3
- 10. 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:

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

4. How to find your reservation

- Inside your private area, click on the My Vivaticket button at the top of the page. 1.
- 2. Click on the My Purchases button and find the list of your reservations. fig.4

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

5. **Cancellation of the reservation**

in the booking confirmation email.

- 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

Access to the viewings 6.

- 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, $28^{\mbox{\tiny th}}$ to September $10^{\mbox{\tiny th}}$ 2022From 7.00 am to 10.00 pm