

# 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: [biennalecinemaimmersive.vivaticket.it/en](https://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 29<sup>th</sup> August at 7.00 am CET**, it will be possible to **book titles for the 1<sup>st</sup> of September**.

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

**August 29<sup>th</sup> at 7.00 am**  
September 1<sup>st</sup>

**August 30<sup>th</sup> at 7.00 am**  
September 2<sup>nd</sup>  
September 3<sup>rd</sup>

**September 1<sup>st</sup> at 7.00 am**  
September 4<sup>th</sup>  
September 5<sup>th</sup>

**September 3<sup>rd</sup> at 7.00 am**  
September 6<sup>th</sup>  
September 7<sup>th</sup>

**September 5<sup>th</sup> at 7.00 am**  
September 8<sup>th</sup>  
September 9<sup>th</sup>  
September 10<sup>th</sup>

### General Rules

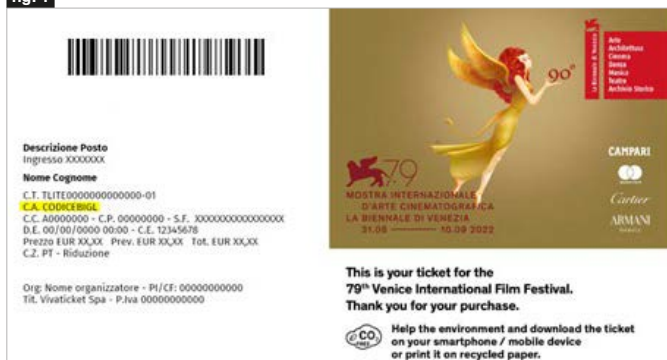
- The **5 Days Venice Immersive Pass** allows the booking of experiences available in the **time frame selected during the purchasing process only**.
- It is possible to book **one seat** for each experience.
- The system **will not allow** reservations for multiple titles in the same time slot: once 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

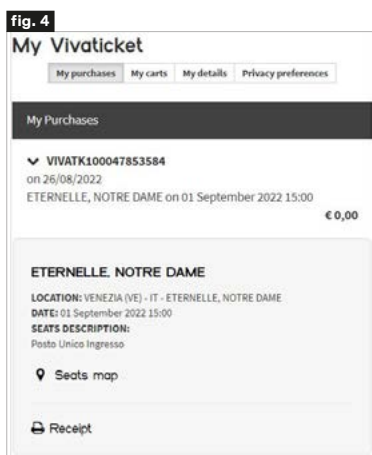
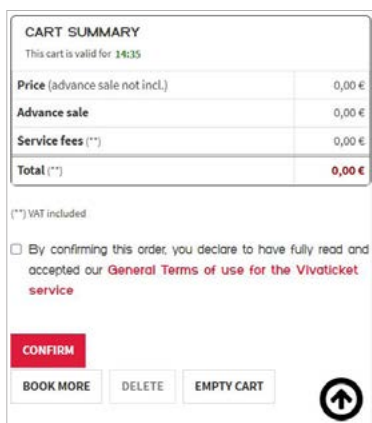
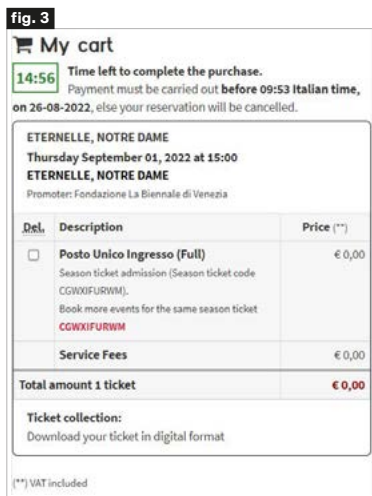
If you have already completed the purchase of your Venice Immersive Pass, please follow the instructions below:

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

fig. 1



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.



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**
6. Click on the **Next Step** button to confirm your choice.
7. Confirm your choice again from the recap page by clicking on the **Next Step** button.
8. 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.
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 29<sup>th</sup> 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**. **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 in the booking confirmation email.

#### 5. Cancellation of the reservation

- The cancellation 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](mailto: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, 28<sup>th</sup> to September 10<sup>th</sup> 2022  
**From 7.00 am to 10.00 pm**