Guide to reservations for Accredited Pass Holders

ACCESS TO THE PLATFORM
To book the titles of the 80th Venice International Film Festival:
1. Connect to the Vivaticket website: https://biennalecinemaaccrediti.vivaticket.it/en or to https://biennalecinemaimmersiveaccrediti.vivaticket.it/en/ for Venice Immersive experiences;
2. Enter the email address you used to register your accreditation and your Accreditation Code.

Access to the platform is permitted only to accredited users who have paid for the accreditation.

WHEN TO BOOK
Starting from Thursday 24th August at 2.00 pm CET, it will be possible to book the screenings of August 30th and 31st.
Afterwards, new reservation sessions will open according to the following schedule:

<table>
<thead>
<tr>
<th>Date</th>
<th>screenings</th>
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<tbody>
<tr>
<td>Thursday, August 24th at 2.00 pm</td>
<td>August 30th</td>
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<tr>
<td></td>
<td>August 31st</td>
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<tr>
<td>Monday, August 28th at 11.00 am</td>
<td>September 1st</td>
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<td></td>
<td>September 2nd</td>
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<td>September 3rd</td>
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<tr>
<td>Friday, September 1st at 6.30 am</td>
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<td>September 5th</td>
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<td></td>
<td>September 6th</td>
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<tr>
<td>Monday, September 4th at 6.30 am</td>
<td>September 7th</td>
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<td></td>
<td>September 8th</td>
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<td></td>
<td>September 9th</td>
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The same criteria apply to the reservations of Venice Immersive experiences. Reservations will start from 2.00 pm CET on August 24th:
- Press & Industry pass holders for experiences taking place from August 30th;
- All accreditations for experiences taking place from August 31st.

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: overlapping screenings will not be available and will be marked as “overlapping booking”.
• The system will indicate as “currently not available” the titles that cannot be booked with your accreditation or that currently have no seats available.
• 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 at the latest 10 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.
• Please, check the last minute availability for any free seat in the 10 minutes before the start of the screening.

HOW TO FIND A SCREENING
In the homepage of your reserved area you will find the menu that allows you to choose the date and the venue of your interest.

If you wish to book Venice Immersive experiences, click on the red button BOOK HERE THE VENICE IMMERSIVE EXPERIENCES.
HOW TO RESERVE YOUR SEAT

Film screenings
1. Select the date by clicking on the corresponding day (desktop version) or by selecting it from the drop-down menu (mobile version).
2. You can search by Title, Director and Section or by venues from the dedicated drop-down menu.
3. Find the title of your interest and click on the Book button.
4. You can confirm the automatic seat assignment by clicking on the Next button, if there is only one available area. In case of more available areas, add a seat in the area of your interest by clicking on the “+” red button.
5. Alternatively choose your seat from the map that will open by clicking on CHOOSE YOUR SEAT and then click on NEXT to continue.
6. Your cart is available for 20 minutes: if you wish to finalise this reservation only, click on BOOK at the bottom of the page. If you wish to make other reservations for the same accreditation code, click on Return to list of screenings button and restart the procedure from point 1.
7. If you wish to delete a reservation in the cart, select the title and click on Delete at the bottom of the page.
8. Once a cart is confirmed, the CONFIRMED RESERVATION page will be displayed.
9. You can book more screenings at any time by clicking on Back to bookings, or you can consult your booking history by clicking on Back to My Vivaticket.

WHERE TO FIND THE RESERVATION – MY VIVATICKET SECTION
1. In your reserved area, click on the My Vivaticket button at the top right.
2. Click on Bookings to find your reservations.
3. In Used Bookings you will find all the screenings you have attended. While in No Show you will find the screenings booked but not attended.

CANCELLATION OF THE RESERVATION
General Rules
• The cancellation of the reservation will be possible at the latest 10 minutes before the beginning of the screening.
To cancel a reservation, go to Bookings in the MyVivaticket section, open the reservation through the red arrow >> and click on CANCEL next to the title.

• 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.
• Once the reservation has been cancelled, it will be found in the corresponding section, by clicking on the Cancelled bookings tab.

ACCESS TO THE VENUE
• Entrance 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.
HOW TO BOOK A VENICE IMMERSIVE EXPERIENCE

Venice Immersive
1. Connect to the Vivaticket website: https://biennalecinemaimmersiveaccreditivi.vivaticket.it/en and login to your private area, entering the e-mail address communicated during the accreditation registration process and your Accreditation Code.
2. Select the date by clicking on the corresponding day (desktop version) or by selecting it from the drop-down menu (mobile version).
3. You can search by Title, Director and Section
4. Find the experience of your interest, select the date and time via the drop-down menu located next to the title, then click on the Book button.
5. Click on Next to confirm the selection.
6. Your cart is available for 20 minutes: if you wish to finalise this reservation only, click on BOOK at the bottom of the page. If you wish to make other Venice Immersive reservations, click on BOOK MORE at the bottom of the page and restart the procedure from point 2.
7. If you wish to delete a reservation in the cart, select the title and click on Delete at the bottom of the page.

8. Once a cart is confirmed, the CONFIRMED RESERVATION page will be displayed.
9. You can book more experiences at any time by clicking on Back to bookings, or you can consult your booking history by clicking on Back to My Vivaticket.

WHERE TO FIND THE RESERVATION – MY VIVATICKET SECTION
1. In the Venice Immersive section, click on the My Vivaticket button at the top right.
2. Click on Bookings to find the your Venice Immersive reservations.
3. In Used Bookings, you will find all the experiences you have attended; in No Show you will find the experiences booked but not attended.

HOW TO CANCEL A BOOKING
General Rules
• The cancellation of the reservation will be possible at the latest 10 minutes before the beginning of the experience screening.
• To cancel a reservation, go to Bookings in the MyVivaticket section, open the reservation through the red arrow >> and click on CANCEL next to the title.

• 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.
• Confirmation of cancellation will be visible in the CANCELLED BOKINGS tab.
ACCESS TO ISOLA DEL LAZZARETTO VECCHIO - VENICE IMMERSIVE ISLAND

- The access to the Venice Immersive Island is allowed by showing 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 ready 10 minutes before the beginning of the experience.

TECHNICAL ASSISTANCE

For technical assistance, please visit the page below:
https://biennalecinema.vivaticket.it/en/assistenza

For technical assistance or information, please contact the following phone number:
+ 39 041 862 9029

The service is available:
August 24th: 12.00 pm - 10.00 pm
August 25th - September 9th: 7.00 am - 10.00 pm