

# 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:

<b>Thursday, August 24th at 2.00 pm</b>	August 30th August 31st
<b>Monday, August 28th at 11.00 am</b>	September 1st September 2nd September 3rd
<b>Friday, September 1st at 6.30 am</b>	September 4th September 5th September 6th
<b>Monday, September 4th at 6.30 am</b>	September 7th September 8th September 9th

**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.**

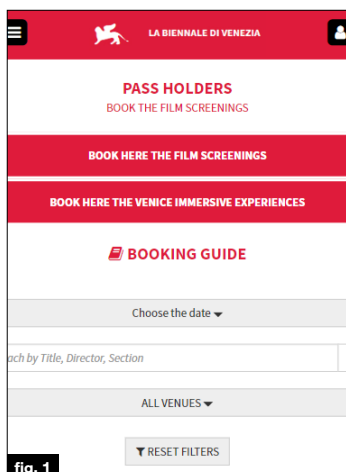
## General Rules

- 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.**



START	DURATION	TITLE AND DIRECTOR	VENUE
1845	2h 20	ARGENTINA, 1985 by Santiago Mitre VENEZIA 79 - Press Industry	SALA GRANDE
1430	1h 32	GOLIATH by Adil Khan Verzhbanov ORIZZONTI EXTRA - Press Industry	SALA GIARDINO
1845	2h 20	ARGENTINA, 1985 by Santiago Mitre VENEZIA 79 - Public	SALA GRANDE
2100	1h 32	GOLIATH by Adil Khan Verzhbanov ORIZZONTI EXTRA - Tickets, All Passes	SALA GIARDINO

fig. 2

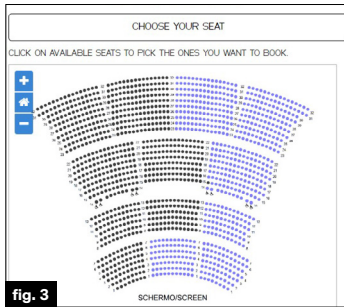


fig. 3

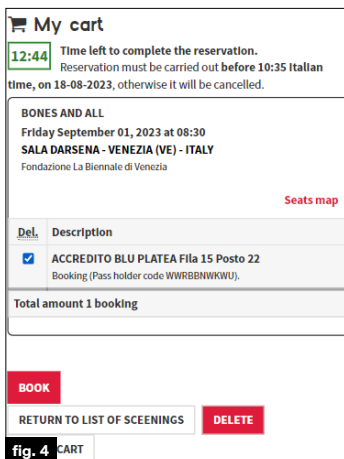


fig. 4

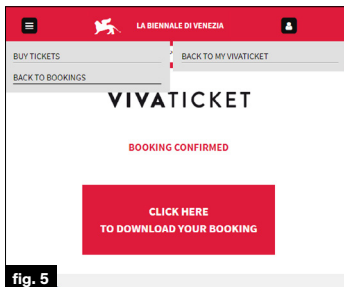


fig. 5

## 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. **fig. 1**
3. Find the title of your interest and click on the *Book* button. **fig. 2**
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. **fig. 3**
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. **fig. 4**
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*. In the mobile version, click on the menu at the top left to make a new booking (**BACK TO BOOKINGS**) or on the icon at the top right to go to the My Vivaticket area (**BACK TO MY VIVATICKET**). **fig. 5**

## WHERE TO FIND THE RESERVATION – MY VIVATICKET SECTION

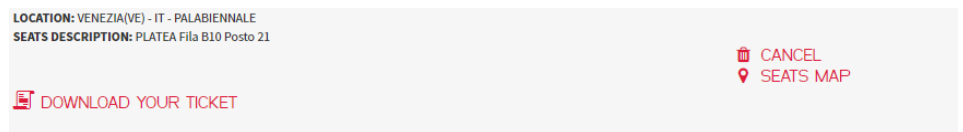
1. In your reserved area, click on the *My Vivaticket* button at the top right.
2. Click on *Bookings* to find **your reservations**.
3. In *Used Bookings* you will find all the screenings you have attended. While in *No Show* you will find the screenings booked but not attended.



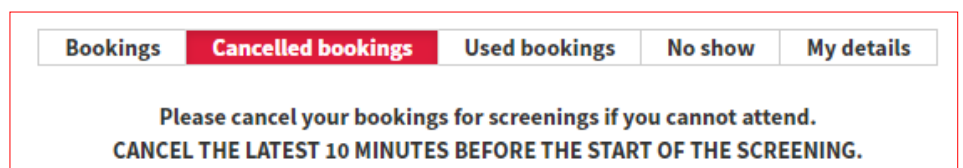
## CANCELLATION OF THE RESERVATION

### 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.

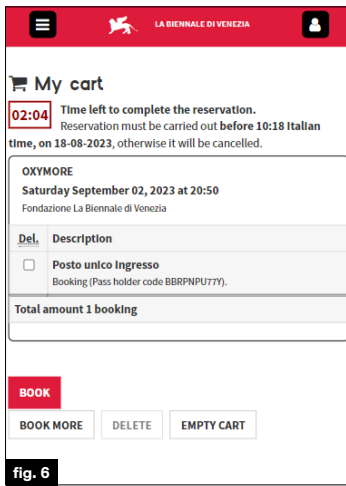


- With **3 missed and not cancelled reservations** you will be placed on the **black list for 24 hours (3 no-shows = black list)**: no further reservations can be made during this time frame.
- Once the reservation has been cancelled, it will be found in the corresponding section, by clicking on the *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://biennalecinemaimmersiveaccrediti.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. **fig. 6**
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

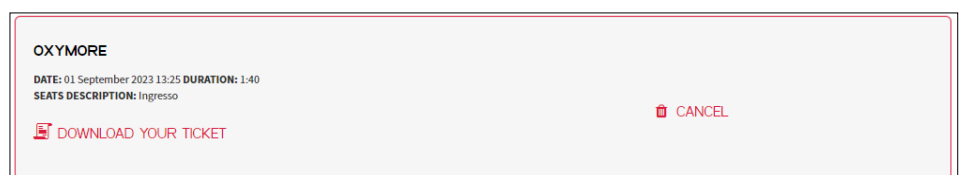
1. In the Venice Immersive section, click on the *My Vivaticket* button at the top right.
2. Click on *Bookings* to find the **your Venice Immersive reservations**.
3. In *Used Bookings*, you will find all the experiences you have attended; in *No Show* you will find the experiences booked but not attended.



## 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 BOOKINGS* 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**