ACCESS TO THE PLATFORM
To book the Venice Immersive experiences:
1. Connect to the Vivaticket website: 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.

WHEN TO BOOK
Starting from Thursday 24th August at 2.00 pm CET, it will be possible to book experiences for the 31st of August.
Afterwards, new booking sessions will open, according to the following calendar:

<table>
<thead>
<tr>
<th>Date</th>
<th>Time</th>
<th>Date</th>
</tr>
</thead>
<tbody>
<tr>
<td>Thursday, August 24th</td>
<td>2.00 pm</td>
<td>August 31st</td>
</tr>
<tr>
<td>Monday, August 28th</td>
<td>11.00 am</td>
<td>September 1st</td>
</tr>
<tr>
<td>Friday, September 1st</td>
<td>6.30 am</td>
<td>September 2nd</td>
</tr>
<tr>
<td>Monday, September 4th</td>
<td>6.30 am</td>
<td>September 3rd</td>
</tr>
</tbody>
</table>

General Rules
- The 5-Days Venice Immersive subscription allows the booking of experiences available in the time frame selected during the purchasing process only.
- It is possible to book one slot 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 experiences will automatically disappear.
- With 3 missed 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 slot in the 10 minutes before the start of the experience.

HOW TO BOOK THE REQUIRED TITLE
If you have already completed the purchase of your Venice Immersive Subscription, please follow the instructions below:

1. Click on the Book here Venice Immersive Experiences red button.

2. Insert your Venice Immersive Subscription Code, that you will find near the word C.A. in the PDF received by e-mail and click on Next step.

3. On the homepage, select the date by clicking on the corresponding one (desktop version) or by selecting it from the drop-down menu (mobile version).

4. If you want to refine your search, you can use the field Search by Title, Director and Section.

5. Find the desired experience, organized in alphabetical order, choose the time from the drop-down menu next to the title and click on the Book button.
6. Confirm your choice again from the recap page by clicking on the Next button.

7. Your cart is available for **20 minutes**: if you wish to finalise this reservation only, flag the General Terms of use for the Vivaticket service and click on the Buy button at the bottom of the page. If, instead, you wish to make more reservations, click on the Book more button and resume the procedure from point 1.

8. If you wish to delete a reservation in the cart, select the title and click on the Delete button at the bottom of the page.

9. Once the cart has been confirmed, you can open a new booking session at **any time** by clicking Home.

**From 24th August it will be possible to book experiences during the subscription purchase process.**

1. Once inserted your Venice Immersive Subscription in the cart, click on the Select title red button inside the cart.

2. Follow the instructions from point 3 of the previous section of this guide.

3. Remember to confirm the cart in order to finalise the process **within 20 minutes**.

**HOW TO FIND YOUR RESERVATION**

1. In your private area, click on the My Vivaticket button at the top of the page.

2. Click on My Purchases and find the list of your reservations.

Reservations are displayed in chronological order. You can click on DOWNLOAD YOUR TICKET to view your digital ticket.

You can retrieve your reservations also by following the instructions contained in the booking confirmation email.

**ACCESS TO THE EXPERIENCES**

Entrance to the experiences is allowed only upon showing the **digital or printed reservation** and the Venice Immersive Subscription, 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 **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