

Venice Immersive subscribers reservation guide

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:

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

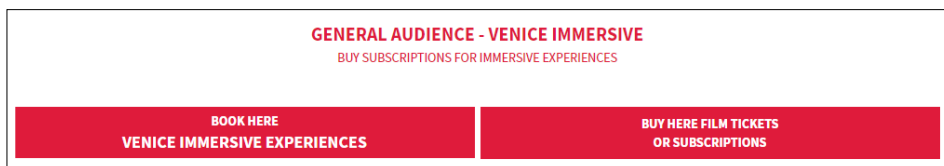
General Rules

- 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 **fig. 1** and click on *Next step*.
3. On the homepage, select the **date** by clicking on the corresponding one (desktop version) **fig. 2** or by selecting it from the drop-down menu (mobile version). **fig. 3**
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. **fig. 4**

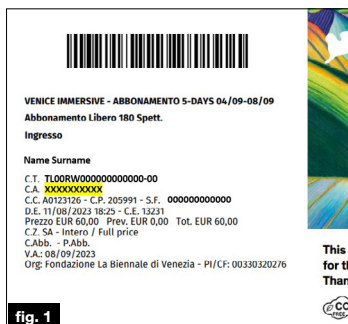


fig. 1

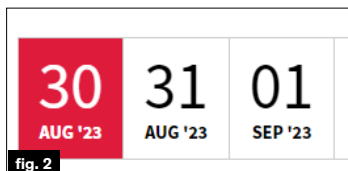


fig. 2

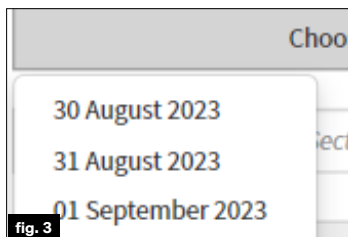


fig. 3

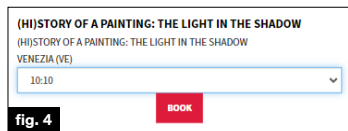


fig. 4

My cart

05:27 Time left to complete the purchase.
Payment must be carried out before 11:14 Italian time, on 18-08-2023, otherwise it will be cancelled.

Del.	Description	Price (**)
<input type="checkbox"/>	Posto unico Ingresso (Omagglo) Season ticket admission (Season ticket code W4WHQ4WZUU). Book more events for the same season ticket W4WHQ4WZUU	€ 0,00
	Service Fees	€ 0,00
Total amount 1 ticket		€ 0,00

Ticket collection:
Download your ticket in digital format

(**) VAT included

CART SUMMARY	
This cart is valid for 05:27	
Price (advance sale not incl.)	0,00 €
Advance sale	0,00 €
Service fees (**)	0,00 €
Total (**)	0,00 €

(**) VAT included and accepted our **General Terms of use for the Vivaticket service**

BUY
BOOK MORE DELETE EMPTY CART

Vivaticket

- about us
- cookie
- general terms
- check your purchase
- view receipt
- WforVoucher

Help and Assistance

- help
- f.a.q.
- payment methods
- assistance
- odr
- electronic invoicing
- open season ticket

fig. 5

GENERAL AUDIENCE - VENICE IMMERSIVE
BUY SUBSCRIPTIONS FOR IMMERSIVE EXPERIENCES

fig. 6

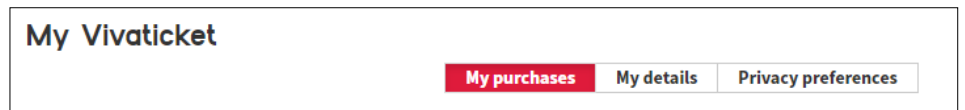
- Confirm your choice again from the recap page by clicking on the *Next* button.
- Your cart is available for **20 minutes**: if you wish to finalise this reservation only, flag the General Terms of use for the Vivaticket service and click on the *Buy* button at the bottom of the page. If, instead, you wish to make **more reservations**, click on the *Book more* button and resume the procedure from point 1.
- 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. **fig. 5**
- Once the cart has been confirmed, you can open a new booking session at **any time by clicking Home.** **fig. 6**

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

- Once inserted your Venice Immersive Subscription in the cart, click on the *Select title* red button inside the cart.
- Follow the instructions from point 3 of the previous section of this guide.
- Remember to confirm the cart in order to finalise the process **within 20 minutes**.

HOW TO FIND YOUR RESERVATION

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