

Accreditation holders booking guidelines

Access to the platform for green pass holders

Cinema,
Cinema Students,
Promotional Card

To book the titles of the 81st Venice International Film Festival:

1. connect to the Vivaticket platform:
<https://biennalecinema-accrediti.vivaticket.it/>
or for Venice Immersive experiences:
<https://biennalecinemaimmersive-accrediti.vivaticket.it/>
2. enter the **email address** you used to register your accreditation and your **Accreditation Code**.
3. **Access to the platform is permitted only to pass holders who have completed the payment procedure for the accreditation.**

NOTES

1. **Press & Industry and All pass holders screenings do not include any assigned seats.**
2. **Public – All pass holders screenings include numbered seats assigned instead.**

WHEN TO BOOK

Starting from **Thursday 22nd August at 5.00 pm CET**, it will be possible to **book the screenings open to All pass holders of August 28th, 29th and 30th**.

Afterwards, new reservation sessions will open according to the following schedule:

Thursday, August 22nd at 5.00 pm	August 28 th August 29 th August 30 th
Saturday, August 24th at 5.00 pm	August 31 st September 1 st September 2 nd
Monday, August 26th at 2.00 pm	September 3 th September 4 th September 5 th
Friday, August 30th at 6.45 am	September 6 th September 7 th


Press & Industry screenings will always be visible. **Based on remaining availability of seats only**, it will be possible to book a seat **the day before the screening, starting from 7 am**.

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.
- 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 automatically 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.
- Based on availability of seats, last-minute **RUSH LINE** access will be permitted according to the arrival time and according to the instructions given by the venue supervisor.

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**. 

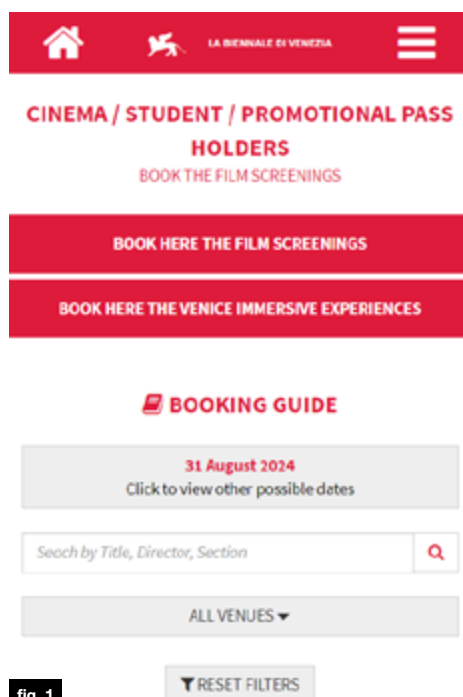


fig. 1

RESET FILTERS

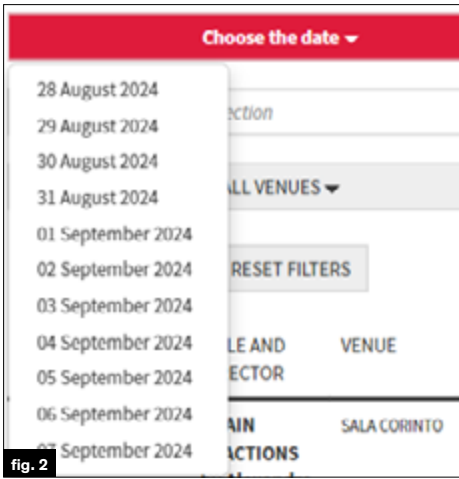


fig. 2

HOW TO RESERVE YOUR SEAT

1. Select the **date** by clicking on the corresponding day (desktop version) or by selecting it from the drop-down menu (mobile version).

Desktop view



Mobile view fig. 2

2. You can search by **Title**, **Director** and **Section**



or **by venues** from the dedicated drop-down menu. fig. 3

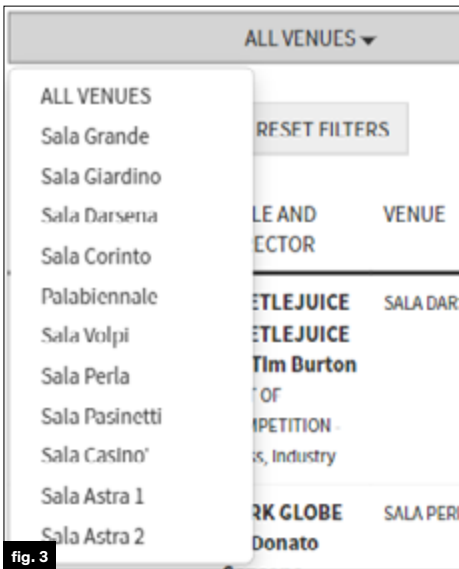


fig. 3

3. Find the title of your interest and click on the *Book* button.

4. **Screenings reserved to accreditation holders exclusively do not include any assigned seats.**

5. **Public – All pass holders** screenings include numbered seats assigned instead. You will be automatically assigned a seat, however, it is possible to manually select it from the seating map by clicking the “Choose your seat” button. After having selected your seat, click the *Next* button to finalise the procedure. fig. 4

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. 5

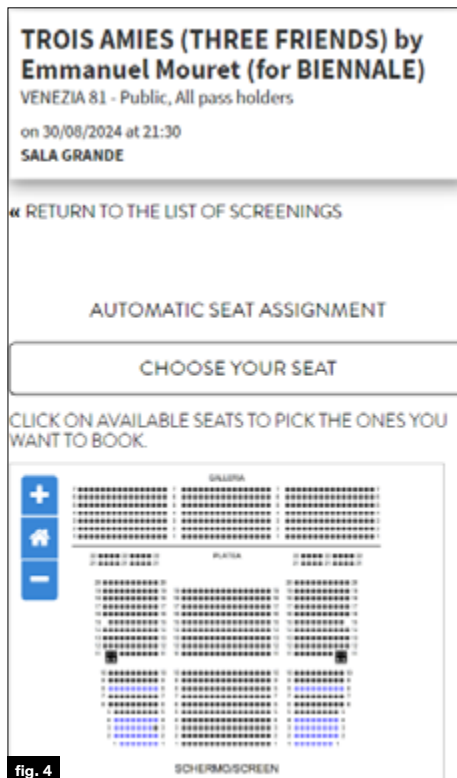


fig. 4

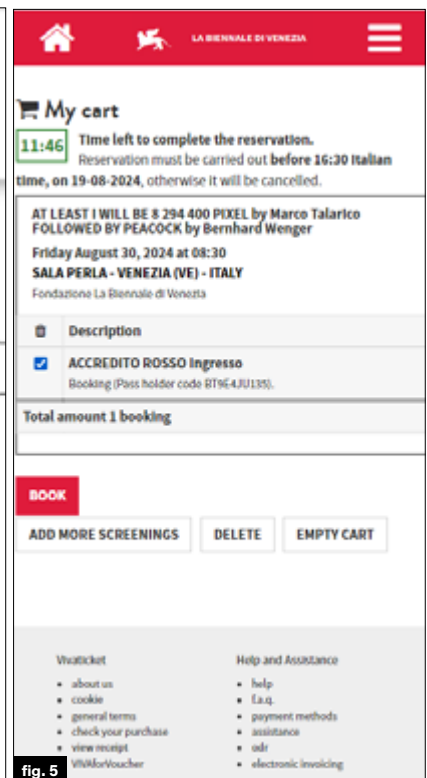
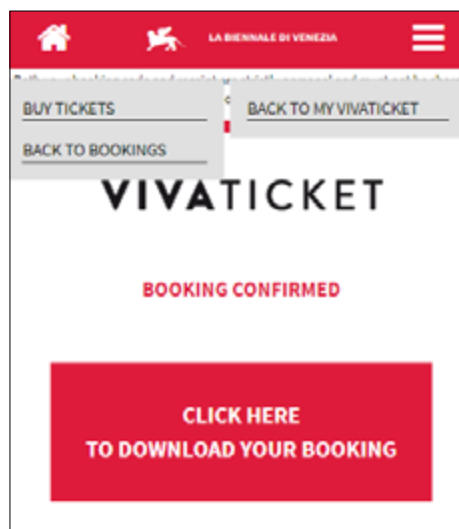


fig. 5

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*.

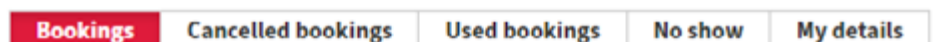


In the mobile version, click on the menu at the top left to make a new booking (*BACK TO BOOKINGS*) or on the icon at the top right to go to the My Vivaticket area (*BACK TO MY VIVATICKET*).



WHERE TO FIND THE RESERVATION – MY VIVATICKET SECTION

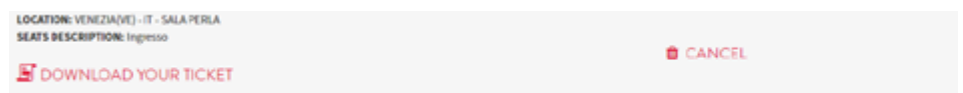
1. In your reserved area, click on the *My Vivaticket* button at the top right. Click on *Bookings* to find **your reservations**.



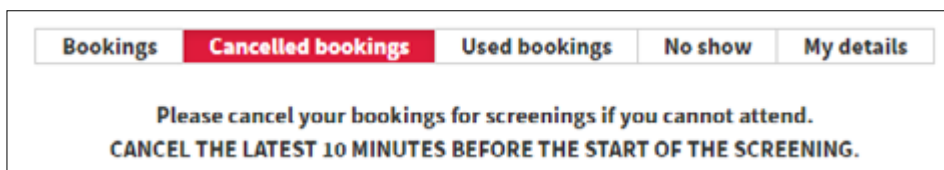
2. In *Used Bookings* you will find all the screenings you have attended. While in *No Show* you will find the screenings booked but not attended.

CANCELLATION OF THE RESERVATION

- 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 automatically 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 **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

1. Connect to the Vivaticket website:
<https://biennalecinemaimmersive-accrediti.vivaticket.it/>
2. Enter the **email address** you used to register your accreditation and your **Accreditation Code**.

WHEN TO BOOK

Starting from **Thursday 22nd August at 5.00 pm CET**, it will be possible to **book the Venice Immersive Experiences of August 29th and 30th**.

Afterwards, new reservation sessions will open according to the following schedule:

Thursday, August 22nd at 5.00 pm	August 29 th August 30 th
Saturday, August 24th at 5.00 pm	August 31 st September 1 st September 2 nd
Monday, August 26th at 2.00 pm	September 3 th September 4 th September 5 th
Friday, August 30th at 6.45 am	September 6 th September 7 th

HOW TO FIND A SCREENING

1. Select the **date** by clicking on the corresponding day (desktop version) or by selecting it from the drop-down menu (mobile version).

Desktop view



Mobile view

2. You can search by **Title, Director and Section**



3. 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.
4. Click on *Next* to confirm the selection.

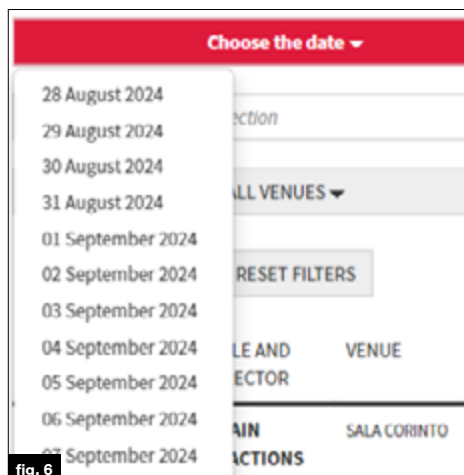
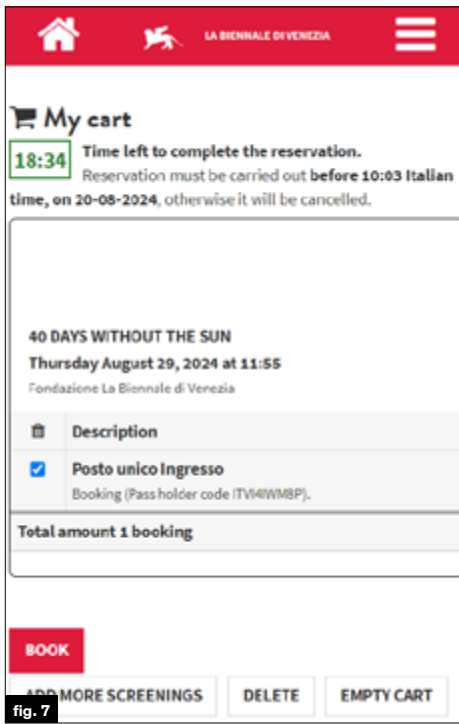
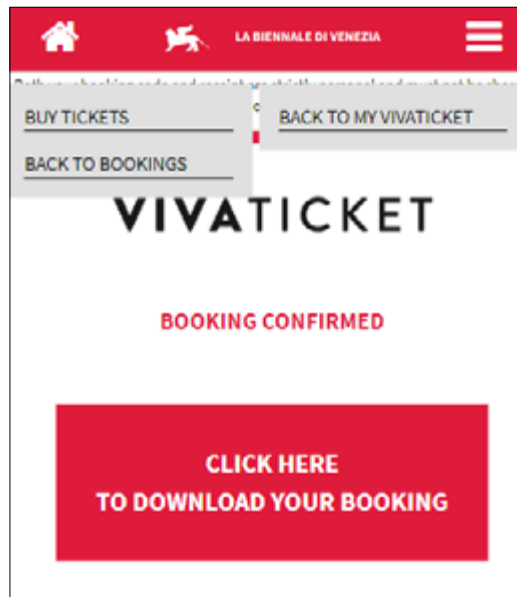
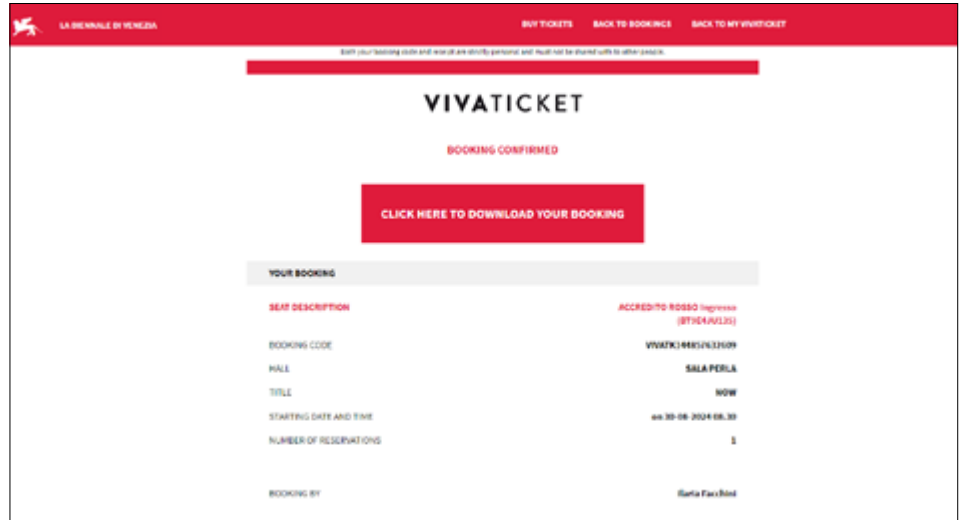


fig. 6



5. 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.
6. If you wish to delete a reservation in the cart, select the title and click on *Delete* at the bottom of the page. **fig. 7**
7. Once a cart is confirmed, the CONFIRMED RESERVATION page will be displayed.
8. 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

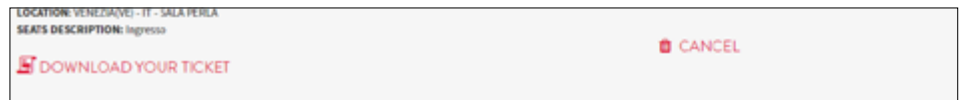
1. In the Venice Immersive section, click on the *My Vivaticket* button at the top right. Click on *Bookings* to find the **your Venice Immersive reservations**.



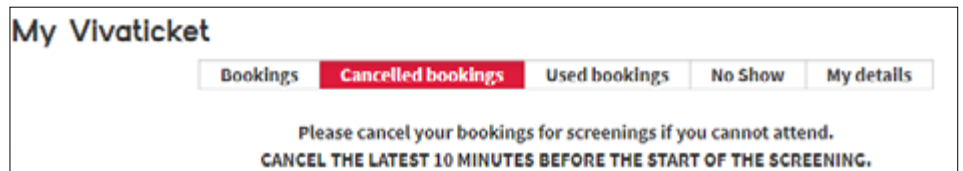
2. In *Used Bookings*, you will find all the experiences you have attended; in *No Show* you will find the experiences booked but not attended.

HOW TO CANCEL A BOOKING

- 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 automatically 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, call or write to
+ 39 041 862 9029
callcenter@labiennale.org

The service is available:

August 22nd – 25th 2.00 pm - 9.00 pm

August 26th - 29th 10.00 am - 9.00 pm

August 30th – September 7th 7.00 am – 10.00 pm