

Accreditation holders booking guidelines

Access to the platform

To book the Venice Immersive experiences of the 81st Venice International Film Festival:

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

Access to the platform is permitted only to pass holders who have completed the payment procedure for the accreditation.

WHEN TO BOOK

Starting from **Thursday 22nd August at 2.00 pm CET**, it will be possible to **book the Venice Immersive experiences of August 28th, 29th and 30th**.

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

Thursday, August 22nd at 2.00 pm	August 28 th August 29 th August 30 th
Saturday, August 24th at 2.00 pm	August 31 st September 1 st September 2 nd
Monday, August 26th at 11.00 am	September 3 th September 4 th September 5 th
Friday, August 30th at 6.45 am	September 6 th September 7 th

GENERAL RULES

- The **2 and 5 Days Venice Immersive accreditation** 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 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 slot** in the **10 minutes** before the start of the experience.
- 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 AN EXPERIENCE

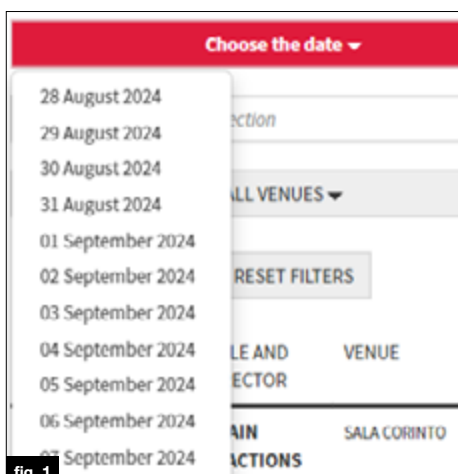
1. Select the **date** by clicking on the corresponding day (desktop version) or by selecting it from the drop-down menu (mobile version).

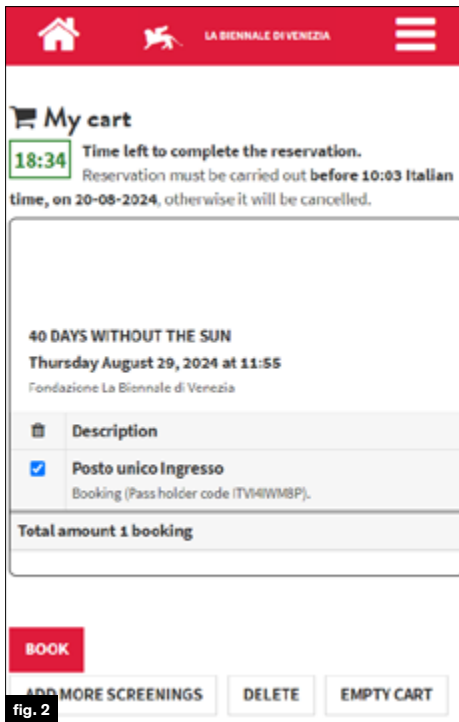
Desktop view



Mobile view fig. 1

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.

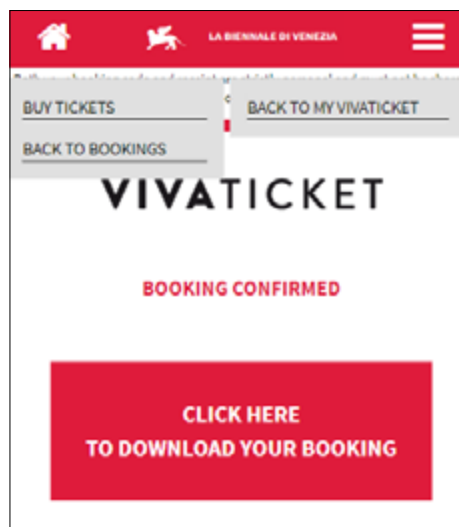
4. Click on *Next* to confirm the selection.

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. 2**

7. Once a cart is confirmed, the CONFIRMED RESERVATION page will be displayed.

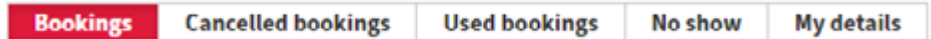
8. You can book more experiences at any time by clicking on *Back to bookings*, or you can consult your booking history by clicking on *Back to My Vivaticket*.





WHERE TO FIND THE RESERVATION – MY VIVATICKET SECTION

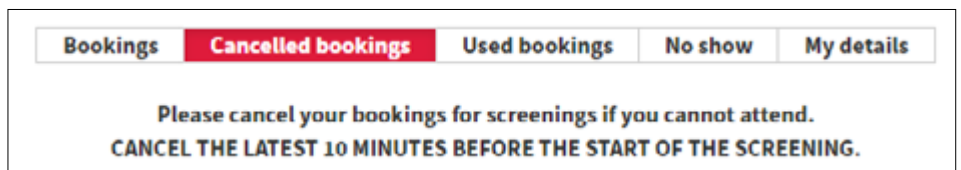
1. In your reserved area, click on the *My Vivaticket* button at the top right. Click on *Bookings* to find **your Venice Immersive reservations**.



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. fig. 3

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. fig. 3
- 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