

VENICE IMMERSIVE ACCREDITATION HOLDERS BOOKING GUIDELINES

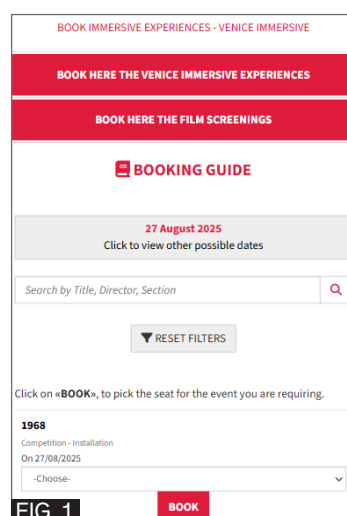


FIG. 1

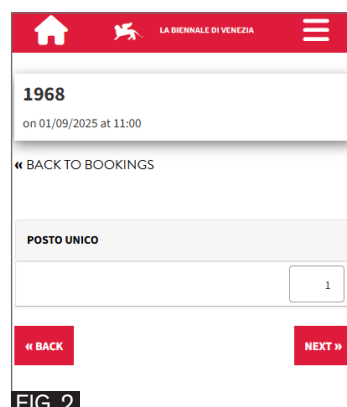


FIG. 2

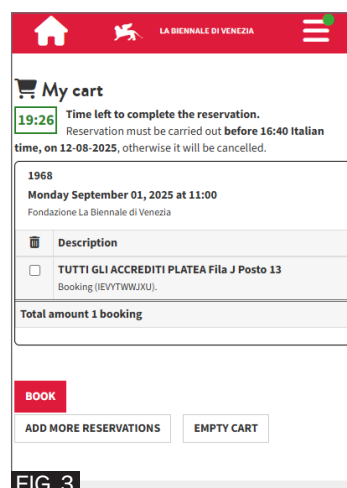


FIG. 3

To book the immersive experiences of the 82nd Venice International Film Festival connect to the Vivaticket platform:

<https://biennalecinemaimmersive-pressindustryvivaticket.it/en>

entering the **email address** used to register your accreditation and the **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 21st August at 2.00 pm CET**, it will be possible to **book the Venice Immersive experiences of August 27th, 28th and 29th**. Afterwards, new reservation sessions will open according to the following schedule:

Thursday, August 21st at 2.00 pm	August 27th August 28th August 29th
Saturday, August 23rd at 2.00 pm	August 30th August 31st September 1st
Monday, August 25th at 11.00 am	September 2nd September 3rd September 4th
Friday, August 29th at 6.45 am	September 5th September 6th

GENERAL RULES

- The **2-Days 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 immersive experience.
- The system **does not allow reservations for multiple experiences in the same time slot**: once you add a title to your cart, any overlapping experience will automatically disappear from view.
- The **cancellation of the reservation** will be possible at the latest **10 minutes** before the beginning of the immersive experience.
- 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 slot** in the **10 minutes** before the start of the immersive experience.
- In case of last-minute availability, **RUSH LINE** access might be permitted according to the arrival time and to the instructions given by the venue supervisor.

HOW TO BOOK AN IMMERSIVE EXPERIENCE

In the homepage of the reserved area

<https://biennalecinemaimmersive-pressindustryvivaticket.it/en>

it is possible to find the immersive experience of interest using the **filter by date** or the field **Search by Title, Director, Section**. **FIG.1**

1. Select the **date** by clicking on the corresponding day (desktop version) or by selecting it from the drop-down menu (mobile version).
2. Find the title of your interest, select the **time** via the drop-down menu, then click Book.
3. To confirm and move forward, click the Next button. **FIG. 2**

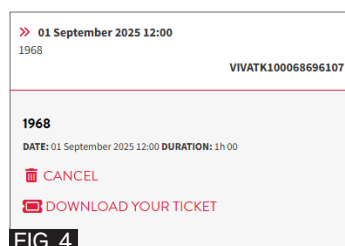
THE CART IS VALID FOR 20 MINUTES.

Click on the **Book button at the bottom of the page to confirm the booking** or click on **Add more reservations** and restart the procedure from point 1 to add other reservations to the cart.

To delete a reservation in the cart, **tick the relevant title and click on Delete** at the bottom of the page. **FIG. 3**

Once a cart is confirmed, the **CONFIRMED RESERVATION** page will be displayed. From here it is possible to:

- Download your ticket
- Make new reservations by clicking on Back to bookings (menu at the top left in the mobile version)
- Consult the booking history by clicking on Back to My Vivaticket (icon at the top right in the mobile version)



WHERE TO FIND THE RESERVATION

In the reserved area click on the **My Vivaticket** button at the top right to view Bookings, Cancelled Bookings, Used Bookings and No Shows (experiences booked but not attended).



CANCELLATION OF THE RESERVATION

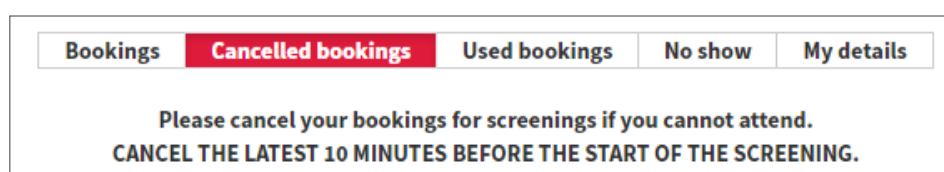
The **cancellation of the reservation** is possible at the latest **10 minutes** before the beginning of the immersive experience.

In the **MyVivaticket** section, open the title to be cancelled listed in the tab Bookings using the red arrows >> and click on CANCEL next to the title. **FIG. 4**

BLACKLIST WARNING

With **3 missed and not cancelled reservations** you will be automatically placed on the **blacklist for 24 hours (3 no-shows = blacklist)**: no further reservations can be made during this time frame.

Cancelled reservations will appear in 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 reach the place 10 minutes** before the beginning of the immersive experience.

ASSISTENZA TECNICA

Per problemi di natura tecnica,
è possibile consultare la pagina dedicata:
<https://biennalecinemavivaticket.it/it/assistenza>
Per richiedere informazioni,
chiamare o scrivere a:
+39 041 8629029
callcenter@labiennale.org

Servizio attivo con i seguenti orari:
21 – 24 agosto 14.00 – 21.00
25 – 28 agosto 10.00 – 21.00
29 agosto – 6 settembre 7.00 – 22.00