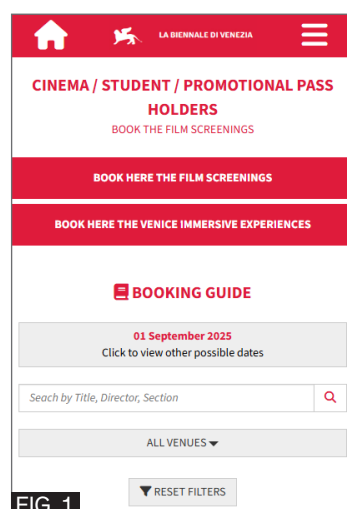


ACCREDITATION HOLDERS BOOKING GUIDELINES

ACCESS TO THE PLATFORM FOR GREEN PASS HOLDERS CINEMA, CINEMA STUDENTS, PROMOTIONAL CARD



To book the titles of the 82nd Venice International Film Festival connect to the Vivaticket platforms:

to **BOOK THE FILM SCREENINGS:**

<https://biennalecinema-accrediti.vivaticket.it/en>

to **BOOK THE VENICE IMMERSIVE EXPERIENCES:**

<https://biennalecinemaimmersive-accrediti.vivaticket.it/en>

entering the **email address** used to register your accreditation and the **Accreditation Code**.

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

NOTES

- **Press & Industry, All pass holders screenings and Venice Immersive experiences do not include any numbered seat.**
- **Public – All pass holders screenings include the allocation of numbered seats instead.**

WHEN TO BOOK

Starting from **Thursday 21st August at 5.00 pm CET**, it will be possible to **book the screenings open to All pass holders and 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 5.00 pm	August 27th August 28th August 29th
Saturday, August 23rd at 5.00 pm	August 30th August 31st September 1st
Monday, August 25th at 2.00 pm	September 2nd September 3rd September 4th
Friday, August 29th at 6.45 am	September 5th September 6th

Press & Industry screenings will always be visible. **In case of remaining availability**, it will be possible to book a seat **the day before the screening, starting from 7.00 am.**

GENERAL RULES

- It is possible to book **one seat** for each screening or immersive experience.
- The system **does not allow reservations for multiple screenings in the same time slot.**
- **Screenings overlapping** reservations already confirmed can be **booked by clicking on the “Replace” button.** Their confirmation will **automatically cancel any overlapping reservation already made.**
- The mark **“Currently not available”** indicates the titles that cannot be booked with your accreditation or that currently do not have any seat available.
- The **cancellation of the reservation** will be possible at the latest **10 minutes** before the beginning of the screening or 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 seat** in the **10 minutes** before the start of the screening or 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 A SCREENING OR AN IMMERSIVE EXPERIENCE

In the homepage of the relevant reserved area:

to **BOOK THE FILM SCREENINGS:**

<https://biennalecinema-accrediti.vivaticket.it/en>

or

to **BOOK THE VENICE IMMERSIVE EXPERIENCES:**

<https://biennalecinemaimmersive-accrediti.vivaticket.it/en>

it is possible to find the screening or immersive experience of interest using the **filters by date or venue** (films only), 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 and click on the Book button or, for immersive experiences, select the **time** via the drop-down menu, then click Book.

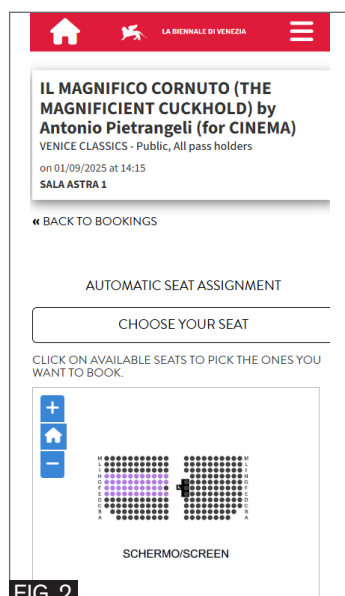


FIG. 2

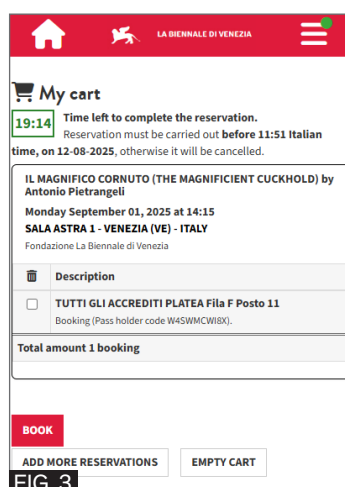


FIG. 3



FIG. 4

TECHNICAL ASSISTANCE

For technical assistance, please visit the page below:
<https://biennalecinema.vivaticket.it/en/assistenza>

For technical assistance or information,
 please call or write to:

+39 041 8629029

callcenter@labiennale.org

The service is available:

August 21st – 24th 2.00 pm - 9.00 pm

August 25th – 28th 10.00 am - 9.00 pm

August 29th – September 6th 7.00 am – 10.00 pm

PLEASE NOTE

- Screenings reserved to accreditation holders exclusively and immersive experiences do not include any numbered seat.
- **Public – All pass holders** screenings include the **allocation of numbered seats** instead. It is possible to opt for the **automatic seat assignment** or to **manually select it** from the seating map by clicking the “Choose your seat” button.

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 relevant reserved area (to book film screenings or to book Venice Immersive experiences) click on the **My Vivaticket** button at the top right to view Bookings, Cancelled Bookings, Used Bookings and No Shows (titles booked but not attended).



CANCELLATION OF THE RESERVATION

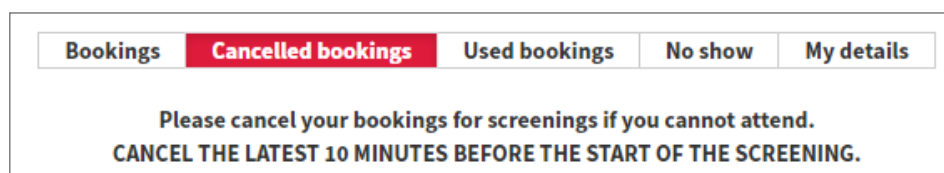
The **cancellation of the reservation** is possible at the latest **10 minutes** before the beginning of the screening or immersive experience.

In the **MyVivaticket** section or the relevant reserved area (to book film screenings or to book Venice Immersive experiences), 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 take the assigned seat 10 minutes** before the beginning of the screening or immersive experience.