

ACCREDITATION HOLDERS BOOKING GUIDELINES

ACCESS TO THE PLATFORM FOR RED AND BLUE PASS HOLDERS PRESS, INDUSTRY, BIENNALE, SPONSOR, OFFICIAL JURY, FILM DELEGATION AND JURY BLUE

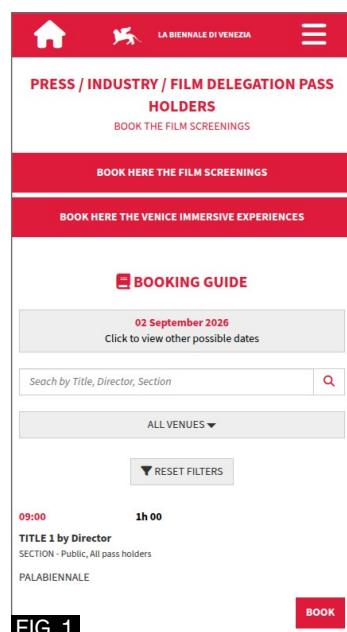


FIG. 1

To book the titles of the 83rd Venice International Film Festival connect to the Vivaticket platforms:

to **BOOK THE FILM SCREENINGS:**

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

to **BOOK THE VENICE IMMERSIVE EXPERIENCES:**

<https://biennalecinemaimmersive-pressindustryvivaticket.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 27th August at 2.00 pm CET**, it will be possible to **book the Press & Industry screenings and the Venice Immersive experiences of September 2nd, 3rd and 4th**. Afterwards, new reservation sessions will open according to the following schedule:

Thursday, August 27th at 2.00 pm	September 2nd September 3rd September 4th
Saturday, August 29th at 2.00 pm	September 5th September 6th September 7th
Monday, August 31st at 11.00 am	September 8th September 9th September 10th
Friday, September 4th at 6.45 am	September 11th September 12th

Starting from **5.00 pm of Thursday 27th August** and of **Saturday 29th August**, and from **2.00 pm of Monday 31st August**, it will be possible to book screenings open to **All pass holders** as well. **On Friday 4th September**, all the screenings will be available starting from **6.45am**.

GENERAL RULES

- When reservations open, **placement in the virtual waiting room is random**. The time at which you join the waiting room does not provide any advantage in accessing the booking platform.
- 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-pressindustryvivaticket.it/en>

or

to **BOOK THE VENICE IMMERSIVE EXPERIENCES:**

<https://biennalecinemaimmersive-pressindustryvivaticket.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

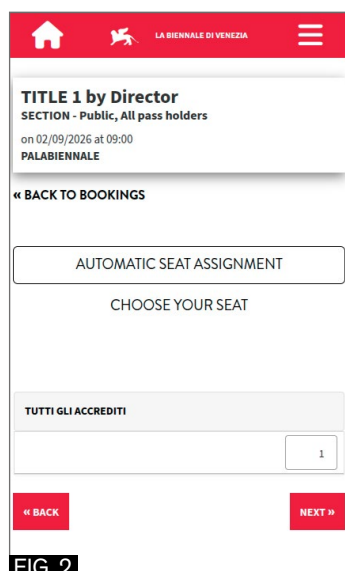


FIG. 2

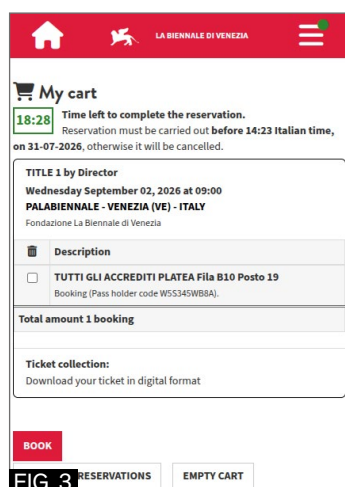


FIG. 3

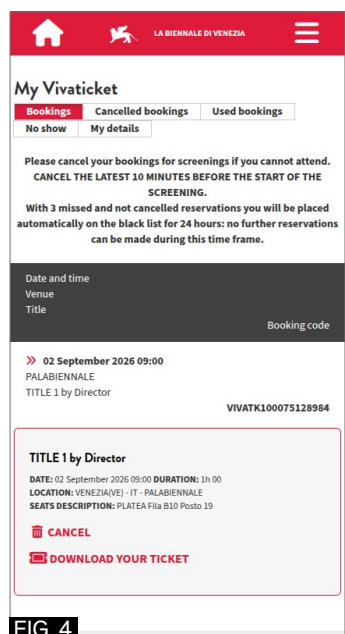


FIG. 4

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 27th – 30th 2.00 pm - 9.00 pm

August 31st – September 2nd 10.00 am - 9.00 pm

September 3rd – 12th 7.00 am – 10.00 pm

from the drop-down menu (mobile version).

- 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.

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 of to manually select it** from the seating map by clicking the “Choose you 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).

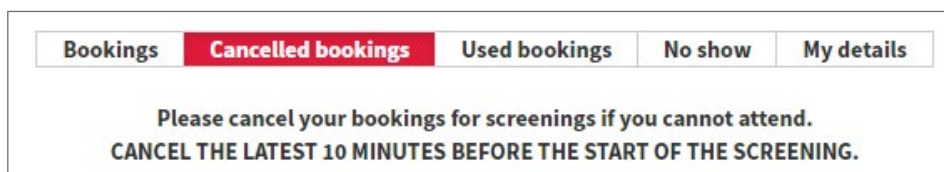


CANCELLATION OF THE RESERVATION

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**

Cancelled reservations will appear in the Cancelled bookings tab.



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.

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.