

Guide to Reservations for Accredited Pass Holders

79. Mostra Internazionale d'Arte Cinematografica

1. Access to the platform

To book the titles related to your accreditation:

1. Connect to the Vivaticket website: biennalecinemaaccrediti.vivaticket.it/en
2. Enter the **email address** you used to register your accreditation and your **Accreditation Code**.

2. When to book

Starting from **Sunday 28th August at 7.00 am CET**, it will be possible to **book screenings for two days of programming**. Every 48 hours at 7.00 am CET, a new reservation session will open according to the following schedule:

August 28th at 7.00 am	August 31 st September 1 st
August 30th at 7.00 am	September 2 nd September 3 rd
September 1st at 7.00 am	September 4 th September 5 th
September 3rd at 7.00 am	September 6 th September 7 th
September 5th at 7.00 am	September 8 th September 9 th September 10 th

The same criteria apply to the reservations of titles for the **Venice Immersive** section. Reservations will start from **7.00 am CET** on **August 28th**:

- **Press & Industry pass holders** for titles starting from **August 31st**;
- **All accreditations** for titles starting from **September 1st**.

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: once inserted a title in the cart, the visibility of **overlapping events** will automatically **disappear**.
- Screenings reserved to **Press and Industry** will always be visible in the homepage of all accreditations. Only **in case of remaining availability** of seats, **all accreditations** will be able to reserve a seat **starting from 7.00 am of the day before the screening**.
- The **cancellation of the reservation** will be possible up to **20 minutes** before the beginning of the screening.
- With **3 missed and not cancelled reservations** you will be placed on the **black list for 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 seats** in the **20 minutes** before the start of the screening.

3. How to find the required event

In the homepage of your reserved area **fig. 1** you will find the menu that allows you to book the titles related to:

- Sala Grande, Darsena, Giardino, PalaBiennale and Corinto
- Sala Perla, Casinò, Volpi and Pasinetti
- Venice Immersive



fig. 2

Click on the «DATE», to pick the seat for the event you are requiring.

A COUPLE by FREDERICK WISEMAN VENEZIA 79 - Press Industry
SALA DARSENA
VENEZIA (VE)

Thu 01/09/2022 20:00

BOOK

fig. 3

My cart

14:36 Time left to complete the reservation.
Reservation must be carried out before 19:33 Italian time, on 24-08-2022, else it will be cancelled.

A COUPLE by FREDERICK WISEMAN
Thursday September 01, 2022 at 20:00
SALA DARSENA - VENEZIA (VE) - ITALY
Promoter: Fondazione La Biennale di Venezia

Seats map

Del.	Description	Price (**)
<input type="checkbox"/>	ACCREDITO ROSSO PLATEA Fila 16 Posto 22 Accreditation ticket (Accreditation code B59JMXU77C). Book more ticket for the same Accreditation B59JMXU77C	€ 0,00
	Service Fees	€ 0,00
Total amount 1 ticket		€ 0,00

Ticket collection:
Download your ticket in digital format

(**) VAT included

CART SUMMARY
This cart is valid for 14:09

Price (advance sale not incl.)	0,00 €
Advance sale	0,00 €
Service fees (**)	0,00 €
Total (**)	0,00 €

(**) VAT included

CONFIRM

BOOK MORE **DELETE** **EMPTY CART**

fig. 4

CLICK ON AVAILABLE SEATS TO PICK THE ONES YOU WANT TO BOOK.

+

+

-

J
I
H
G

F
E
D
C
B
A

SCHERMO/SCREEN

ACCREDITO BLU - PLATEA Fila C Posto 3 € 0.00

Accredito / Accredi...

Tickets: 1 € 0.00

BUY

4. How to book the required seat

Sala Grande, Darsena, Giardino, PalaBiennale and Corinto

1. Select the **date** or **time frame** of your interest via the **calendar menu**.
2. Click on the **Search** button: only available screenings according to the calendar indicated in the previous section of this guide will be visible.
3. Find the title of your interest **for this group of venues** in alphabetical order, **select the date and time** of the screening via the **drop-down menu** located next to the title, then click on the **Book** button. **fig. 2**
4. Make the **automatic selection of the seat** clicking on the **Next step**, button, if only one area is visible. In case of more available areas, add a seat in the area of your interest by clicking on the **+** red button.
5. **Alternatively choose manually directly from the map** that will open by clicking on **I want to choose my seat** button. Once selected the seat, click on the **Next step** button to continue.
6. **Confirm** your choice from the recap page by clicking on the **Next Step** button.
7. Your cart is available for **15 minutes**: if you wish to finalise this reservation only, click on the **Confirm** button at the bottom of the page. Instead if you wish to **make other reservations for this group of venues**, click on **Book more** button at the bottom of the page or click on your **Accreditation Code** indicated in red and restart the procedure from point 1.
8. Click on the **Confirm** button at the bottom of the page to finalise all your reservations **15 minutes**. **fig. 3**
9. Once a cart is confirmed, you can open a **new booking session at any time**.
10. **Each group of venues has its own cart: remember to confirm your cart for the screenings related to this group of venues.** To book screenings related to Sala Perla, Casinò, Volpi and Pasinetti and for experiences related to Venice Immersive, click on the corresponding button in the homepage and open a separate booking session.

Sala Perla, Casinò, Volpi and Pasinetti

1. Login by clicking on the **Login** button at the top of the page and enter the **e-mail address** you used to register your accreditation and your **Accreditation Code**.
2. Find the title of your interest **for this group of venues** in chronological order: you can re-order the titles clicking on the **Date**, **Title** and **Room** button and select the **title** of your interest. Then click on the **Buy** button.
3. Select the **date** from the calendar.
4. Make the **automatic selection** of the seat by choosing the **Accreditation area** and click the **+** red button next to it, in order to add your seat.
5. Alternatively **choose manually your seat** directly from the map that will open by clicking on the **I want to choose my seat** button. Make sure that **your Accreditation typology** is indicated in the drop-down menu located under the map. Once you have made your seat selection, click on the **Buy** button to continue. **fig. 4**
6. Enter your **Accreditation Code** and click on the **Complete** button: we remind you that the system shows an error message if you select a different area than the one dedicated to your accreditation.
7. Your cart is available for **15 minutes**: if you wish to finalise this reservation only, flag that you have read the General Terms of Use for the Vivaticket service and click on the **Confirm** button at the bottom of the page. Instead, if you wish to **make other reservations for this group of venues**, click on **Book more** button at the bottom of the page and restart the procedure from point 2.
8. Click on the **Confirm** button at the bottom of the page to finalise all your reservations **within 15 minutes**.
9. Once a cart is confirmed, you can open a **new booking session at any time**.
10. **Each group of venues has its own cart: remember to confirm your cart for the screenings related to this group of venues.** To book screenings related to Sala Grande, Darsena, Giardino, PalaBiennale and Corinto and for experiences related to Venice Immersive, click on the corresponding button on the homepage and open a separate booking session.

Venice Immersive

1. Login to your private area, entering the **e-mail** address communicated during the accreditation registration process and your **Accreditation Code**.
2. Select the **date** or **time frame** of your interest via the **calendar menu**.
3. Click on the **Search** button: only available **contents of this section** will be visible, according to the calendar indicated in the previous section of this guide (→ 2. When to book).
4. Find the title of your interest **of this section** in alphabetical order, select the **date** and **time** via the **drop-down** menu located next to the title, then click on the **Book** button.
5. Click on the **Next Step** button to confirm the selection.
6. Confirm again your choice from the recap page by clicking on the **Next Step** button.
7. Your cart is available for **15 minutes**: if you wish to finalise this reservation only, click on the **Confirm** button at the bottom of the page. Instead if you wish to **make other reservations for the Venice Immersive section**, click on the **Book more** button at the bottom of the page or click on your Accreditation Code indicated in red and restart the procedure from point 2.
8. Click on the **Confirm** button at the bottom of the page to finalise all your reservations within **15 minutes**.
9. Once a cart is confirmed, you can open a **new booking session for Venice Immersive at any time**.
10. **Each group of venues has its own cart: remember to confirm your cart for titles related to this section.** To book screenings related to Sala Grande, Darsena, Giardino, PalaBiennale and Corinto and for screenings related to Sala Perla, Casinò, Volpi and Pasinetti click on the corresponding button on the homepage and open a separate booking session.

5. How to find your reservation

For Sala Grande, Darsena, Giardino, PalaBiennale, Corinto and Venice Immersive

1. Inside the page related to the group of Sala Grande, Darsena, Giardino, PalaBiennale and Corinto or inside the section of Venice Immersive, click on the **My Vivaticket** button on the top of the page.
2. Click on the **My Reservations** button and find the **list of your reservations related to Sala Grande, Darsena, Giardino, PalaBiennale, Corinto and to the Venice Immersive section**.
3. If you want to directly access the list of screenings related to Sala Perla, Casinò, Volpi and Pasinetti, click on the **Go to the reservations of Sala Perla Casinò, Volpi and Pasinetti** red button on the top of the page. **fig. 5**

fig. 5

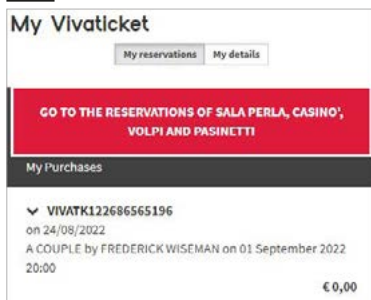
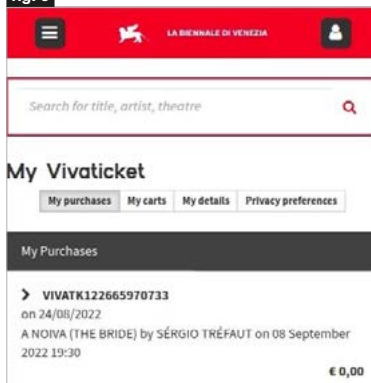


fig. 6



Reservations are displayed in chronological order.

You will be able to click on the **DOWNLOAD YOUR BOOKING** button to access your ticket.

You can retrieve your reservations also by following the instructions contained in the booking confirmation email.

For Sala Perla, Casinò, Volpi and Pasinetti

1. Inside the page related to the group Sala Perla, Casinò, Volpi and Pasinetti click on the **My Vivaticket** button on the top of the page.
2. Click on the **My Purchases** button and find the list of your reservations related to Sala Perla, Casinò, Volpi and Pasinetti. **fig. 6**

Reservations are displayed in chronological order.

You will be able to click on the **RECEIPT** button to access your ticket.

You can retrieve your reservations also by following the instructions contained in the booking confirmation email.

fig. 7



6. Cancellation of the reservation

General Rules

- The **cancellation of the reservation** will be possible up to **20 minutes** before the beginning of the screening.
- With **3 missed and not cancelled reservations** you will be placed on the **black list for 24 hours (3 no-shows = black list)**: no further reservations can be made during this time frame.

For Sala Grande, Darsena, Giardino, PalaBiennale, Corinto and Venice Immersive

- To cancel your reservation, enter the summary of your reservations in your personal area My Vivaticket and **click on the CANCEL button** next to the reservation itself. Confirmation of cancellation will be visible through the **DELETED** indication next to the reservation itself. **fig. 7**
- The summary of your reservations will display whether or not your reservation has been used.

For Sala Perla, Casinò, Volpi and Pasinetti

- To cancel you reservation send an e-mail to the following e-mail address: cancel@vivaticket.com. Please insert in your communication:
 - **Your Accreditation Code**
 - **Title, Date, Theatre and Time** of the reservation to be cancelled.

7. Access to theatre

- Entrance in the theatres is allowed only upon showing your **digital or printed screening reservation and 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 in the theatre 10 minutes** before the beginning of the screening, in order to take the assigned seat.

Technical assistance

For technical assistance or information, please contact the following phone number:

+ 39 041 862 9029

The service is available from August, 28th to September 10th 2022

From 7.00 am to 10.00 pm