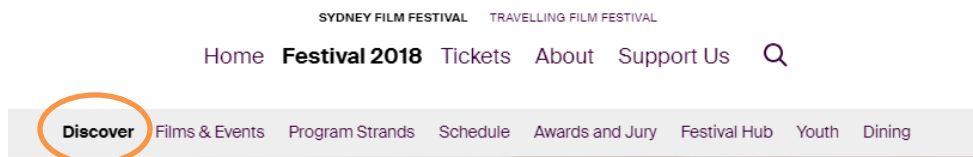


Welcome to the Sydney Film Festival! If you have purchased or received a Flexipass and are ready to redeem some tickets, please find below some step by step instructions.

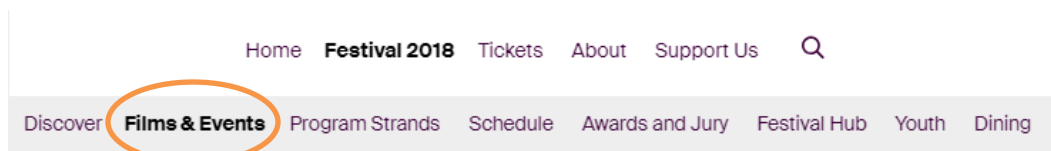
1. FINDING YOUR FILM WHEN THE PROGRAM LAUNCHES

On the Sydney Film Festival webpage select **Festival** section and browse for films several ways.

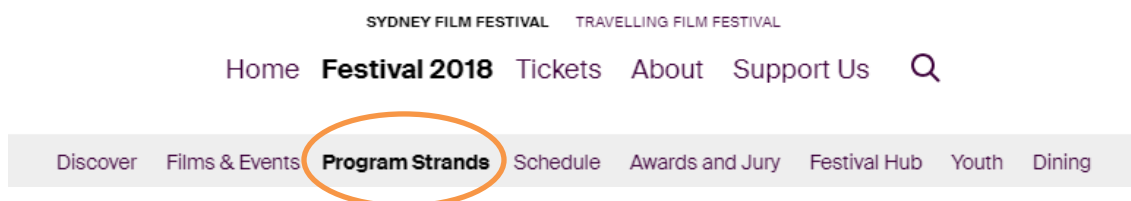
The **Discover page** is your shortcut to everything that's new, hot and exciting in this year's program.



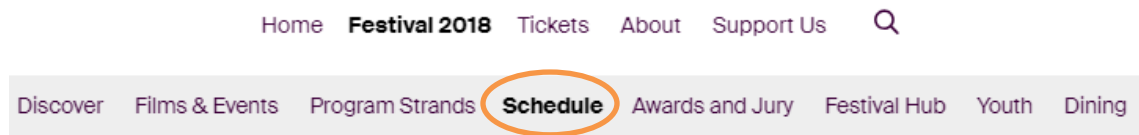
Film & Events will let you browse all films by A-Z, and you can refine the search by date, venue, strands, genres, countries etc.



Program Strands will show you curated collections of films grouped by genre, style, content and themes.



The **Schedule** will show you all dates and times for each film and venue.

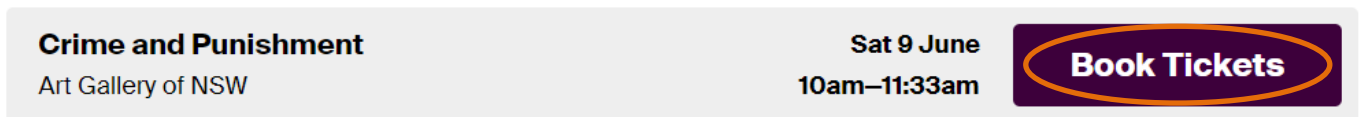


When you've found a film you'd like to see, click on the title, and it will bring you to the film description and ticketing purchase page.

2. SELECTING YOUR TICKETS

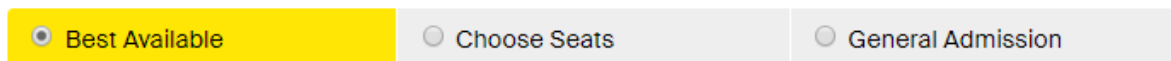
Once you've chosen your film, select **Book Tickets** to bring up the ticket selection window.

Buy Tickets

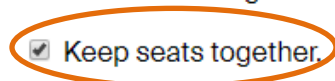


If you're at the State Theatre, you may be able to select where you'd like to sit, otherwise all other venues will be General Admission. You've got three options to select your seats.

Make sure you select **Keep seats together** if selecting **Best Available** seats.



The system will select the **best available allocated seats** for you.
If allocated seating sections are sold out, choose General Admission above.



ONLINE BOOKING REDEEMING ON A FLEXIPASS

You can also choose your own preferred seats if you select **Choose Seats**.

Best Available
 Choose Seats
 General Admission

- Select your desired **allocated seats** on the seating map.
- If no seats are available, choose General Admission above.

Use the map controls to move around, select seats and click Buy button.
Select price types, then follow the instructions to checkout.

3. ENTERING YOUR FLEXIPASS NUMBER

If you're already logged in to your account, your Flexipass number will show up automatically. Otherwise enter your code in the box and click **Validate**.

In the new line that appears, select the quantity of tickets desired (up to 4 tickets per screening on Flexipass 10, 20, 30; up to 2 tickets per screening on Youth and Media passes).

Click **ADD TO CART**. Do not select any quantities from the paid options above the Flexipass line.

Buy Tickets

La Vie de Boheme		Mon 11 June	Cancel
Dendy Opera Quays Cinema 2		10am–11:37am	
Adult	\$19.90	Select Quantity ▾	\$0
Concession	\$17	Select Quantity ▾	\$0
Youth (17 and Under)	\$13	Select Quantity ▾	\$0
Group 10+	\$15.50	Select Quantity ▾	\$0
Companion Card	\$0	Select Quantity ▾	\$0
Flexipass 10 Redeem: 1022650	1234567 \$0	1 ticket ▾	\$0
Promo or Flexipass code? If you have a pass code, promo code or Flexipass code, add it here and click 'Validate'			
		1234567	Validate
ADD TO CART			1 ticket \$0



ONLINE BOOKING REDEEMING ON A FLEXIPASS

A pop up on the right-hand side will give you a summary of what you've just added.

Make sure you check it!

✕
CART

La Vie de Boheme

Dendy Opera Quays Cinema 2

Mon Jun 11 10:00 AM

Flexipass 10 ...	1 ticket ▾	\$0 ✕
<small>\$0</small>		

Booking Fee	\$0
Subtotal	1 item \$0

Support SFF

Round Up
\$5
\$10
\$25
\$50
\$ Other

No thanks

Total	\$0.00
--------------	---------------

Clear Cart

Checkout

←

Select **Checkout**.

4. CHECKOUT PROCESS

Once you click checkout, if you haven't already logged in, you will be prompted to create an account (you will need a valid email address).

SECURE CHECKOUT

EXISTING CUSTOMERS

Sign in with your details below.

Email

Password

[Forgotten your password?](#)

NEW CUSTOMERS

Signup for a ticketing account below.

Email

ONLINE BOOKING REDEEMING ON A FLEXIPASS

Once logged in, a Booking Summary will appear on the right-hand side.

Make sure the **Booking Total** is **\$0.00**

After confirming your customer details ensure that it reads **No Payment** under Payment Details. Make sure you check the Classification and Terms & Conditions boxes and select **Confirm Booking**.

5. RECEIVING YOUR TICKETS

You will receive your tickets via email, but you can also download and print them straight away.

YOUR BOOKING WAS SUCCESSFUL

Your booking number is 1572.

Please:

1. **Print a receipt** of your booking.
This is *not* valid for entry to your events.
2. **Download and print** your PDF tickets, or review options below for presenting tickets digitally.
Tickets *are required* for entry to your events.

You can also view your bookings in your account.
Select **List Tickets** under Bookings.

MY ACCOUNT

Welcome

Today - Mon Apr 23
You have no events today.
Your next event is Sat Jun 9
2:30 PM Ariel

[Print Tickets](#) [Add to Wallet](#)

Bookings
2 Tickets

3

[List Bookings](#) [List Tickets](#)

Wishlist
0 events on today

0

[View Wishlist](#)

Your Details

[Edit Your Details](#) [Logout](#)

Membership
You have no memberships associated to your account.

Passes [Associate](#)

Flexipass 20
2 events booked

[View events](#) [Print Pass](#)

Vouchers
You have no vouchers.

Authorised Cards
You have no authorised cards.

Then select your ticket number and **View PDF**.

MY ACCOUNT - TICKETS

- [View PDF](#)
[View Mobile](#)
[Email PDF](#)
[Exchange](#)

Filter...

Time	Item	Type	Ticket #
Thu 7 Jun			
8:20 PM	Anchor and Hope Hayden Orpheum Cremorne	Flexipass 20	<input type="checkbox"/> 6028-1

You can also email your ticket by Selecting **Email PDF**.

If you have changed your mind on your purchase, you can select **Exchange** to swap your ticket to another session for a \$2 fee.