

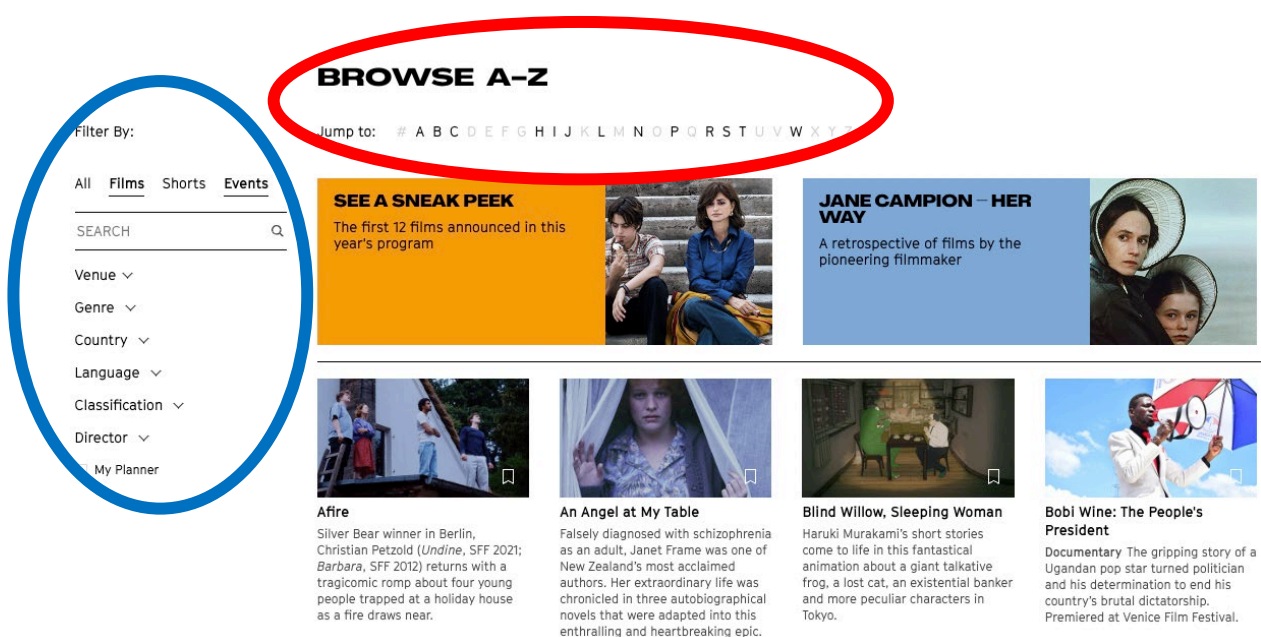
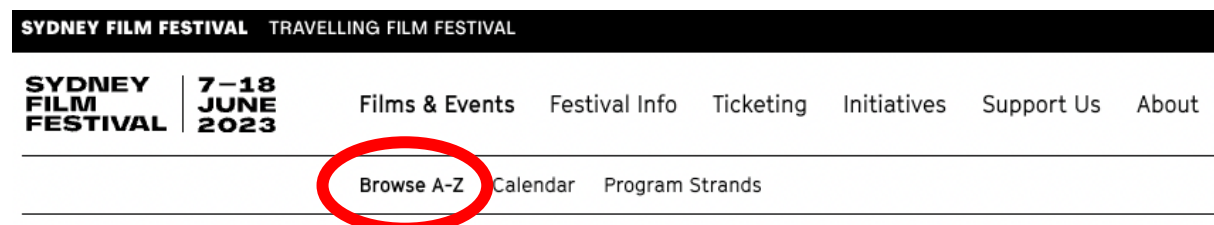
Welcome to the **Sydney Film Festival**! If you have purchased or received a **Flexipass** and are ready to redeem some tickets, please find below some step-by-step instructions.

1. FINDING YOUR FILM WHEN THE PROGRAM LAUNCHES

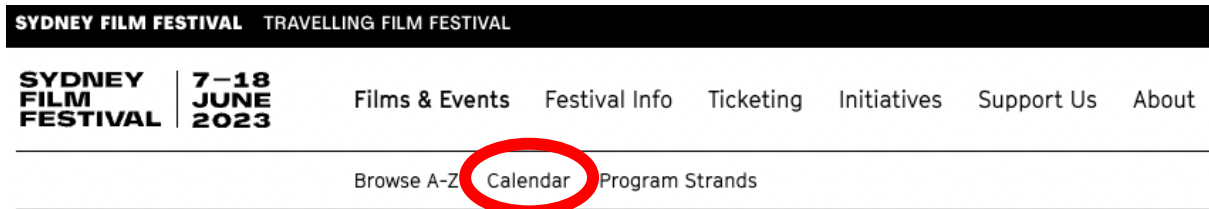
On the [Sydney Film Festival website](#) select **Films & Events**, located in the center of the page.



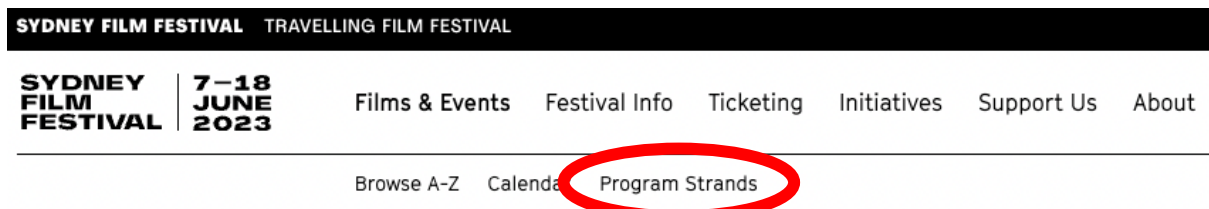
The **Film & Events** page allows for you to look for films in several ways. **Browse A-Z** allows you to navigate all films in alphabetical order. The **Filter By:** also allows you to refine your search by Films/Shorts/Events and Venue/Genre/Country/Language/Classification/Director.



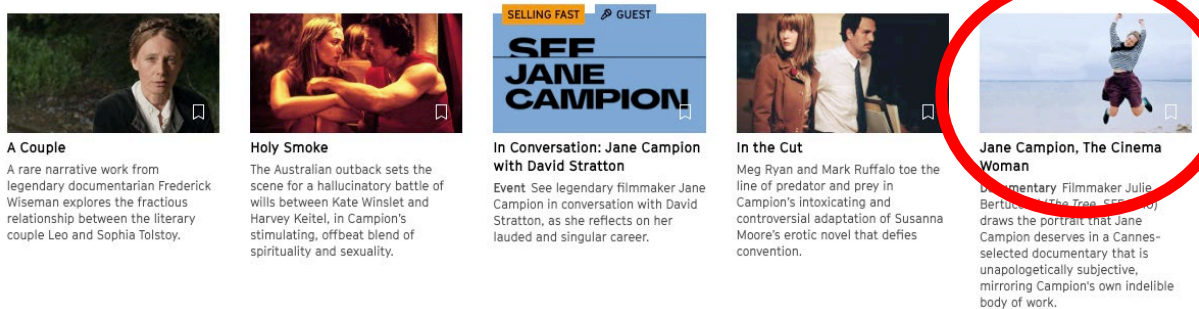
Calendar contains all dates and times for each film and venue.



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



Once you have found a film you would like to see (in this case, **Jane Campion, The Cinema Woman**), **click on the image or title**. This will take you to the film description and ticketing purchase page.



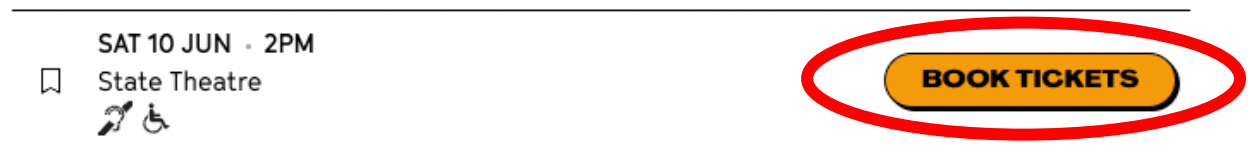
2. SELECTING YOUR TICKETS

Once you are on the film description and ticketing page, click on the **BOOK TICKETS** button positioned on the right-hand side of the page.



This button will direct you to the bottom of the page. Click the **BOOK TICKETS** button corresponding to the venue and time you would like to see the film.

TICKETS



SFF venues provide allocated seating at most venues. When purchasing tickets to a venue with allocated seating, such as the State Theatre or other CBD locations i.e., Event Cinemas George Street, Dendy Newtown, etc., you have two options on how to select your seats.

*If you are buying tickets to a film screening at the Hayden Orpheum or Ritz Randwick, neither of these options will be visible as seating at these venues is general admission.

Best Available will automatically select your seats for you based on the seats available to that session. Make sure you select **Keep seats together** if selecting **Best Available** seats.

SAT 10 JUN - 2PM



State Theatre



CANCEL

1. HOW WOULD YOU LIKE TO SELECT YOUR SEATS?

BEST AVAILABLE

CHOOSE SEATS

The system will select the best available allocated seats for you.

☒ Keep seats together.

You can also choose your own preferred seats if you select **CHOOSE SEATS**

TICKETS

SAT 10 JUN - 2PM



State Theatre



CANCEL

1. HOW WOULD YOU LIKE TO SELECT YOUR SEATS?

BEST AVAILABLE

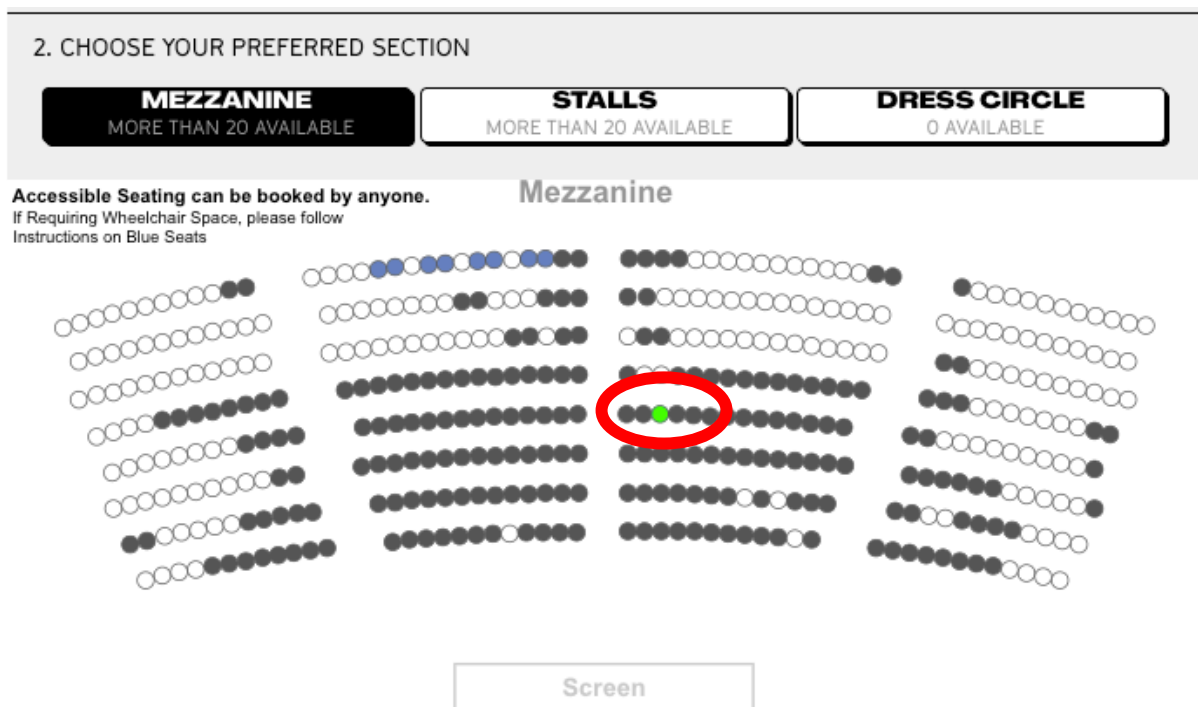
CHOOSE SEATS

Select your desired allocated seats on the seating map.

Use the map controls to move around, select seats and click Buy button.
Select price types, then follow the instructions to checkout.
Note: On a mobile device you must click the seat twice to select it

Select a seat by clicking one of the white circles. If you are booking for a wheelchair space, click on one of the blue circles. Blue circles represent wheelchair spaces or companion seats. Dark grey circles represent seats that have already been allocated.

Once you click a seat, it will turn bright green.



Proceed by clicking the **Buy** button that appears below the venue map.



3. ENTERING YOUR FLEXIPASS NUMBER

If you are already logged into your account, your Flexipass number will show up automatically. Otherwise enter your Flexipass code in the box labelled **CODE** 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.

3. SELECT YOUR TICKETS

Adult	Quantity ▾	\$24.00
Concession	Quantity ▾	\$18.50
Please provide valid proof of concession upon request.		
Youth (17 & Under)	Quantity ▾	\$17.00
Please present Photo ID upon request.		
Flexipass 20 Redeem: 123456	Quantity ▾	\$0.00

Book on a Flexipass/Discount code

Enter your discount code or pass number, and click Validate. If you're logged into your account, your passes can be selected from the list above.




A pop up on the right-hand side will give you a summary of what you have just added. **Make sure to check that the time, venue, and price are correct.**

Then proceed to click **CHECKOUT**.

Clear Cart

Cart

×



Jane Campion, The Cinema Woman

State Theatre

Sat, 10 Jun 2023 2:00 PM

Flexipass 20 Redeem - 332003SDY - Mezza...

1 \$0.00 ✕

\$0.00

Seat D-29

Booking Fee		\$0.00
Subtotal	1 item_	\$0.00
Total		\$0.00

1. CHECKOUT PROCESS

Once you click checkout, if you have not already logged in, you will be prompted to create an account. This will require a valid email address.

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

After confirming your customer details, ensure it reads **No payment is required** 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.

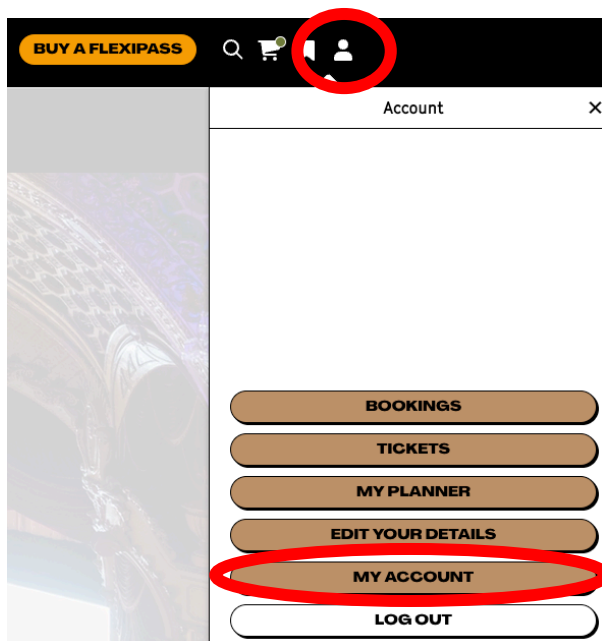
YOUR BOOKING WAS SUCCESSFUL

Your booking number is 1572.

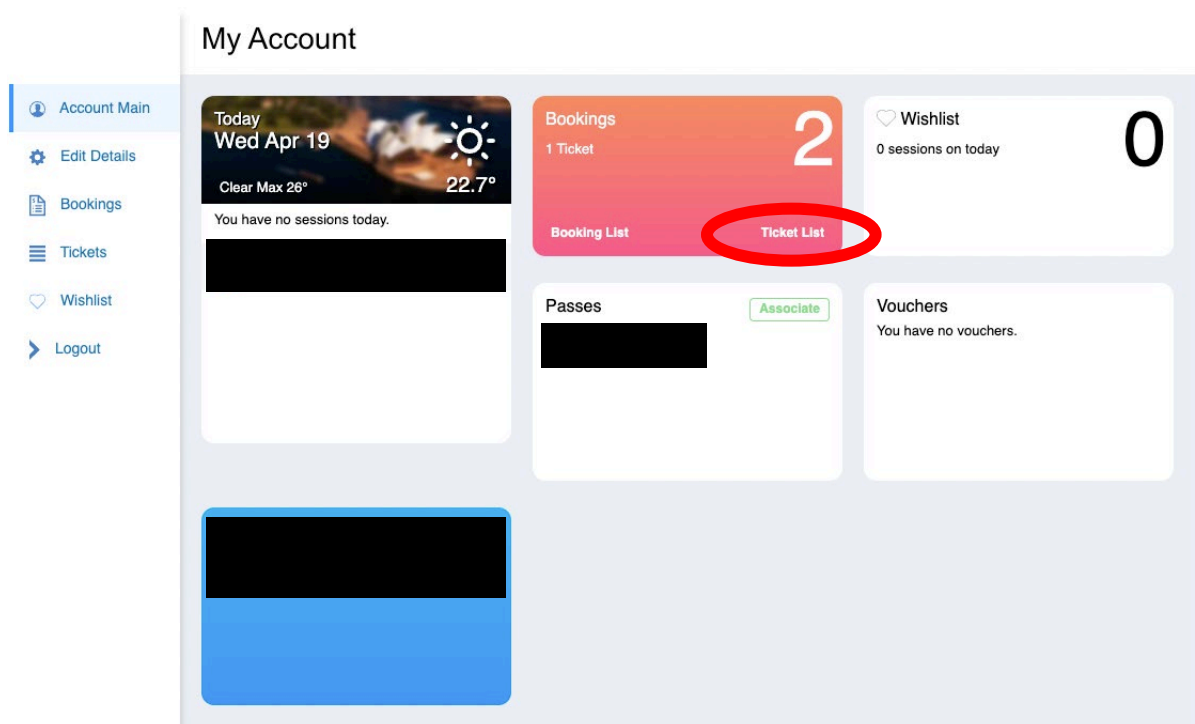
Please:

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.

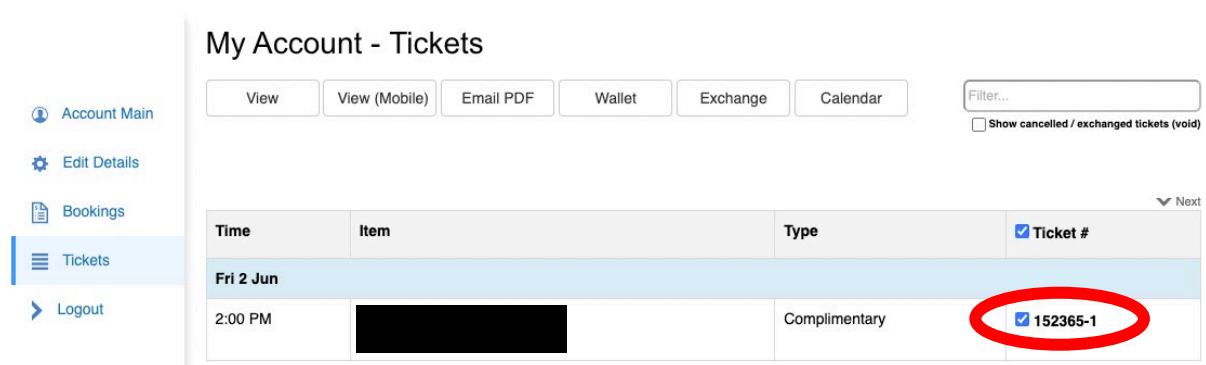
You can also view your bookings in your account. To visit your account, return to the SFF homepage and click the **ACCOUNT** icon in the top right corner. Then click **MY ACCOUNT**



Select **Ticket List** under Bookings to view your tickets.



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



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.