

MELBOURNE

I'M INTERESTED IN BUYING A PASS - WHAT IS THE PROCESS?

First, you will need to purchase the pass, online or at a cinema box office.

Once you have purchased the pass, your pass number will be automatically associated with the email address you used when you bought it.

From there, you can redeem the pass tickets for the sessions you'd like to attend, booking each film individually.

Bring your tickets or e-tickets to the cinema on the day of your session and you're all set!

CAN I BUY MORE THAN ONE PASS SO I CAN SEE MANY FILMS?

Absolutely - you will just need to purchase them one at a time, following the instructions below.

CAN I USE A FILM PASS TO BOOK MULTIPLE PEOPLE INTO ONE SESSION? (eg. Use a Five Film Pass for me and four friends to see one film together?)

No - our passes are for one person to use across many sessions, rather than many people for one session.

CAN I BUY MORE THAN ONE PASS SO I CAN SEE FILMS WITH SOMEONE ELSE? (eg. A friend or partner?)

Yes - you will just need to purchase the passes one at a time. When redeeming, your account will recognise both passes, and you will have the option to redeem a ticket for both yourself and the other person.

HOW DO I PURCHASE A JIFF PASS?

1. Go to jiff.com.au, and click 'BUY A PASS' in the menu row at the top of the screen.
2. Underneath the 'MELBOURNE' section, select the cinema you wish to purchase your pass through. (*Note: our passes are not bound to any particular site and can be used at all three our cinemas.*)

BUY A JIFF FILM FESTIVAL PASS AND SAVE!

MELBOURNE

VALID AT CLASSIC, LIDO AND CAMEO CINEMAS

5 Adult \$95 / Concession \$85

10 Adult \$180 / Concession \$160

20 Adult \$340 / Concession \$300

You can purchase passes online now  from Classic Cinemas, Lido Cinemas or Cameo Cinemas.

3. From here you will be taken to the Cinemas' website.
As per the instructions on the page, sign in to your online account. (If you are not a cinema member or newsletter subscriber, you can sign up for an account by following the link, and return to this page to continue the purchase once you are signed up and logged in.)
4. Click "purchase your JIFF Festival Pass" to continue.
5. Select your desired pass type, and click 'Next' to proceed.
If you would like to purchase multiple passes, they will need to be purchased separately.
6. Complete the transaction by entering your payment details, and confirm by clicking 'Process Payment'. (Please note, we cannot accept American Express.)
7. Once the transaction is complete, a confirmation message will appear on-screen, and you will be sent a confirmation email, which includes your new pass number.
(If you do not receive this email within 20 mins, check your Junk/Spam folders. You can also check if your pass purchase is complete by attempting to redeem a session, as explained below. If you're unsure if your purchase has been successful, please contact the cinema.)

HOW DO I REDEEM PASS SESSIONS?

Please note: You will need to book each film separately, however you can book more than one ticket for each session at a time.

1. Go to jiff.com.au and select your desired session from the 'SESSION TIMES' page.
2. From here you will be taken to the Cinemas' website.
Ensure that you are signed in to your online account - your pass will be automatically associated with the account and email address you used to purchase the pass. (You can sign in via the button on this page, if you haven't already done so.)
3. Once you are signed in, the option to redeem this session on your pass will appear automatically.
4. Click 'Add Ticket'.
5. If you are booking a single ticket, you can now proceed to 'Select Seats'.
If you have purchased multiple passes under your name/account, you can redeem tickets for both by clicking the '+' button to add their ticket. (Note, you can only redeem tickets for a maximum of two passes at a time.)
If you then wish to purchase additional tickets for anyone who does not have a pass, the option should now appear, and you can select the desired number of additional Adult or Concession tickets. Proceed to 'Select Seats'.
6. Choose your desired seats and click 'Checkout'.
7. Ensure your details are correct, click 'Next', and then 'Complete transaction'.
8. A confirmation message will appear on-screen, and you will be sent a confirmation email, which also serves as your ticket.

I WANT TO BOOK SESSIONS AT DIFFERENT CINEMAS - HOW DO I DO THAT?

BOOKING IN PERSON

In-person bookings must be made at the cinema that your desired session will be held at. Our cinemas are not able to facilitate bookings for other sites.

BOOKING ONLINE

Please visit the website of the specific cinema your desired session will be held at to make the booking. You can do this by heading to jiff.com.au, selecting the film you want to see from the 'FILMS' page, and choosing the session from the list.

CAN I TRACK MY TICKETS AND PASS REDEMPTIONS ONLINE?

Not at the moment - we are currently working to have this function available, and will let you know when it is.

Until then, the best way to keep track of your tickets is by keeping ahold of all order confirmation emails.

I'VE BEEN GIVEN A COMPLIMENTARY JIFF ADMIT ONE PASS - HOW DO I USE IT?

Note: you cannot redeem more than one comp ticket at once - please complete the booking process for each ticket you wish to book.

1. Select the session you wish to attend on the 'SESSION TIMES' page on the JIFF website.
2. From here you will be taken to the Cinemas' website.
Ensure that you are signed in to your online account. (You can sign in via the button on this page, if you haven't already done so.)
3. In the 'Promo code or voucher' box, enter the barcode number of your pass. Ensure you enter the full code, including the 'JIFF' and any zeros.
4. Proceed to select seats and complete order as normal.

You can also redeem the pass in-person at the cinema Box Office.

SYDNEY

I'M INTERESTED IN BUYING A PASS - WHAT IS THE PROCESS?

First, you will need to purchase the pass, online or at a cinema box office.

Once you have purchased the pass, you will be emailed your pass as an eVoucher.

From there, you can redeem the pass tickets for the sessions you'd like to attend, booking each film individually.

Bring your tickets or e-tickets to the cinema on the day of your session and you're all set!

CAN I BUY MORE THAN ONE PASS SO I CAN SEE MANY FILMS?

Absolutely!

CAN I USE A FILM PASS TO BOOK MULTIPLE PEOPLE INTO ONE SESSION? (eg. Use a Five Film Pass for me and four friends to see one film together?)

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CAN I BUY MORE THAN ONE PASS SO I CAN SEE FILMS WITH SOMEONE ELSE? (eg. A friend or partner?)

Yes - when booking, you will have the option to redeem a ticket for both yourself and the other person.

PURCHASE JIFF PASSES

1. Go to jiff.com.au, and click 'BUY A PASS' in the menu row at the top of the screen.
2. Under the 'SYDNEY' section, select the type of pass you'd like. (ie. 5- 10-, or 20-Film Pass.)
3. From here you will be taken to the Event Cinemas Gift Shop website.
Select the pass you would like, and add it to your cart.
If you would like to purchase multiple passes, you can adjust the quantity here.
4. View your Cart via the 'Check out' button in the top right corner. Review your cart, and click Proceed. (You can remove items from your cart using the 'X' button to the right of each item.)
5. Enter your customer details, continue to next page and ensure they are correct, then 'Proceed to Payment'.
6. Enter your payment details and complete your order.
7. Once the transaction is complete, a confirmation message will appear on-screen, and you will be emailed your receipt, followed by your eVoucher pass.
(If you do not receive this email within 30 mins, check your Junk/Spam folders.)

HOW DO I REDEEM PASS SESSIONS?

Please note: You will need to book each film separately, however you can book more than one ticket for each session at a time.

1. Go to jiff.com.au and select your desired session from the 'SESSION TIMES' page.
2. From here you will be taken to the Cinemas' website.
Click "I have a voucher/code" and enter a code supplied to you in your eVoucher email, click 'Submit' and enter the corresponding pin.
If you wish to redeem a ticket for another pass, click 'Add another voucher/code' and enter these other code details.
If you are booking an additional ticket for someone without a pass, you can add these by adding 'Adult' and/or 'Concession' quantities.
Important to note: if you are not booking any additional paid tickets, ensure the 'Adult' and 'Concession' sections are set to zero.

Please note: redeeming a ticket online incurs a \$1.50 booking fee per ticket.

Choose your tickets

[+ I have a voucher / code](#)

JFF FESTIVAL Adult	\$21.50	-	0	+
JFF FESTIVAL Concession	\$18.50	-	0	+

Booking Summary

Total price	\$0.00
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3. Enter your Cinebuzz membership number if applicable, and proceed.
4. Select your seat/s, add any desired food/beverages, and proceed.
5. Enter your details, payment information, and complete your order.
6. A confirmation message will appear on-screen, and you will be sent a confirmation email.

CAN I TRACK MY TICKETS AND PASS REDEMPTIONS ONLINE?

Yes, if you are a Cinebuzz member, (free to join.) Sign in via the button in the top right corner on the Event Cinemas website, and visit the 'My Orders' section in your Account. Through the 'Manage Booking' function, you can also view each individual ticket, or change your seat.

I'VE BEEN GIVEN A COMPLIMENTARY JIFF ADMIT ONE PASS - HOW DO I USE IT?

Note: you cannot redeem more than one comp ticket at once - please complete the booking process for each ticket you wish to book.

5. Select the session you wish to attend on the 'SESSION TIMES' page on the JIFF website.

6. From here you will be taken to the Cinemas' website.

In the 'Promo code or voucher' box, enter the barcode number of your pass. Ensure you enter the full code, including the 'JIFF' and any zeros.

7. Proceed to select seats and complete order as normal.

You can also redeem the pass in-person at the cinema Box Office.