

SYDNEY FILM FESTIVAL

HOW TO USE YOUR FLEXIPASS ONLINE BOOKING

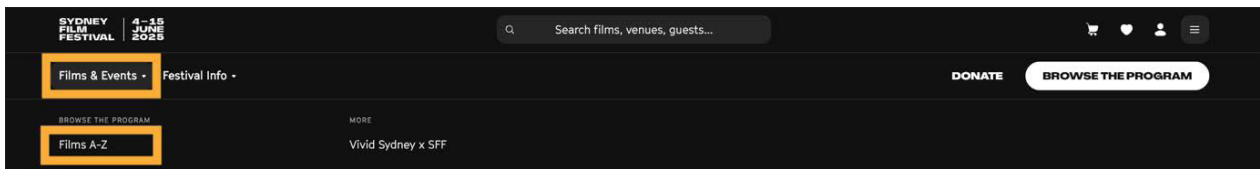
Welcome to the Sydney Film Festival!

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

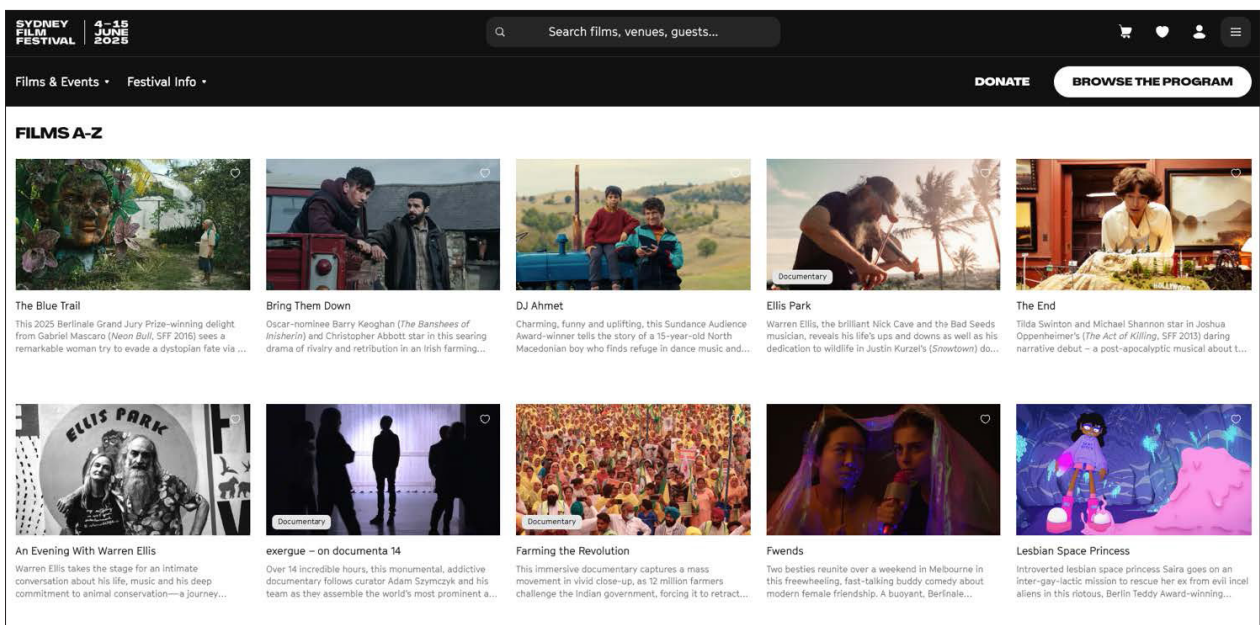
On the [Sydney Film Festival](#) website select **Films & Events**, located on the left-hand side of the page.



The **Film & Events** page allows for you to look for films in several ways.

Films 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.



SYDNEY FILM FESTIVAL

HOW TO USE YOUR FLEXIPASS ONLINE BOOKING

1.

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, *Ellis Park*), click on the image or title. This will take you to the film description and ticketing purchase page.

The screenshot shows the Sydney Film Festival website interface. At the top, it displays 'SYDNEY FILM FESTIVAL | 4-15 JUNE 2025' and a search bar. Below the navigation bar, there are links for 'FILMS & EVENTS' and 'FESTIVAL INFO'. A 'DONATE' button and a 'BROWSE THE PROGRAM' button are also visible. The main content area is titled 'FILMS A-Z' and features a grid of film cards. Each card includes a film still, the title, and a brief synopsis. The card for 'Ellis Park' is highlighted with an orange border. Below the film still for 'Ellis Park', there are 'Preview' and 'More Info' buttons.

Film Title	Synopsis
The Blue Trail	This 2025 Berlinale Grand Jury Prize-winning delight from Gabriel Mascaro (<i>Neon Bull</i> , SFF 2016) sees a remarkable woman try to evade a dystopian fate via...
Bring Them Down	Oscar-nominee Barry Keoghan (<i>The Banshees of Inisherin</i>) and Christopher Abbott star in this searing drama of rivalry and retribution in an Irish farming...
DJ Ahmet	Charming, funny and uplifting, this Sundance Audience Award-winner tells the story of a 15-year-old North Macedonian boy who finds refuge in dance music and...
Ellis Park	Warren Ellis, the brilliant Nick Cave and the <i>Bad Seeds</i> musician, reveals his life's ups and downs as well as his dedication to wildlife in Justin Kurze's (<i>Snowtown</i>) do...
The End	Fida Swinton and Michael Shannon star in Joshua Oppenheimer's (<i>The Act of Killing</i> , SFF 2013) daring narrative debut – a post-apocalyptic musical about...

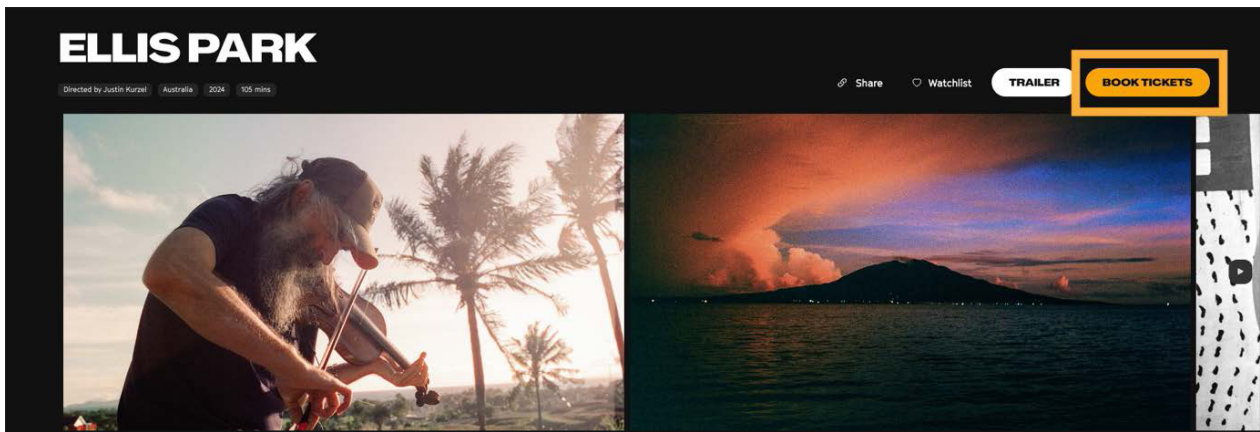
SYDNEY FILM FESTIVAL

HOW TO USE YOUR FLEXIPASS ONLINE BOOKING

2.

SELECTING YOUR TICKETS

Once you are on the film description and ticketing page, click 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** button corresponding to the venue and time you would like to see the film.



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, Art Gallery of NSW, State Library of New South Wales or Ritz Randwick, only general seating is available - you will not be able to choose your seats prior to the screening.

SYDNEY FILM FESTIVAL

HOW TO USE YOUR FLEXIPASS ONLINE BOOKING

2.

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.

The screenshot shows the 'TICKETS' section for 'Sun 8 June 2025, 4pm' at 'State Theatre'. A 'Watchlist' icon and a 'BOOK' button are visible. Two options are presented: 'Best Available' (highlighted with a yellow border) and 'Choose Seats'. Below the 'Best Available' option, a message states: 'The system will select the best available allocated seats for you.' A checkbox labeled 'Keep seats together.' is checked and highlighted with a yellow border.

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

The screenshot shows the 'TICKETS' section for 'Sun 8 June 2025, 4pm' at 'State Theatre'. A 'Watchlist' icon and a 'BOOK' button are visible. Two options are presented: 'Best Available' and 'Choose Seats' (highlighted with a yellow border). Below the 'Choose Seats' option, instructions are provided: 'Select your desired allocated seats on the seating map.' Further instructions state: 'If no seats are available, choose Best Available above. 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'

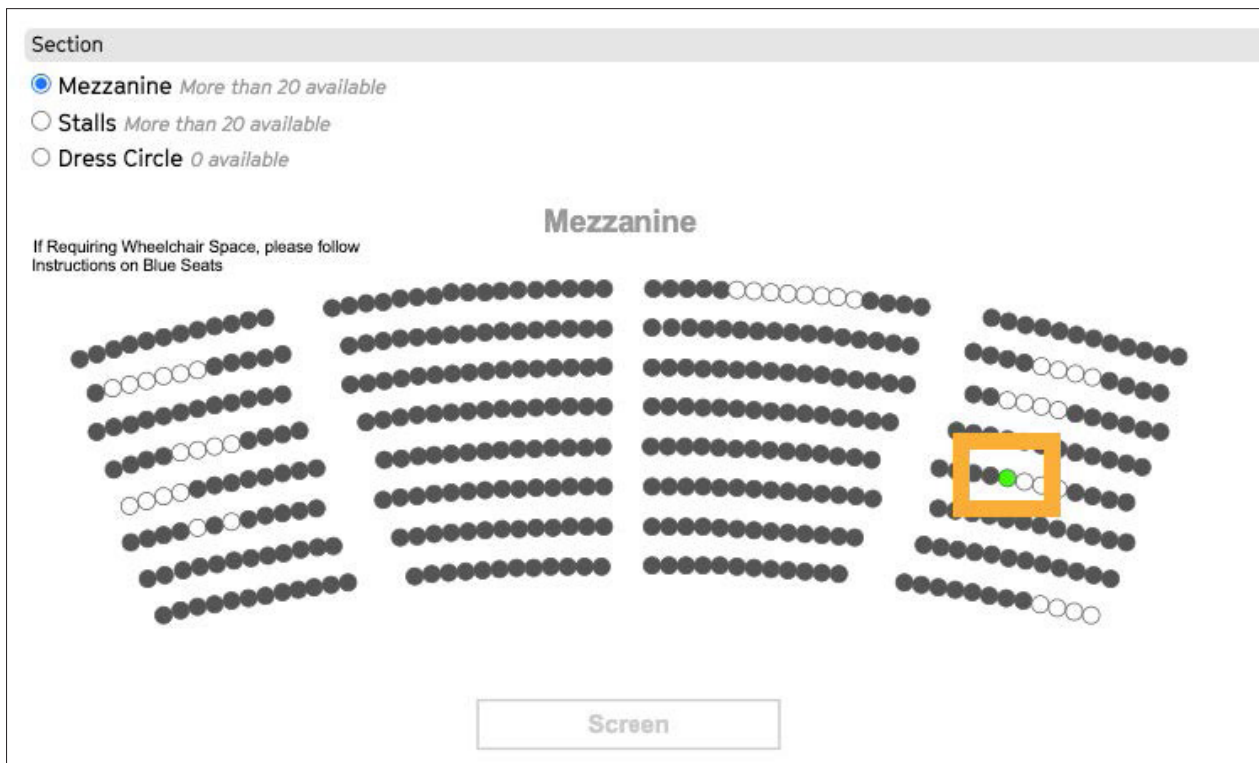
SYDNEY FILM FESTIVAL

HOW TO USE YOUR FLEXIPASS ONLINE BOOKING

2.

Select a seat by clicking one of the white circles. 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 labeled **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.

Please select the price type for your seat.

If applying a discount code, please do so before selecting a price type.


Mezzanine - Row D Seat 45

0	Adult	\$26.00
0	Concession <small>Please provide valid proof of concession on arrival.</small>	\$22.00
0	Seniors <small>Please provide valid Seniors Card on arrival.</small>	\$22.00
0	Youth (17 & Under) <small>Please present valid Photo ID on arrival.</small>	\$20.00

Enter your discount code, or pass number and click Validate.

If you log into your account your passes can be selected from the list above.

Code:

1	Flexipass 30 Redeem 	\$0.00
---	---	--------

SYDNEY FILM FESTIVAL



HOW TO USE YOUR FLEXIPASS ONLINE BOOKING

3.

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

Then proceed to click **CHECKOUT**.


CART

Ellis Park ...

Sun, 8 Jun 4pm

State Theatre

Flexipass 30 Redeem -  - 1 \$0.00 x

Mezzanine
Row D Seat 45

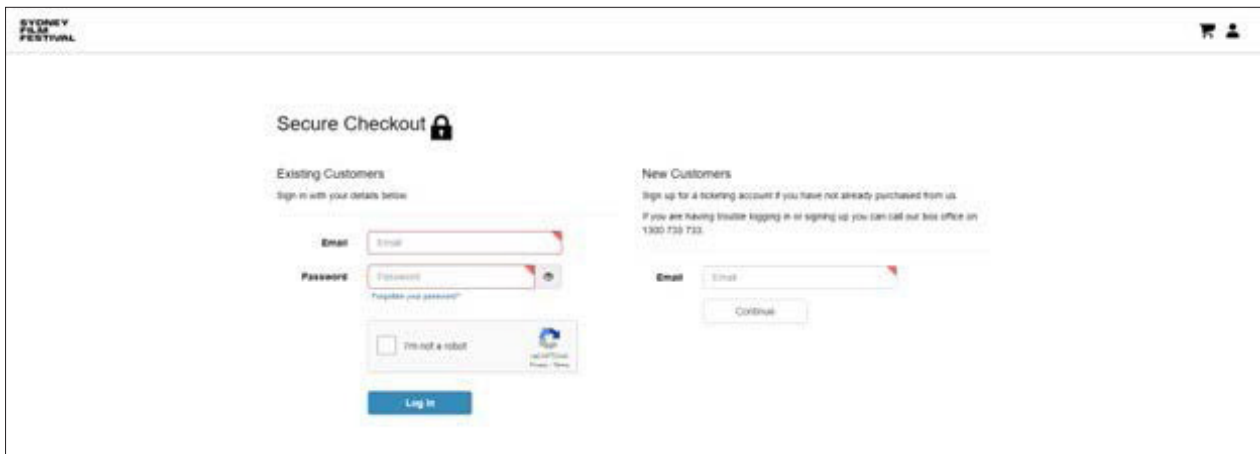
Subtotal	\$0.00
Booking fee	\$0.00
TOTAL	\$0.00

CLOSE CART **CHECKOUT**

4.

CHECKOUT PROCESS

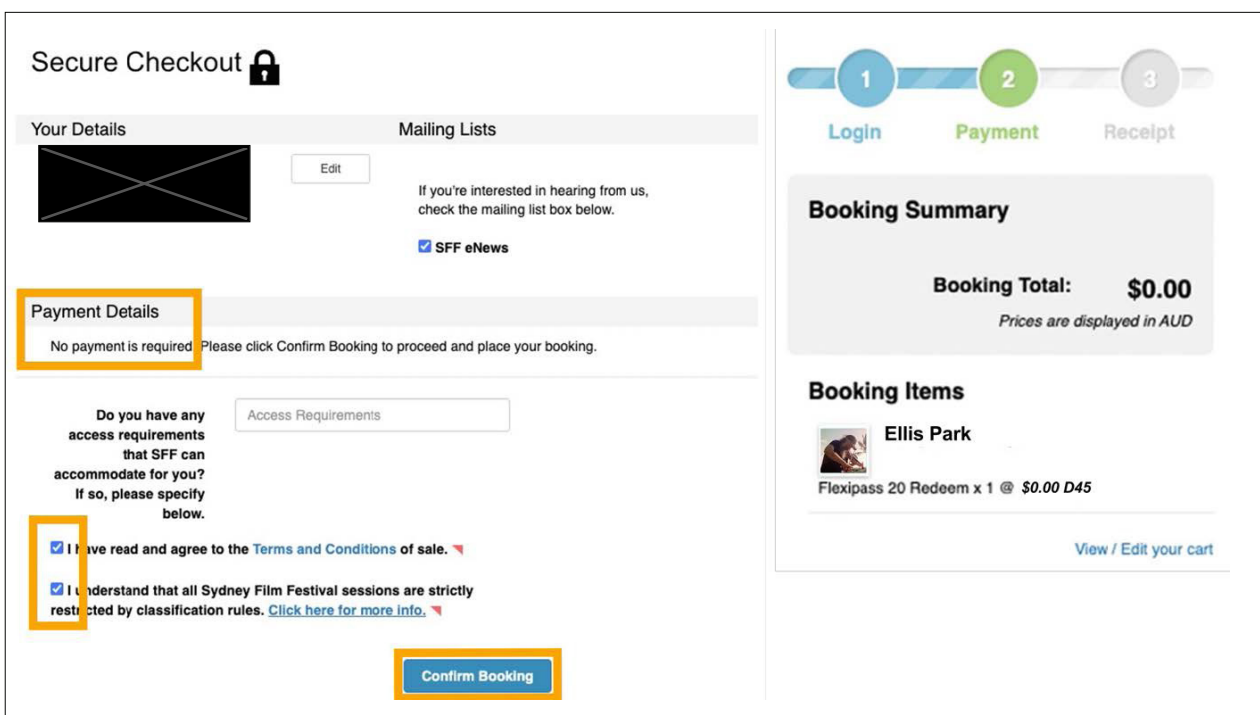
Once you click checkout, if you have not already logged in, you will be prompted to create an account.



The screenshot shows the 'Secure Checkout' page. It is divided into two main sections: 'Existing Customers' and 'New Customers'. The 'Existing Customers' section has a 'Sign in with your details below' heading and includes fields for 'Email' and 'Password', a 'Remember your password?' checkbox, a 'I'm not a robot' CAPTCHA, and a 'Log In' button. The 'New Customers' section has a 'Sign up for a ticketing account if you have not already purchased from us' heading, a note about in-store logging in, and an 'Email' field with a 'Continue' button.

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**.



This screenshot shows the checkout page with several elements highlighted in orange boxes. On the left, the 'Payment Details' section is highlighted, showing 'No payment is required'. Below it, the 'Access Requirements' section is highlighted, showing two checked checkboxes: 'I have read and agree to the Terms and Conditions of sale.' and 'I understand that all Sydney Film Festival sessions are strictly restricted by classification rules.' At the bottom, the 'Confirm Booking' button is highlighted. On the right, a progress bar shows '1 Login' (blue), '2 Payment' (green), and '3 Receipt' (grey). Below the progress bar, the 'Booking Summary' shows a 'Booking Total: \$0.00'. Underneath, 'Booking Items' lists 'Ellis Park' and 'Flexipass 20 Redeem x 1 @ \$0.00 D45'. A 'View / Edit your cart' link is at the bottom right.

5.

RECEIVING YOUR TICKETS

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

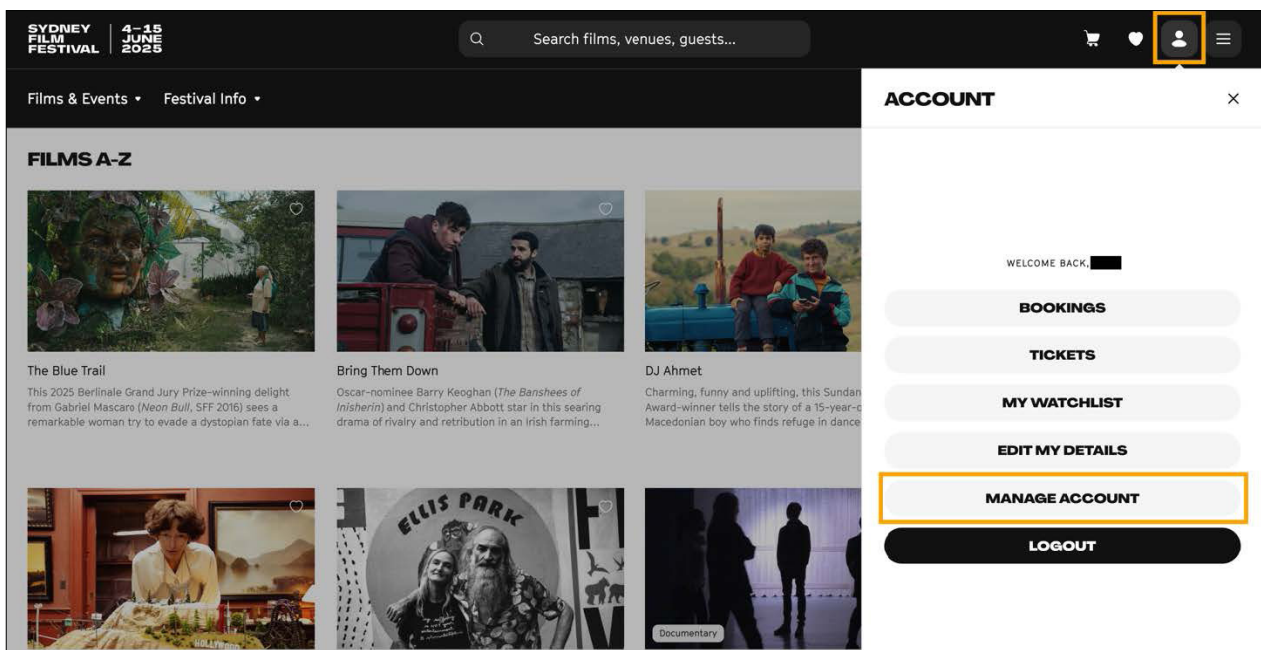
YOUR BOOKING WAS SUCCESSFUL

Your booking number is 1572.

Please:

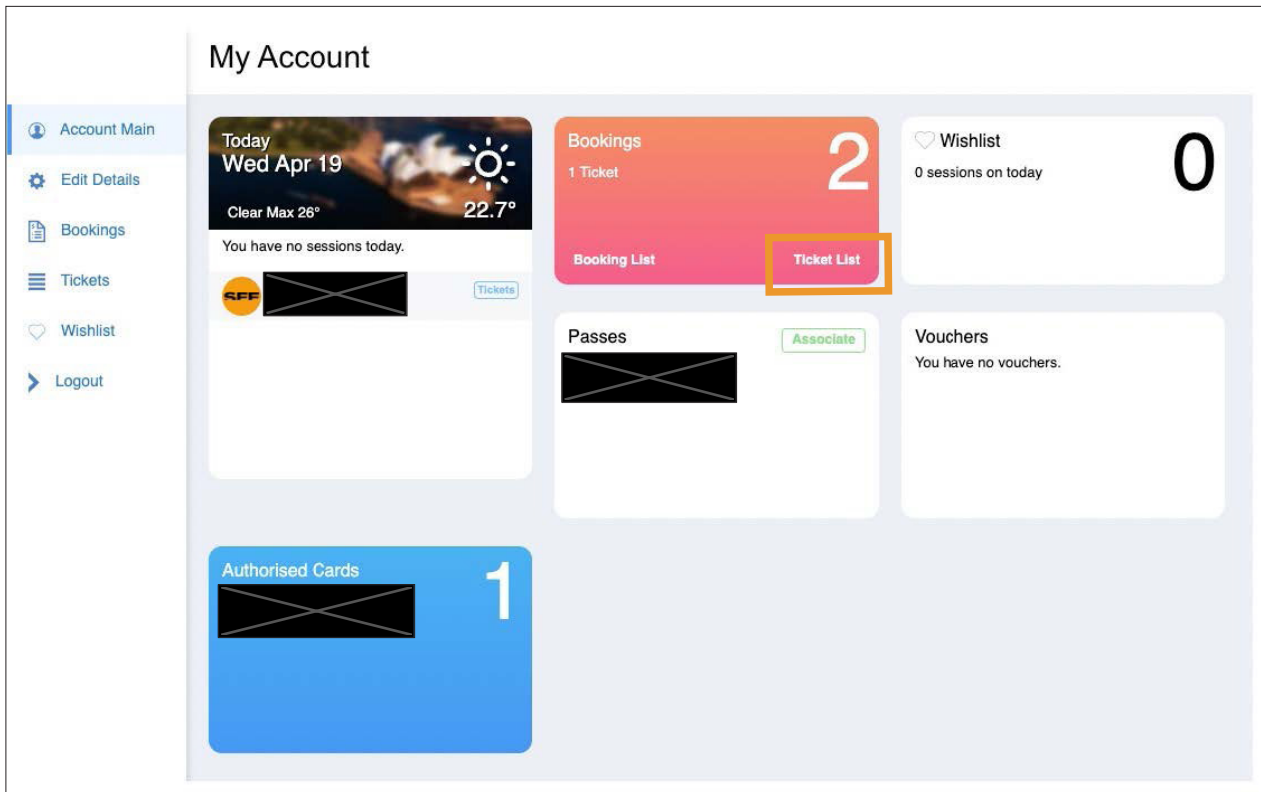
1. **Print a receipt** of your booking.
This is *not* valid for entry to your events.
2. **Download and print** your PDF tickets, or review options below for presenting tickets digitally.
Tickets *are required* for entry to your events.

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 **MANAGE ACCOUNT**.

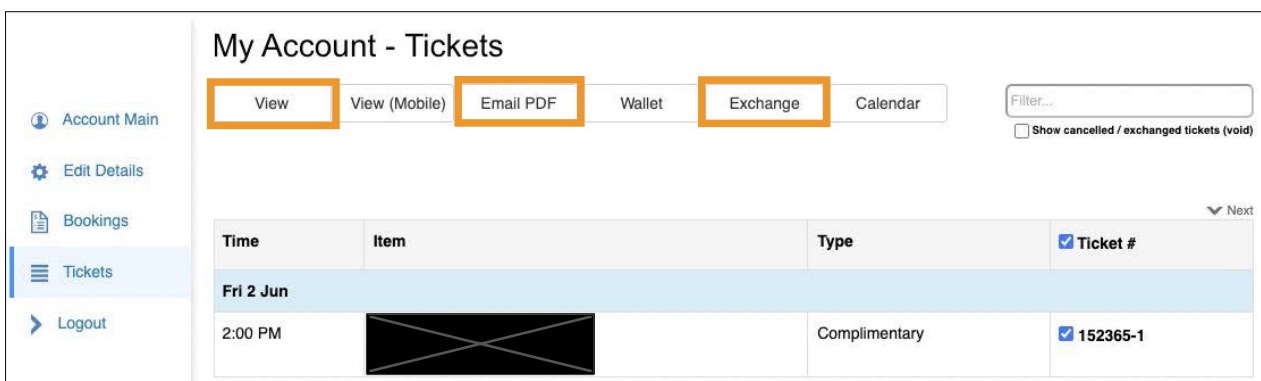


5.

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.

**Please ignore any inconsistency in the dates above. Dates in 'My Account' will correspond with your purchased tickets.*