

## **GUIDE TO REDEEMING SWIFF FILM PASSES OR ADMIT ONE**

Film Passes can be redeemed from your account for regular film sessions. Please note, Film Passes and Admit Ones are not valid for Opening, Closing or any Special Events.

Film Passes can be redeemed for up to two per pass per session.

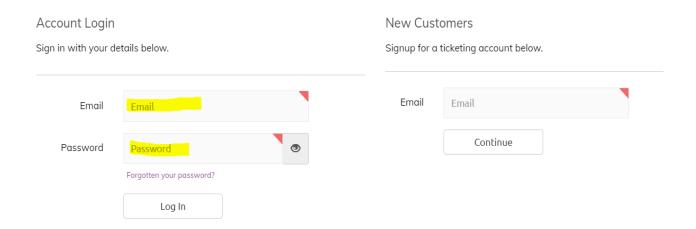
## **REDEEMING A FILM PASS OR ADMIT ONE**

You can redeem your 7-digit pass code via the website, <a href="www.swiff.com.au">www.swiff.com.au</a>, or via SWIFF 2021 mobile app (iPhone) & Screenwave International Film Festival (Android).

The SWIFF box office is open at the Jetty Theatre on select days in the lead up to the festival (please see the website for operating hours). The box office will be open at both the Jetty Theatre and CHEC Theatre during the festival, on screening days.

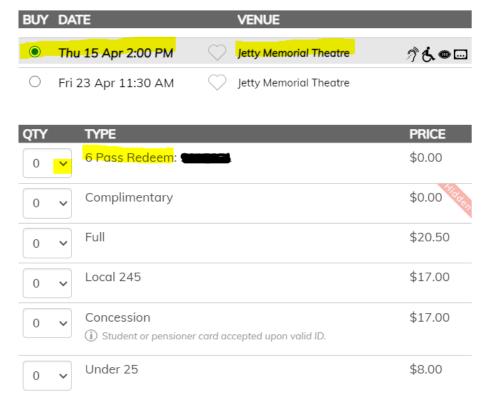
Steps to redeeming you code online:

Login to your account, or if a new customer, create an account

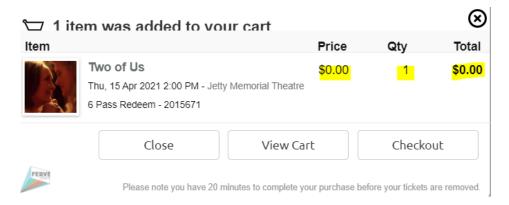


- Select the Film you want to see
- Scroll to check the Venue and Date is correct for your session
- Select QTY of 1 or 2 redeems from your pass for this session

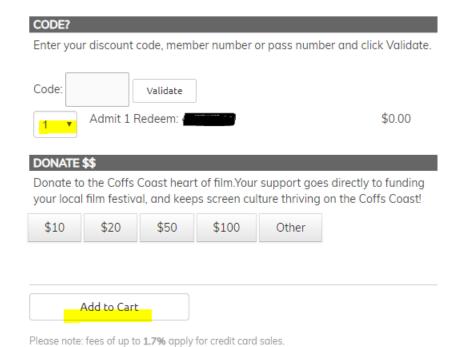
(DO NOT select quantities from 'Full', 'Concession' etc. Unless you are wanting to purchase additional tickets. You only need to redeem tickets from your pass already purchased)



Click Add to Cart.



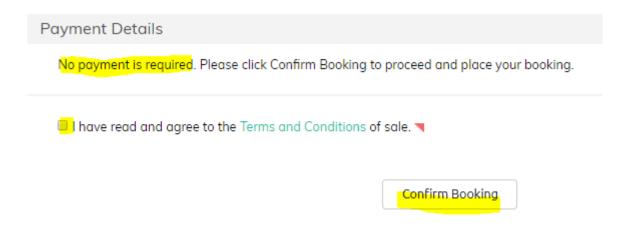
- If you have a single Admit 1 code, you can enter the CODE and VALIDATE



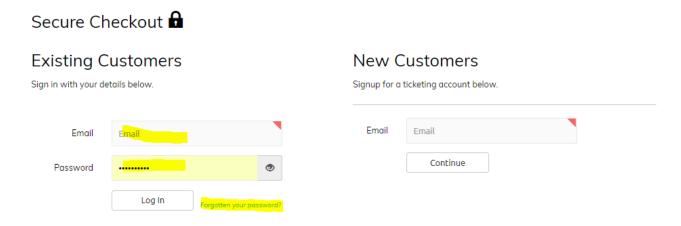
You can Continue Browsing for more films and follow the above steps and when you're ready, click
Checkout

You will be automatically directed to Secure Checkout.

Select 'Terms and Conditions' and Confirm Booking



 If you are a Returning Customer, enter your login details. If you are a New Customer, enter your email address. If you have forgotten your password, select 'Forgotten Password' and follow the prompts.



At any time you would like to check your Cart or Account, go to the top right hand of the screen here



An email will be sent to you with a PDF of your tickets and a receipt. By following these steps, you now have an account where you can see all your transactions and reprint tickets and makes buying tickets in the future easier. If you prefer a cash transaction just visit the SWIFF Box Office at both the Jetty Theatre and CHEC Theatre, during the festival period.

Enjoy the festival!