

TICKETING INSTRUCTIONS/FAQ NIFFF 2022

Refer to this FAQ for any question related to the 2022 edition.

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When will the NIFFF take place?

The Neuchâtel International Fantastic Film Festival (NIFFF) will take place from Friday, July 1st to Saturday, July 9th, 2022.

Can I watch the NIFFF films online?

The NIFFF is making its big comeback as an in-person event. The films will be screened at the following venues: Théâtre du Passage, Arcades, Rex, Studio, and Open Air.

A selection of films unrelated to the 2022 programme is available on Play Swiss.

Where can I find the 2022 programme?

The complete programme is online: [2022 programme](#)

Where can I find the 2022 screening schedule?

The timetable can be found online: [2022 screening schedule](#)

How can I get the print version of the programme?

The print version of the programme will be widely distributed throughout Neuchâtel, in cinemas as well as various cultural venues.

What are the activities for young audience members?

The NIFFF offers many activities for young audience members. The KID-O-NIFFF programme, in collaboration with AnimaFilms and Filmetic, includes stop motion short films directed by school pupils, while La Lanterne Magique will show the animated feature film ICARE. A carte blanche to the Fantoche animation festival will include short films for youngsters, as well as the features MAIKA, I AM WHAT I AM, and PERLIMPS.

In addition, the new, superb Open Air will host daytime street performances. Designed by the CCHAR (Centre de Création Helvétique des Arts de la Rue), this programme will delight young and old alike every morning from July 4th to July 9th, right on the Place des Halles!

When and where can I buy tickets?

Online: From June 16th, 2022, 12 noon on niff.ch.

During the festival:

- At the main ticket office in the Théâtre du Passage
On Friday, July 1st, from 2 p.m. until the start of the day's last screening. From Saturday, July 2nd, from 10 a.m. until the start of the last screening every day.

- At each cinema's ticket office (Arcades, Rex, Studio)
Opens 30 minutes before each screening; closes 15 minutes after the film starts.

- At the Open Air ticket office, every day from 9 p.m. until the start of the last screening.

How can I purchase a pass?

Go to the TICKETING tab on www.niff.ch to purchase a:

- Festival Pass, which gives access to all the films of the festival
 - Multipass 10, which encompasses 10 tickets that can be used for one or more screenings
 - Multipass 4, which encompasses 4 tickets that can be used for one or more screenings
1. Select a pass, enter the required information and click 'Add to cart'. For the Festival Pass, you must enter the information of the person who will use the pass.
 2. Your cart is displayed. Please enter the email address the tickets should be sent to, as well as the correct billing information. Accept the general terms and conditions.
 3. Click 'To the payment process' to be redirected to the payment page. Choose a payment method.

Once your payment is approved, you will receive a confirmation email. Check your spam folder if you do not see it in your mailbox.

If you do not receive it, there may have been a problem during the payment process or the wrong address was entered during the order. You can contact us on +41 32 731 07 74 or at ticket@niff.ch.

How can I buy a ticket for a single screening?

1. Go to our website at www.niff.ch and click 'Programme'.
2. Click the picture for the film or conference you wish to book.
3. Click the cart icon next to the screening of your choice.
4. Select the number of tickets you want to purchase and the correct pricing. Click 'Add to my cart', and 'Add to cart' (or continue shopping).

5. Enter your billing information. Accept the general terms and conditions, as well as the data protection policy. Click 'To the payment process'. You are redirected to the payment page, where you can choose a payment method.

Once your payment is approved, you can download your tickets from the confirmation page. You will also receive a confirmation email containing a download link for your tickets. Check your spam folder if you do not see it in your mailbox.

If you do not receive it, there may have been a problem during the payment process or the wrong address was entered during the order. You can contact us on +41 32 731 07 74 or at ticket@niff.ch.

Tickets are non-exchangeable and non-refundable.

How can I book a screening with a Festival Pass, a Multipass 10, a Multipass 4, an accreditation or an invitation?

1. Go to our website www.niff.ch and click 'Programme'.
2. Click the picture for the film or conference you wish to book.
3. Click the cart icon next to the screening of your choice.
4. Enter your TicketID.
5. Click “Book on my pass” in the bottom left. Your booking is now saved.
6. You can access a summary of your bookings by clicking “Show my bookings”.

WARNING: It is not possible to book two screenings that take place concurrently.

Must I go through the website or a ticket office to book a screening?

It is strongly recommended to pre-book your screenings, and to arrive at least 20 minutes before the film/conference.

If you do not make it to a screening you have booked, your seat is put back up for sale at the screening’s scheduled start time. Access to the room will thereafter depend on the number of available seats remaining.

The Festival reserves the right to refuse admission for latecomers, even if they have a valid ticket. Tickets will not be exchanged or refunded.

Must I book my screenings if I have a Festival Pass, a Multipass 10, a Multipass 4 or an accreditation?

It is strongly recommended to pre-book your screenings, and to arrive at least 20 minutes before the film/conference.

If you do not make it to a screening you have booked, your seat is put back up for sale at the screening’s scheduled start time. Access to the room will thereafter depend on the number of available seats remaining.

The Festival reserves the right to refuse admission for latecomers, even if they have a valid ticket. Tickets will not be exchanged or refunded.

Can I lend my pass or accreditation to someone else, in the event that I could not make it to a screening?

Your Festival Pass or your accreditation can be used only by you. You are the only person who will be let in a screening room with it. On the other hand, the Multipass 10 and the Multipass 4 can be shared.

How can I book a seat for the official ceremonies?

Tickets for the official ceremonies (the opening and closing films) are available for online purchase from June 16th, 2022. Please note that there are less tickets available for these screenings as some seats are reserved for the festival's official guests.

Can I buy or book tickets via phone?

It is not possible to buy or book tickets via phone.

Online: From June 16th, 2022, 12 noon on niff.ch.

During the festival:

- At the main ticket office in the Théâtre du Passage
On Friday, July 1st, from 2 p.m. until the start of the day's last screening. From Saturday, July 2nd, from 10 a.m. until the start of the last screening every day.

- At each cinema's ticket office (Arcades, Rex, Studio)
Opens 30 minutes before each screening; closes 15 minutes after the film starts.

- At the Open Air ticket office, every day from 9 p.m. until the start of the last screening.

Can I get a refund on my ticket?

Tickets are non-exchangeable and non-refundable.

Why can't I book certain films with my Festival Pass?

You can book any indoor screening with the Festival Pass. If it does not work, the screening may already be sold out.

You cannot book two films if their screening times overlap MORE THAN 15 MINUTES.

I have purchased a ticket. Why did I not receive a confirmation email?

The ticket office can be contacted on +41 (0) 32 731 07 74 or at ticket@niff.ch, 16-30 June from 10 a.m. to 5 p.m., and during the festival 1-9 July from 10 a.m. to 10 p.m.

Who can help me with my bookings?

The ticket office can be contacted on +41 (0) 32 731 07 74 or at ticket@niff.ch, 16-30 June from 10 a.m. to 5 p.m., and during the festival 1-9 July from 10 a.m. to 10 p.m.

What's on the NIFFF app?

We encourage you to download the NIFFF app and create an account. You can use it to vote for the audience award, to see the schedule and the festival map, and to play the NIFFF FOR SPEED video game.

From June 30th, you will also be able to access your tickets and passes through the app for each screening.

In which language are the films shown?

The original language for each film varies. All feature films from the following sections have French and English subtitles: International Competition, Asian Competition, Third Kind. You can see language and subtitle information for each film on the website.

What is the recommended age for watching the films?

Age recommendations are included with each film's page.

Can I choose any seat I want?

Yes, you can choose any seat.

Do I need to print my tickets or my pass to show them before accessing the screening rooms?

You do not have to print your tickets/passes if you have a smartphone. You can show the QR code you received via email or accessed through the app or website to the NIFFF staff members before each screening.

We encourage you to download the NIFFF app and to create an account. From June 30th, you will be able to access your tickets and passes through the app for each screening.

Can I avail of the reduced price?

The NIFFF offers reduced pricing for retired people, holders of a disability insurance, apprentices, students, unemployed people, and holders of the Culture Caritas card.

Do I need to show supporting documents for the reduced price?

Yes. You will be asked to produce a supporting document before each screening regardless of the reduced pricing you availed of.

The following documents are accepted: AVS/AI, proof of apprenticeship, student card, proof of unemployment, Culture Caritas card.

How can I get an accreditation?

Accreditations are for journalists, film industry professionals, and NIFFF partners. For more details, go to the [accreditation page](#).

Where can I collect my accreditation?

Accreditations are for journalists, film industry professionals, and NIFFF partners. For more details, go to the [accreditation page](#).

The accreditation office is at the Théâtre du Passage.

Opening times: Friday, July 1st, 1 p.m. to 6 p.m. Every day thereafter from 11 a.m. to 6 p.m.

Are the festival venues accessible for wheelchair users?

Screenings at the Open Air, at the Arcades, and at the Théâtre du Passage are accessible to persons with reduced mobility. Same goes for the XR installations at La Villa and the OFFF area. Unfortunately, the Studio and Rex cinemas cannot accommodate people with reduced mobility.

Access to La Villa is through 50 Rue du Tertre for people with reduced mobility. To ensure you have the best possible experience, please inform us you are coming by sending a message to info@niff.ch.

Where can I find bathrooms for people with reduced mobility?

Toilets accessible to people with reduced mobility can be found at the Arcades, at the Théâtre du Passage, and at the OFFF area.

Who should I direct my questions to during the festival?

If you have not found the information you require on this page, you can ask the ticket office on +41 (0) 32 731 07 74 or at ticket@niff.ch, 16-30 June from 10 a.m. to 5 p.m., and during the festival 1-9 July from 10 a.m. to 10 p.m.