

# TICKETING FAQ

## NIFFF 2023

You can find all the information relative to the 2023 edition here.

To download our programme, click [here](#).

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## THE 2023 EDITION

### **When will the NIFFF take place?**

The Neuchâtel International Fantastic Film Festival (NIFFF) will take place from Friday, June 30<sup>th</sup> to Saturday, July 8<sup>th</sup>, 2023.

### **Can I watch the NIFFF films online?**

The NIFFF is fully back to its in-person formula since 2022. The films are shown at the Théâtre du Passage, at the Arcades cinema, at the Rex, at the Studio, and at the Open Air.

A selection of movies, unrelated to the festival's 2023 edition, is offered on Play Suisse.

### **Where can I find the programme for the 2023 edition?**

The full programme can be found online: [2023 programme](#)

### **Where can I find the timetable for the 2023 edition?**

The timetable can be found online: [2023 timetable](#)

### **Where can I get a printed copy of the programme?**

The printed programme will be widely available throughout the city of Neuchâtel, in cinemas as well as cultural agencies.

## **What is the programme for young audience members?**

The NIFFF offers many activities designed for children. The KID-O-NIFFF programme, in collaboration with AnimaFilms and Filmetic, includes stop-motion shorts made by school pupils, while La Lanterne Magique has selected the animated feature film PRINCESSE DRAGON. The carte blanche to the Fantoche Animation Festival also includes shorts for young viewers.

Day-time street art performances will also take place at our beautiful Open Air. Designed by the CCHAR (Centre de Création Helvétique des Arts de la Rue), this programme will delight people of all ages every morning from July 3<sup>rd</sup> to July 8<sup>th</sup>, right on the Place des Halles!

# TICKETING

## **When and where can I buy tickets?**

Online: From June 15<sup>th</sup>, 2023, 12 p.m., on [niff.ch](https://niff.ch).

During the festival:

- At the main ticket office at Théâtre du Passage

On Friday, June 30<sup>th</sup>, from 1 p.m. until the start of the last screening; From Saturday, July 1<sup>st</sup>, from 10 a.m. until the start of the last screening.

- At each cinema's ticket office (Arcades, Rex, Studio)

From 30 minutes before screening time, until 15 minutes after the film has started.

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

## **How can I buy a pass?**

Go to the TICKETING tab on [niff.ch](https://niff.ch) to buy:

- A Festival Pass, which gives you access to every film shown at the festival
- A Multipass 10 (shareable), which gives you 10 tickets that can be used for one screening or more
- A Multipass 4 (shareable), which gives you 4 tickets that can be used for one screening or more

1. Select the pass you wish to purchase, fill in the required information, and click on "Add to cart". For the Festival Pass, you must provide the information of the person who will be using the pass.
2. If you wish to proceed to checkout, click on the cart icon in the top right corner of the screen.

3. Your cart is displayed on the screen. Enter the email address the tickets should be sent to, as well as the invoicing information. Accept the terms and conditions.
4. Click on "Proceed to payment". Select your payment method.

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

If you do not receive any, there may have been a problem during payment or your email address may have been entered incorrectly. Do not hesitate to contact us on +41 32 731 07 74 or at [ticket@niff.ch](mailto:ticket@niff.ch).

## **How can I buy a ticket for one specific event?**

1. Go to our website [www.niff.ch](http://www.niff.ch) and click on "Programme".
2. Click on the film or conference you wish to attend.
3. Click on the cart icon next to the screening of your choice.
4. Click on the number of tickets you wish to purchase at the chosen price, then click "Add to cart", and "Go to cart" (or continue shopping).
5. Enter your invoicing information. Accept the terms and conditions and the data protection policy. Click on "Proceed to payment". Once redirected, choose your payment method.

Once payment has been approved, you will receive a confirmation email with a link to download your tickets. Check your spam folder if you do not see it in your inbox.

If you do not receive any, there may have been a problem during payment or your email address may have been entered incorrectly. Do not hesitate to contact us on +41 32 731 07 74 or at [ticket@niff.ch](mailto:ticket@niff.ch).

Tickets cannot be refunded or exchanged.

## **How can I book tickets with my Festival Pass, Multipass 10, Multipass 4, accreditation, or invitation?**

1. Go to our website [www.niff.ch](http://www.niff.ch) and click on "Programme".
3. Click on the film or conference you wish to attend.
4. Click on the cart icon next to the screening of your choice.
4. At the bottom of the new pricing window, you can see the option "You have a TicketID? Add it to reserve". Click "Add it" and enter your TicketID. Click on "Login".
5. Click on "**Book a seat on this ticket**" in the bottom left corner. Your booking is saved.

6. You can see a summary of your bookings by clicking your ticket's name (Festival Pass/ Multipass, etc.).

CAUTION: The Festival Pass does not allow you to book two simultaneous screenings. It is possible to book several seats at one screening with the Multipass.

### **Must I book online or at the ticket office?**

We strongly recommend to book your tickets. It is also advised to arrive at least 15 minutes before the screening/event.

If you do not show up, your seat will be made available to someone else at the start of the film/event. If you arrive late, you may not be able to enter the room (depending on availability).

The Festival reserves the right to not allow latecomers in the room even with a valid ticket. Tickets cannot be refunded or exchanged, even in such a situation.

### **Is it mandatory to book a screening if I have a Festival Pass, Multipass 10, Multipass 4 or an accreditation?**

We strongly recommend to book your tickets. It is also advised to arrive at least 15 minutes before the screening/event.

If you do not show up, your seat will be made available to someone else at the start of the film/event. If you arrive late, you may not be able to enter the room (depending on availability).

The Festival reserves the right to not allow latecomers in the room even with a valid ticket. Tickets cannot be refunded or exchanged, even in such a situation.

### **May I pass on my pass or accreditation to someone else if I cannot go to a screening?**

The Festival Pass and the accreditation are name-specific and cannot be passed on. Only the person explicitly named on the Festival Pass or accreditation can use it. However, several people can share one Multipass 10 or Multipass 4.

### **How can I book a seat for the official ceremonies?**

Tickets for the official ceremonies (Opening and Closing) can be purchased online from June 15<sup>th</sup>, 2023. FYI, the number of available seats might be lower than usual, because some are reserved for the festival's official guests.

### **Can I buy or book tickets over the phone?**

It is not possible to buy or book tickets over the phone.

Online: From June 15<sup>th</sup>, 2023, 12 p.m., on [niff.ch](https://niff.ch).

During the festival:

- At the main ticket office at Théâtre du Passage

On Friday, June 30<sup>th</sup>, from 1 p.m. until the start of the last screening; From Saturday, July 1<sup>st</sup>, from 10 a.m. until the start of the last screening.

- At each cinema's ticket office (Arcades, Rex, Studio)

From 30 minutes before screening time, until 15 minutes after the film has started.

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

## **Can I get a refund on a ticket?**

Tickets cannot be refunded or exchanged.

## **Why can I not book certain films with my Festival Pass?**

The Festival Pass gives you access to all film screened at a cinema. If the booking does not work, the screening may be sold out.

You cannot book 2 films that have *more than 15 minutes* of an overlap.

## **I bought a ticket but did not receive a confirmation email?**

You can contact the ticket office on +41 (0) 32 731 07 74 or at [ticket@niff.ch](mailto:ticket@niff.ch), from June 15<sup>th</sup> until June 30<sup>th</sup> between 10 a.m.-12 p.m. and 2-5 p.m., and during the festival (1-8 July) between 10 a.m. and 10 p.m.

## **Can anyone help me with booking tickets?**

You can contact the ticket office on +41 (0) 32 731 07 74 or at [ticket@niff.ch](mailto:ticket@niff.ch), from June 15<sup>th</sup> until June 30<sup>th</sup> between 10 a.m.-12 p.m. and 2-5 p.m., and during the festival (1-8 July) between 10 a.m. and 10 p.m.

## **What is on the NIFFF app?**

We recommend you download the NIFFF app and create an account. It can help you see the programme, your tickets, your passes, your custom timetable, and the festival map. You can also meet the mysterious D.IA.NE...

From June 30<sup>th</sup>, you will also be able to vote for films in competition at NIFFF 2023.

## **What language are the films available in?**

A film's original language can vary. All features from the following categories are shown with French and English subtitles: International Competition, Asian Competition, Third Kind. All information pertaining to language versions are available on the website.

## **What is the recommended age to see a film?**

Recommended ages are indicated on each film's page.

## **Can I pick my seat freely?**

Yes, you can pick your seat freely.

## **Do I need to print out my tickets or my pass to show them at the doors?**

If you have a smartphone, you do not need to print your tickets or passes. You can simply show the QR code received via email or accessible via your online account/the NIFFF app to the people at the door before each screening.

## **Can I avail myself of a reduced price?**

Reduced prices are available for retirees, recipients of AI (Assurance-invalidité) benefits, apprenticeship trainees, students, unemployed people, and holders of the Carte Culture Caritas. A supporting document must be shown before going in the screening rooms.

## **Must I show a supporting document to prove I am eligible for a reduced price?**

Yes. Whatever the discount, a supporting document will be required before each screening.

You must show one the following, as required: AVS/AI card, apprenticeship card, student card, proof of unemployment, Carte Culture Caritas.

## **How can I get an accreditation?**

Accreditations are for the press, some film industry professionals, and our partners. For more details, go to the [accreditations page](#).

## **Where can I pick up my accreditation?**

Accreditations are for the press, some film industry professionals, and our partners. For more details, go to the [accreditations page](#).

The office for accreditations is at Théâtre du Passage. Opening times:

30.06 - 02.07: 1 p.m. - 8 p.m.

03.07 - 04.07: 10 a.m. - 7 p.m.

05.07 - 08.07: 2 p.m. - 6 p.m.

## USER ACCOUNT

### **What is the user account for?**

With your user account, you can: find all the tickets and passes you bought online as PDF documents; manually add tickets and passes bought at the ticket office; see your screenings; edit/cancel bookings, and view a custom timetable to make your festival experience a better one. From June 30<sup>th</sup>, you can also vote for the Audience award (RTS).

### **Should I create a user account?**

You do not need to have an account to purchase tickets and book specific films with your pass. You can simply use the TicketID on your tickets.

However, the user account makes for an easier experience as it allows you to see a custom timetable and to vote for the Audience award (RTS).

### **How do I use the user account?**

You can access it by clicking "My account" in the top right corner of [niff.ch](#).

You can either:

- Create a user account that will bring together all the tickets booked with the same email address to view a custom timetable and vote for the Audience award (RTS).
- Or, log in with your TicketID and book films on the 2023 PROGRAMME page.

## ACCESSIBILITY

### **Are the festival venues wheelchair accessible?**

All showings at the Open Air, at the Arcades and at Théâtre du Passage are accessible to people with reduced mobility. It is also the case for the XR installations at La Villa and for the OFFF area. Unfortunately, there is no wheelchair access at the Studio and Rex cinemas.



People with reduced mobility should access La Villa from Rue du Tertre 50. For better support, tell us when you are coming at [info@niff.ch](mailto:info@niff.ch).

Disabled parking spots can be found at the following addresses for each venue:

### Open Air

1 spot:

- Rue du Musée 9 (4 min)
- Rue de la Promenade-Noire (1 min)
- Rue de Pury 2 (2 min)
- Rue du Seyon 38 (5 min)
- Rue de la Balance 4 (3 min)
- Rue du Bassin (3 min)

3 spots: Parking Pury (2 min)

### Arcades

- 2 spots: Rue du Concert 4 (2 min)
- 3 spots: Place Numa-Droz (4 min)
- 1 spot: Faubourg de l'Hôpital 2 (2 min)

### Théâtre du Passage

2 spots: Rue Meuron Max / Passage 6 (1 min)

### La Villa

1 spot:

- Avenue de la gare 12 (3 min)
- Rue Louis-Favre Est (2 min)
- Rue du Tertre 10 (2 min)

### OFFF (Jardin Anglais)

4 spots: Faubourg du Lac/Piajet (1 min)

3 spots:

- Parking du Port (3 min)
- Rue Jean-Jacques Lallemand 1/11 (2 min)

2 spots:

- Faubourg de l'Hôpital 28/40 (2 min)
- Parking Jeunes-Rives (6 min)
- Rue des Beaux-Arts (2 min)

## **Where can I find toilets suitable for people with reduced mobility?**

Toilets suitable for people with reduced mobility are available at the Arcades, at Théâtre du Passage, and at the OFFF area.

# ADDITIONAL QUESTIONS

## **Who can I contact if I have questions during the festival?**

If you have not found the answer to your question on this page, you can contact the ticket office on +41 (0) 32 731 07 74 or at [ticket@niff.ch](mailto:ticket@niff.ch), from June 15<sup>th</sup> until June 30<sup>th</sup> between 10 a.m.-12 p.m. and 2-5 p.m., and during the festival (1-8 July) between 10 a.m. and 10 p.m.