

**Crandell**  
★ THEATRE ★



## How to Purchase

# FILMCOLUMBIA 2024 ALL-FILM PASSES & TICKETS

### For Members:

- *All-Film Passes and tickets can be purchased online starting Saturday, 10/5 at 9:00 am, and in person at the Crandell Box Office on Saturday, 10/5 and 10/12, from 9:30 am - 12:30 pm. Tickets are also available for all shows not already sold out at any time during the festival when the Box Office is open.*
- *Individual memberships can purchase either one All-Film Pass or one ticket per screening of multiple films or events.*
- *Dual memberships allow the purchase of up to two All-Film Passes or tickets per screening of multiple films or events.*
- *All-Film passes and tickets can be bought online during general public ticket sales, or at any time during the festival when the Box Office is open.*
- *Members can purchase tickets for friends and family online starting Saturday, 10/12 at 9:00 am, when ticket sales are opened to the general public, or at any time during the festival when the Box Office is open.*

### For the General Public:

- *All-Film Passes and tickets can be purchased online starting Saturday, 10/12 at 9:00 am when ticket sales are opened to the general public and in person at the Crandell Box Office that day from 9:30 am - 12:30 pm. Tickets are also available for all shows not already sold out at any time during the festival when the Box Office is open.*

1. To begin the ticket purchase process for All-Film Passes and/or individual/multiple films, Q&As, go to the [FC2024 Schedule](#) or [download the printed Program Guide PDF](#) to find the films you would like to see.

2. **Important:** Using either the schedule or program guide, **make a list of film and event titles and dates for which you would like to purchase tickets before starting the purchasing process to ensure your transaction is completed within the ten-minute timeframe allowed by our ticketing system.**

**If you hit the back button or your shopping cart times out during your purchase, you risk having to restart the process.**

3. To purchase passes and/or tickets, go to the All-Film Pass option or program you're interested in and click the "**Purchase Tickets**" button.

4. Next steps:

- **For Members:** Enter the password (provided to members in an email sent on Saturday, 10/5 at 9 am) and follow the prompts, looking for a ticket type marked **Members**.
- **For the General Public:** Follow the prompts, looking for a ticket type marked **General Public**.

5. ***If buying only one All-Film Pass or a ticket for just one film or event***, press "**Checkout**" and follow the instructions to complete the purchase.

6. ***If buying tickets for more than one film or event***, click "**Continue Shopping**." Using the drop-down menu select the date of your next film, then select the time for your film (please note that films are in alphabetical order, not listed by time). Then click "**Continue Shopping**" again for each ticket you would like to add.

Until you are finished selecting films, do not leave the "**Shopping Cart**" window without clicking "**Continue Shopping**," otherwise you risk having to start the process all over again.

After you add the last item and your shopping cart is complete, select "**Checkout**" and follow the instructions to complete the purchase.

7. **Bring proof of your purchase confirmation, which can be on your phone, with you to the theater for All-Film Passes\* and for your individual or multiple tickets.**

**Three Options:**

- Print out your confirmation for each film by clicking **Print Tickets**, ***making sure entire small barcode or QR code shows fully.***

- Print out your email confirmation, ***making sure the entire small barcode or QR code shows fully.***
- Show the email on your phone at the door, ***making sure the small barcode or QR code shows fully.***

**\*For All-Film Passes: Bring your purchase confirmation as stated above to the Crandell Box Office to trade it in for your pass anytime the Box Office is open during FilmColumbia.**