

STEP-BY-STEP GUIDE FAQ – NIFFF 2021

When can I purchase tickets?

From June 17th, 12 noon, on www.niff.ch

WARNING! Online screenings have a limited number of seats, just like regular theatres!

How can I purchase a pass?

Access the SUBSCRIPTIONS tab on www.niff.ch to purchase:

- **Festival Pass cinema + VOD** to access all films online and in physical locations (one viewing per film, either online or physical)
- **Festival Pass VOD** to access all films online
- **10 Multipass cinema** to get 10 tickets for one or multiple screenings
- **4 Multipass cinema** to get 4 tickets for one or multiple screenings
- **Cinema ticket** to get one ticket for a single screening at a physical location
- **VOD ticket** to get one ticket for a single screening online

1. Select the product of your choice, enter the required information, and click on Add to basket.
2. Your basket containing the selection is displayed. Type in the billing email address and confirm.
3. Click on Pay by card. You will be taken to the payment page. Choose a payment method.

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

If you do not receive it, the payment process may have encountered an issue, or the address was entered incorrectly. Contact us at +41 32 730 50 31 or on ticket@niff.ch.

How can I book a cinema screening?

1. Go to our website www.niff.ch and click the film you want to watch. On the left of the film's picture, you will see the available times. Click on the basket icon for the screening of your choice.

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2. Select the number of seats and click on the green “Next step” button.
3. If you have one or more passes, enter your **TicketID**, or click on the green “Next step” button.
4. The ticket(s) appear(s). Choose a pass (if you have one) or a fare, then click Confirm booking. The tickets are added to your basket.
5. To book other tickets, click on the blue button. Otherwise, click on the red “Basket & checkout” button.
6. Your basket containing the selection is displayed. Type in the billing email address and confirm.
7. Click on Pay by card. You will be taken to the payment page. Choose a payment method.

Once your payment is validated, you will receive a confirmation email. Check your spam if you do not see it in your inbox. If you do not receive it, the payment process may have encountered an issue, or the address was entered incorrectly. Contact us at +41 32 730 50 31 or on ticket@niff.ch.

Tickets cannot be refunded or exchanged.

How can I book a VOD screening?

1. Go to our website www.niff.ch and click ONLINE (with a red circle next to it). Click on the film you want to watch. On the right of the film’s picture, you will see the available times. Click on the basket icon for the **Online** screening.
2. Select a number of tickets with the + and – buttons. Click Add to basket.
3. Your basket containing the selection is displayed. Type in the billing email address and confirm.
4. Click on Pay by card. You will be taken to the payment page. Choose a payment method.

Once your payment is validated, you will receive a confirmation email. Check your spam if you do not see it in your inbox. If you do not receive it, the payment process may have encountered an issue, or the address was entered incorrectly. Contact us at +41 32 730 50 31 or on ticket@niff.ch.

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How can I log in to my account?

1. Go to our website www.niff.ch and click on the LOG IN tab.
2. If you already have a subscription (Festival Pass, Multipass or Ticket), enter its **Ticket/D**, then click on Log in. Your first and last name are displayed. Click on View my bookings.

In what language are the films available?

The original language of each film can vary. However, all of our films have French and English subtitles.

To turn on the subtitles, click on the 4th icon at the top left of the screen (right of the volume icon). It looks like a rectangle. Select a language and the subtitles will start appearing on the screen.

What is the rating of every film?

The rating indicating which age range can watch a movie is specified in the notes for every film.

Where can I watch the films from?

You can watch VOD screenings from anywhere in Switzerland as long as your Internet connection is fast enough and meets the conditions for streaming content.

Otherwise, films will be shown at the Théâtre du Passage, at the Rex, at the Arcades, and at the Open Air.

Are VOD screenings only accessible from Switzerland?

Yes. For legal reasons, you cannot watch our films on VOD from outside of Switzerland. Access from any other country is geoblocked per the IP address.

How long are VOD rentals available?

You can buy a VOD ticket every day of the festival, from July 2nd at midnight to July 10th at 11:59 p.m. (subject to availability).

WARNING! When you rent a film, it remains available for 24 hours after you press the Play button. If you were to buy a ticket at the last minute (on July 10th at 11:59 p.m.), the film will remain available until July 11th at 11:59 p.m.

Which operating systems support the streaming of movies?

	Chrome	Firefox	Safari	Edge	IE	Opera	
OS Version	Ab Version	Ab Version	Ab Version	Ab Version	Ab Version	Ab Version	
MacOS	Ab 10.9	53	57	11	-	-	31
Windows	Ab Windows 8.1	53	57	05.1	14+	-	31
iOS	Ab 11.2	-	-	10.13	-	-	-
Android	Ab 6.0 Marshmallow	53	57	-	-	-	-

The **Linux** operating system does not support it.

How many devices can I watch films with?

5 devices, including 2 simultaneously.

I have issues displaying content on the website

We suggest you clear your cache.

Safari: in the top bar, click **Development > Empty Caches** (shortcut: alt + cmd + E). If the Development tab cannot be found in the top bar, click on **Safari > Preferences > Advanced**, and tick the **Show Develop menu in menu bar** box (if not already ticked).

Chrome: in the top bar, click on **Chrome > Clear browsing data** (shortcut: shift + cmd + suppr). In the **General** tab, tick **Cached images and files > Clear data**.

Firefox: click on the 3 Bar menu (top right), then on Preferences (shortcut: cmd,) > **Privacy & Security > Cookies and Site Data > Clear Data...** Then choose **Cached Web Content > Clear**.

Why does video playback stop or malfunction?

You may encounter playback issues if your Internet connection is not fast enough. Try lowering the video quality.

Can the films be downloaded?

No. The NIFFF films can only be watched on our platform during the festival. Any unauthorized copy of online content is punishable by law.

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

The ticket office can answer your questions at +41 32 730 50 31 or via email at ticket@niff.ch, from July 2nd to July 10th, 9 a.m. to 10 p.m. You can contact us at normal business hours outside of the festival dates.