HOW TO REDEEM A FAN PACK TICKET PACKAGE

Fan Packs are essentially ticket packages, they help you save on ticket transaction fees and bring the cost of tickets down. You can share them with friends and family but you must exchange them for showtimes at the festival. You can either do this in-person or at the box office!

**FAN PACK 4** - Only good for regular screenings at the Fremont Theater
**FAN PACK 6** - Good for regular or virtual screenings!

**What is considered a regular screening?**
Any film screening priced $15/12.

**What is NOT considered a regular screening?**
special event such as Opening Night, Closing Night, Awards Night, Surf Nite

To fulfill your Fan Pack 4 or Fan Pack 6 ticket package, please follow the step-by-step guide below.

VIEW VIDEO HERE
Once you're signed in to your account, hover the cursor over your name and click “Account.”
Here, you will see your FAN PACK 4 or FAN PACK 6 underneath “Packages.” To the right, you will see “Fulfill Package.” Click on that.

From there, click on the “2023 FESTIVAL” tab which will bring you to this web address: www.slofilmfest.org/event-list/ or www.slofilmfest.org/events
From here, you can either scroll through the list to see the full schedule for the 2023 Fest, or see screenings on the calendar.
Scroll down to the screening that you want to attend, and click on “MORE DETAILS”.

Navigate to the “SHOWTIMES” section (take note of the date & time, and location of your screening).

If it’s an eligible regular screening, it will say “Click here to begin fulfilling your package”.
Click on “here,” and this will pop up. From here, click on “Fulfill Package” to the right of your page.

The pop-up window will close and bring you back to “SHOWTIMES.” Click the “+” to add tickets. Click on “ADD TO CART” to add the ticket(s) to your cart.
Success! The item(s) have been added to your cart, and you can repeat steps 4-5, or click on “Checkout” if you are done for now.

Your cart should look like this: you can see the screenings you have selected and how many tickets you are ordering. (The tickets should say “FREE” next to them and “$0.00 each”). Again, take note of the date & time, and location of your screening(s).
Click continue to checkout, confirm your Order summary on the left and enter your customer information on the right. Click “Complete Fulfillment” when you are ready.

12. Once your order has been processed, you will be redirected to a confirmation message like in the image below.
13. You do not need to make ALL your ticket selections at once, you can check out with one screening and go back into your account at a later time to finish fulfilling your package. Just click the Fulfill Package button and repeat these steps.

14. *Please bring your tickets and order confirmation with you to your showing. Tickets are attached to your email and can be scanned off your phone. Additionally, please arrive early to screenings because seats are not guaranteed. Seating is first come, first served. If you are not able to get into the screening, you will be provided with a voucher for the price of the ticket. Thank you!*