

Frameline

Instructions for Redeeming Your Ticket Vouchers Online for Explorer, Friend, Supporter, and Patron Level Memberships

Welcome to **Frameline44**, taking place September 17-27, 2020. Explorer (1), Friend Discount/Friend (2), Dual Friend (4), Supporter (6), Dual Supporter (10), and Patron (20) level Members receive a specific number of complimentary tickets based upon your Membership level. Vouchers were valid for our June Pride Showcase and any remaining vouchers in your account can be used for Frameline44. If you don't have any vouchers left, you can purchase single tickets at the Members discount price only if you reside in California, as Frameline44 is only available to California residents*.

Vouchers may be used for any available virtual film program, excluding the *Shit & Champagne* drive-in screening. Vouchers may be redeemed at any time before and during the festival. Please note, vouchers are only valid for the Festival year purchased and if not used do not accrue into the following year.

We encourage you to redeem your vouchers and buy tickets as soon as possible, since some films have limited online capacity.

***Important information for non-CA residents: Due to distribution restrictions, sales to Frameline44 are limited to CA residents only. You can still redeem your vouchers and we will send you a link to view the films you have selected, but please note credit card billing addresses outside of CA cannot be used to purchase additional tickets. We apologize for the inconvenience.**

To Redeem Your Ticket Vouchers Online:

All current Frameline Members have an account at **frameline.org** and you may access it using your Membership ID#, which can be found on your Membership order confirmation. You may access your account when you are ready to select or purchase your tickets.

- Go to **<https://www.frameline.org/festival>**.
- Browse the film schedule to find the films you'd like to see.
- Click on the **Buy Tickets button** found in the upper right of each film page.
- At this point you will be prompted to login. Please sign in with your Membership ID# and last name.
- Once you have signed in, you can select a ticket quantity from either complimentary voucher, Member discount, or general admission. Discounted tickets are limited to 2 per screening and additional tickets for the same program may be purchased at full price.
- You may continue to keep shopping or **Checkout** if you're done selecting your films.
- You **MUST** click on **Finalize** to complete the entire checkout process for your complimentary vouchers to be redeemed! Please review your order closely. Once your order has been finalized, there are **no refunds or exchanges**.
- You will receive on-screen and email confirmations of your order. Note: There is no per ticket service charge for \$0 (all-voucher) orders.
- Once your order is placed, you will receive an email with a screening link from boxcubed@frameline.org with further instructions.

Any transactions placed without accessing your Member benefits will not be refunded or exchanged.

If you have any questions or need assistance with your online order, please call our box office at (415) 552-5580 or email us at boxoffice@frameline.org.

Thank you for your support of Frameline!