



TCM

CLASSIC FILM FESTIVAL

HOLLYWOOD 2020

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## FREQUENTLY ASKED QUESTIONS

### How do I get the latest Festival information?

- Make sure to sign up for the Festival email newsletter for updates.
- Keep checking TCM.com/Festival to get all the latest announcements.
- Follow @TCM on Twitter.
- Follow turnerclassicmovies on Instagram.
- Become a fan of Turner Classic Movies on Facebook.

### When should I plan on arriving and departing the 2020 TCM Classic Film Festival?

The 2020 Festival will officially kick off in the early afternoon of Thursday, April 16. The last official Festival event(s) will begin in the evening on Sunday, April 19. In order to get the full four-day experience we recommend those traveling to Los Angeles for the Festival book their return travel for Monday, April 20.

### How do I order a Festival pass?

Once on sale, passes may be purchased 24 hours a day from our website TCM.com/festival. Passes may also be purchased by phone at 1-877-TCM-5764 from 10am to 5pm (EST) business days, however given occasional heavy call volume we strongly recommend you order your pass online when possible. You must be at least age 18 to purchase a pass. Passes may be used by individuals age 13 and older.

### What payment methods do you accept?

Credit cards are the only form of payment accepted for pass orders (we accept MasterCard, Visa, Discover, and American Express). Mail orders will not be accepted.

### Do I need to buy a pass to attend the Festival?

The ideal way to experience the Festival is by purchasing one of the four levels of passes. Festival passes offer the best chance of getting into the movies that you want to see and are the only way to attend special events, panels, Club TCM and receptions. The number of passes is limited, so be sure to sign up for the Festival email newsletter at the bottom of our website to receive pass sales information as it is announced. Those who wish to attend the Festival without purchasing a pass may do so by purchasing individual screening tickets on a standby basis, when available. Please note that some screenings may not have any individual tickets available. Individual tickets are not available for the Opening Night Red Carpet Gala screening, poolside, or Club TCM events.

### What venues does the Palace Pass have entry to and will I be able to attend screenings prior to Friday, April 17 – Sunday, April 19?

The Palace Pass is the perfect pass for those seeking a weekend filled with watching classic movies. It gives three-day, Friday, April 17 – Sunday April 19, 2020 access to screenings at every venue except the TCL Chinese 6 Theatres multiplex and Club TCM. This pass does not grant entry to the TCL Chinese 6 Theatres multiplex, Club TCM events or official parties/receptions at any time. This pass does not grant entry to any screening venues prior to Friday, April 17.

### Can I buy a one-day pass?

One-day passes are not available.

### Can I purchase a ticket for a single event?

Walk-up tickets for individual events will be sold on a standby basis immediately prior to the show at the venue box office for that event. We recommend that you arrive a minimum of 30 minutes prior to the event if you plan on purchasing walk-up tickets, as passholders will have priority entry. Please note that some screenings may not have any individual tickets available. Individual tickets are not available to Opening Night Red Carpet Gala screening, poolside screenings, or Club TCM events.

## FREQUENTLY ASKED QUESTIONS

### **Am I guaranteed a seat at any screening event I want to attend if I purchase a pass?**

While passholders are seated before any individual ticket purchasers and receive admission until house capacity is reached in the venue, a pass does not guarantee seating. As TCM wants to offer our passholders as much flexibility as possible in their Festival experience, all seating is general admission. This means there may be occasions when more passholders choose to attend one specific screening than others. For this reason we recommend that passholders arrive at the screening venue a minimum of 30 minutes prior to the start of a film. For particularly popular programs passholders may want to arrive earlier. If capacity is reached for a particular screening there will be repeat screenings of select films or passholders can see a different film running concurrently in another venue. In every case, passholders will be given priority accommodation over those seeking individual standby tickets. The one exception to our “seating is not guaranteed” policy is the official Opening Night Gala screening as Spotlight and Essential passholders are guaranteed seating at this event.

### **Can I volunteer at the Film Festival?**

We’re sorry, but no volunteer positions are available.

### **What movies will you be showing and which stars will be appearing?**

TCM will be making regular programming announcements in the coming months. Be sure to check this website frequently for programming and guest appearance updates for the 2020 TCM Classic Film Festival, and sign up for our Festival email newsletter to get the latest news as it becomes available. You can also follow Turner Classic Movies on Facebook and @TCM or searching for the #TCMFF hashtag on Twitter. A complete schedule of screenings and events will be posted online much closer to the Festival.

### **Are there any travel partners or lodging discounts offered to Festival attendees?**

To find out about official lodging and travel partners, please [click here](#).

### **Are there any age restrictions for attending the Festival?**

TCM is committed to reaching classic film lovers of all ages. However, please keep the following age restrictions in mind when attending the Festival, particularly if you are deciding whether to bring children: (a) the running time for many films may be two hours or longer, not including special guest introductions and Q & A sessions; (b) children must be at least 13 years of age in order to be issued, or use, a Festival pass; (c) some events are open only to individuals over the age of 21, including without limitation, the Opening Night Gala party and thus no one—including passholders—will be allowed into such events if they cannot establish they are at least 21 years of age; (d) children under 4 years of age are not admitted to Festival events; (e) children age 4 years or older may attend Festival screenings only provided they have an individual screening ticket and are accompanied by a parent or guardian; (f) without exception, no children will be admitted to screenings without a ticket and no children under age 13 will be allowed entry to passholder exclusive events and areas—including Club TCM; (g) individual tickets will only be sold day of show immediately prior to the screening and may not be available based on passholder demand; (h) you understand and agree that some of the films or other Festival events may not be appropriate for minors, and you (and not TCM) are responsible for making the determination about what is appropriate for you and your minor guests.