

## TIPS FOR ORDERING YOUR TCM CLASSIC FILM FESTIVAL PASS(ES)

1. Once on sale, the fastest and easiest way to purchase your pass is through our Festival website [www.TCM.com/festival](http://www.TCM.com/festival). Passes may also be purchased by phone at 1- 877 -826- 5764 Monday thru Friday from 10am to 5pm (ET). However, given occasional heavy call volume, particularly on the first day of sales, we strongly recommend you purchase your pass online when possible. Please note that all online purchases require a valid email address.
2. Before attempting your purchase, contact your credit card provider to notify them you plan to make a large purchase and confirm that your planned purchase will not exceed your daily and/or overall limit on your credit or debit card. Please note, you must be an authorized user the card you are submitting in order to make a purchase either online or via phone.
3. For best results, we recommend using Firefox or Chrome browsers to complete your Festival Pass purchase.
4. Ensure the information on your card is legible. After extended use, numbers and letters on both the front and the back of the card can become hard to see. You will need to provide your name, card number, CCV code and expiration date exactly as it appears on your credit or debit card.
5. Take your time when entering your personal information to ensure your name, billing address, phone number, email address and credit card information are submitted correctly. Submitting incorrect information will delay your purchase and could result in your bank placing a hold on the funds in your account.
6. If you aren't able to purchase the pass level you originally wanted, but know that you still plan to attend the Festival, please consider purchasing another level pass while supplies last and select WILL CALL rather than SHIPPING at checkout. Then, please email the Box Office at [filmfestival@tcm.com](mailto:filmfestival@tcm.com) to be added to the Wait List for your desired pass. If you would like to sign up for the Wait List by phone by calling 1-877-826-5764 and aren't able to reach a representative, please leave a message requesting to be added to the Wait List for the specific pass you wanted . Whether you make your Wait List request by email or via phone, please provide your name, phone number, and type and number of passes you desire. We will attempt to confirm your place on the Wait List the next business day. Please do not provide any credit card information via voicemail and/or email message.
7. Take some time before ordering your pass to read the FAQ section of our website as well as our pass purchase [Terms and Conditions](#) prior to passes going on sale as these will answer many questions you may have about Festival passes.