

# TCM CLASSIC FILM FESTIVAL

HOLLYWOOD 2023



## HELPFUL TIPS FOR ORDERING YOUR 2023 TCM CLASSIC FILM FESTIVAL PASS(ES)

1. Beginning on Thursday, December 8, 2022 Festival passes may be purchased exclusively via the Festival website, [TCM.com/festival](https://www.tcm.com/festival). **Note: 2023 Festival passes are not available for purchase via phone.**
2. All online purchases require a valid email address.
3. For the 2023 Festival please note that purchased passes will only be available for Will Call pickup and are not available for advance shipping.
4. 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.
5. 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.
6. 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 banking institution placing a hold on the funds in your debit or credit card account.
7. 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. Then, please email the Box Office at [filmfestival@tcm.com](mailto:filmfestival@tcm.com) to be added to the Wait List for your most desired pass. 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.
8. 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).
9. If you have additional Festival related questions you may contact the Festival Box Office staff by sending an email to [filmfestival@tcm.com](mailto:filmfestival@tcm.com) or by calling (877) 826-5764. Box Office hours are 10am-5pm (ET) business days (excluding holidays).