



CLASSIC FILM FESTIVAL

HOLLYWOOD 2023



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

1. Take some time before ordering your pass to read the [FAQ](#) section of our website as well as our pass purchase [Terms and Conditions](#) (as these will answer many questions you may have about Festival passes).
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.
3. 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.
4. 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.
5. For 2023, we have implemented a new Festival pass sales system that we hope will help simplify and expedite the purchasing process once pass sales open. Purchasers will no longer have to provide individual guest names for each of their passes at the time of purchase. Purchasers will be sent instructions on how to enter the names they want on their passes closer to the Festival at the email address they provided when making their purchase.
6. During the Citi exclusive presale running from 10am ET Tuesday, December 6, 2022 through 10am ET Thursday, December 8, 2022 pass purchases are exclusively available through citi.entertainment.com. **Citi cardmembers will need to enter the passcode provided on Citi's event page when ordering their presale passes.**
7. During the Citi presale, if you are not able to add your desired pass(es) or number of pass(es) from the drop-down menu, then inventory for that particular pass is no longer available during the presale. If, for instance, you would like to purchase two passes and only one pass of your desired pass level is available, we recommend you go ahead and secure the pass that is available. If presale inventory is not available, we recommend that you attempt to purchase your desired pass(es) during the Public Sale at TCM.com/festival beginning at 12pm/ noon (ET), Thursday, December 8. **Please note inventory of each Festival pass level will be available once the Public sale begins.**
8. Beginning at 12pm ET on Thursday, December 8, 2022 Festival passes may be purchased exclusively via the Festival website, TCM.com/festival. Note: 2023 Festival passes are not available for purchase via phone.
9. During the Public Sale, some passes tend to sell out quickly. Please note that if you are not able to add your desired pass(es) or number of pass(es) from the drop down menu, the inventory is not available at that time. You can email the Box Office at filmfestival@tcm.com to be added to the Wait List for your most desired pass(es). 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.
10. An email confirmation will be sent to the email address you entered during your purchase. Please check your spam folder if you do not see this email in your inbox.

11. For the 2023 Festival, please note that purchased passes will only be available for Will Call pickup and are not available for advanced shipping.
12. If you have additional Festival related questions you may contact the Festival Box Office staff by sending an email to filmfestival@tcm.com or by calling (877) 826-5764. Box Office hours are 10am-5pm (ET) business days (excluding holidays).