

Sundance Film Festival 2024

SFF24 Artist Package FAQs

What's in an Artist Package?

Packages include:

4 Complimentary screening tickets

- Valid for in-person screenings or online viewing
- Online screening tickets selected are not subject to geoblocking
- Provides access to early ticket selection starting on Tuesday, December 19th at 10am MT, before the general public. Ticket selection is open until the end of the Festival.
- Ability to exchange tickets up to 2 hours prior to screenings

Short Films Pass;

- On-demand online access to all short films
- Valid January 25- 28, 2024

One Festival Credential that acts as an identifier/name tag.

***Especially important for directors to have as they come and go from our theaters for the intro's and Q&As of their screenings.**

Who receives an Artist Package?

It is up to your team to decide how to allocate the Artist Packages that we provide, but we recommend that Artist Packages go to directors, producers, and other key contributors, whether that be editors, writers, composers, actors or other creators.

Packages are to help film/project team members experience the Festival with the ability to select up to 4 complimentary screening tickets to see other films- we encourage you to see your colleague's work.

We understand that you, or someone else on your team, may be handling the Artist Package ticket selection on behalf of another team member, and one individual is able to manage multiple Artist Package accounts and transfer tickets to other team members, but we highly encourage that all Artist Packages go to the intended recipient.

- Keep in mind team members who will not receive the Artist Package directly, will need to have a Festival account to receive transferred tickets.

- Team members who are not managing their own Artist Package, need to be aware that they need to have a Festival account to receive transferred tickets.
- We look to the film's Main Contact to manage the film team's Festival benefits, make other film team members aware of these benefits, and to provide us with the list of those who will receive an Artist Package.
 - If we hear from film team members, asking questions about who received an Artist Package, or how do I see other films at the Festival, we will direct them to the film's Main Contact.
- The credentials that come with the Artist Packages act as a Festival identifier/name tag. For Directors, it will identify them as the "*Director*" and all other film team member's credentials will identify them as "*Film Team*" members.
- These credentials do not allow anyone to take a seat in a theater, a screening ticket will be required, even to your film's screenings.
 - Tickets to your film's screenings are arranged through the film's Main Contact and are facilitated by your Artist Relations Liaison.

*For tickets for Buyers/Sales Agents (domestic and international) reach out to the Sundance Industry Office (SIO) via Caitlin Bruner, SIO Associate Manager, at caitlin_bruner@sundance.org.

*For tickets for Film publicists, reach out to your dedicated Festival Publicist for more information.

How do I use my Artist Package to Select Tickets?

After your film's Main Contact provides us with your team's Artist Package requests, Artist Package recipients will receive an email with instructions for how to redeem your Package on our Festival platform.

- You will need to set up an account at <https://festival.sundance.org/> using the same email address that we send your Package confirmation to.
- If you do not have an account when you receive your Package confirmation, you will be instructed to set one up to begin redeeming your Package benefits.
- Artist Package recipients are eligible to start selecting screening tickets starting on December 19th at 10am MT, prior to public individual ticket sales.
- Ticket selection (and the ability to exchange screening tickets) will be open until the close of the Festival, on Sunday, January 28th, 2024.

To Select Tickets:

- Sign in to your Sundance Film Festival account on your browser and click "Program" at the top of the page. Here, you can explore the Festival Program Guide

menus, download the program as a PDF, or use the “Search the Program” tool and search by filter.

- Click on the page of the film you would like to see. You will have the following options:
 - Choose the screening time you’re interested in and Favorite it by clicking the star icon. Find this Favorited screening in the My Schedule section of the site and redeem a ticket for the screening there; OR
 - Choose the screening time that you’re interested in and click on the “Unlock” button that appears next to it on the film detail page.
- Make your ticket selection from the pop-up that says “Ticket Options” (the pop-up will confirm the package or pass that you're using, and the order will be \$0). You will only be shown available tickets according to your package or pass.
- Agree to the Purchasing Terms.
- Press the Complete Order button to complete the order or select “Go Back” to exit.

How Will I Receive My Credential in Park City?

We do not mail artist package credentials pre festival. We request that one person from your team picks up all of your team’s Artist Package credentials from us at the Artist Relations office at Festival HQ and delivers them to your team. We look to your Main Contact to let us know who that will be.

How Do I Exchange Tickets?

If you need to exchange your package tickets after you have fulfilled, please visit <https://festivalapp.sundance.org/> and log in with your account information.

- Sign in to your Sundance Film Festival account on your browser and click “My Schedule” at the top of the page
- Navigate to the ticket you want to cancel, then click on the three dot menu, then Cancel Tickets
- This will bring up a menu that allows you to select the ticket(s) you would like to cancel. Click Cancel Ticket on any ticket you would like to cancel.
- The unused tickets will be automatically added back to your account and be available for you to use.
- You will be able to do this up until 2 hours before the start time of a screening.

What If I Need Help With My Artist Package?

Please reach out to our Customer Support team at sundancesupport@sundance.org, and they will be able to assist you.

*Keep in mind: the Artist Package makes 4 complimentary screening tickets available, but individuals may also purchase as many additional screenings tickets that they would like, through our public ticket sales. Only the tickets secured through the Artist Package are exchangeable. Screening tickets secured outside of the Artist Package may not be exchanged.

For general Festival ticketing information, click [here](#).