

At Our Theaters

DIGITAL SCREENING TICKETS

- All Festival tickets are digital; we do not issue physical tickets for screenings.
 - Digital tickets will be scanned at all theaters upon entry. Tickets may be shown on your smart device, or they may be printed in advance and a paper copy may be shown at the theater.
 - You will receive complimentary screening tickets to each screening of your own film/project, with the option to purchase an additional number to your in-person premiere. The Festival credential, which is included in the Artist Package, does not allow individuals to take a seat in any screening. A digital ticket is always required, even for your film.
 - We look to the designated individual on your team who will be receiving all digital screening tickets (often your Main Contact) to order and distribute the screening tickets for your in-person premiere and repeat screenings. This individual will be able to transfer digital screening tickets to film team members. To receive a transferred ticket, individuals need to have a Festival account.
 - We recommend that all screening tickets are transferred to the appropriate film team members in advance so they may show their digital ticket upon entry.
 - To vote for audience awards, individuals will need to have a digital screening ticket assigned to them and in their Festival account. Individuals may use our Festival app to cast their vote.
 - A film team representative may elect to hang onto digital tickets for the director(s) and/or cast or crew members and show a group of tickets upon theater entry.
 - Keep in mind, if individual screening tickets have not been transferred to film team members, they will not be able to vote for our audience awards. Even though someone may have a group of tickets in their account, they may only vote once.
 - Those without a digital ticket, or a digital ticket that has been printed, will not be granted access to the theater.
 - Individual screening tickets cannot be purchased at our theaters. We will have Information/support booths at each theater for customer service, but they are not box offices and will not have tickets available to purchase. We will have a main box office in Park City and Salt Lake City. Box office hours and locations may be found [here](#).
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YOUR IN-PERSON PREMIERE

Timing

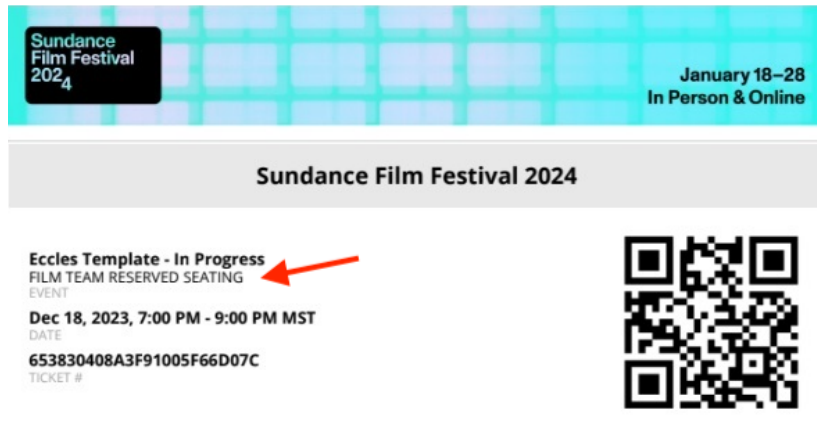
- Members of the Artist Relations and Press Office teams will be at your in-person premiere screening.
- For your in-person premiere screening, plan on arriving at the theater at the press line start time (usually an hour before the screening start time). Your Main Publicity Contact and Publicity Liaison will confirm the exact time. This gives your team time to complete press on the press line, including photos and interviews, and meet the Sundance programmer who will be introducing the director(s), as well as the Theater Manager (who will let you know when it's time for the Intro and can answer any projection questions).
 - *Your Publicity Liaison will be sharing your press line/photo call details in the coming weeks.
- Team members who are not involved with the press line should arrive 45 - 30 minutes prior to the published screening start time. Please note they might have a different entrance and should go to their seats when the theater opens.
- The house usually opens 30 minutes before the screening start time and film team members will be shown to their seats at that time. If film team members arrive earlier, the house will not be open, and they'll need to wait outside in a designated film/project team holding area.

Transportation

- All private transportation arranged through our official transportation provider [Miderra](#), will have access to drop you at the theater entrance at your in-person premiere screening.
- If you have arranged private transportation from another company, or are arriving via taxis or rideshare services, parking lot attendants will direct you to the drop and load area, which is often not close to the theater entrance.
- If you are taking the free Festival shuttles, plan on leaving early, especially during opening weekend.
- Our Artist Relations Fleet (generously provided by Acura) will make best efforts to provide transportation for all director(s) to attend their Intros and Q&As for their scheduled screenings outside of Park City. These take place in Salt Lake City, and the best way to guarantee that our fleet will be able to provide a ride is to confirm your attendance as early as possible.
 - Rides originate from and return to our Festival Headquarters at the [Sheraton Park City](#).

Reserved Seats

- For your in-person premiere screening, we will reserve a section of seats that match the exact number of tickets you receive from Artist Relations. This includes your complimentary tickets and any additional you may have purchased. A screening ticket is required to take a reserved section seat. These tickets will be marked with FILM TEAM RESERVED SEATING.
 - For shorts programs, and shorts before features, reserved seats will be roped together



Digital ticket with *Film Team Reserved Seating* identifier.

- If you have screening tickets for your premiere that were not obtained through Artist Relations, they will be general admission tickets and will not have the FILM TEAM RESERVED SEATING identifier on the ticket. Individuals with these tickets will not be granted access to the reserved seats.
- The reserved section seat count closes at the screening ticket order deadline. Any additional screening tickets to your in-person premiere screening that may be acquired during the Festival dates will be general admission and will not have a FILM TEAM RESERVED SEATING identifier, and access to the reserved section will not be granted.
- Within the reserved section, we place seat backs on aisle seats for the director(s). We do not save specific seats for talent, or other film/project team members. If publicists want to mark seats for actors or others, they need to make this request with their Publicity Liaison.

Press Line/Photo Call & Green Room Access

- The number of people given access to the press line and green room areas will be limited and confirmed in advance of the Festival with your Publicity Liaison and Artist Relations Liaison.
- The green room is a space provided to those who will be a part of the introduction of the film. For feature films, the Sundance programmer introducing your film will re-confirm who is coming up for the Intro (usually just the director(s), but may include others).
- For films playing in programs (shorts and episodic), a programmer will introduce the program and ask the directors in the audience to stand at their seat.
 - All other film team members will enter the theater and be shown to the FILM TEAM RESERVED SEATING section.
- Your Publicity Liaison will work with you on the number of individuals and names of those who may access the press line/photo call area, and the same number of individuals will be given access to the green room.
- If any film team members not walking the press line have joined you in the press line area, please assist our press, artist relations and theater operations teams in having them clear the area as soon as theater seating is available to them. Our press line areas are small and for safety concerns we need to limit the number of people in these spaces.
- We may also set up a photo with filmmakers/artists and the programmer, at times on the press line or backstage.

Intro and Q&A

- A programmer will meet director(s) at the theater, introduce them to the audience before their in-person premiere screening and moderate the Q&A. Q&As typically last 10-15 minutes.
- For films that play as part of a program (shorts and episodic), for the screening Intro, a programmer will introduce the program and ask the directors in the audience to stand at their seat.
 - For repeat screenings, director(s) will be introduced by someone from our programming team or a theater manager. A programmer or a theater manager will moderate the Q&A.
- If the director(s) cannot attend an Intro and/or Q&A, we encourage others from your team to attend.
- The theater manager will let everyone know when it is time to enter the theater for the Intro. We ask that the Intro be brief and that the director(s) let the audience know they'll be back for the Q&A.
- As your film/project begins, the theater manager will be standing by to ensure that your team is happy with projection and sound; they will contact the projection booth if necessary. Film team members are not allowed in the projection booth.
- A Festival programmer will moderate the Q&A which typically lasts 10 to 15 minutes. They will invite director(s) back up to the front of the house and director(s) may invite cast or crew members up with them.
- For films playing as part of a program (Shorts and Episodic), after the screening, directors will be invited onstage, or at the front of the theater for a Q&A.

*For films playing online:

- Features films will have a recorded introduction, which will play before the start of the film.
- The recorded Intro and Q&As will be available for our online audiences who view your film/project between the dates of Thursday, January 25- Sunday, January 28.
- We will record the live Q&A from your in-person premiere screening, and it will play after the film for online audiences.

YOUR REPEAT SCREENINGS

- For feature films, we expect the director(s) and any other guests/talent participating with the film to be present for the in-person premiere screening of the film. In addition, the director(s) and guests/talent should be present for all introductions and question and answer sessions for all repeat in-person public screenings while they are in attendance at the Festival.
- For short films or episodic projects playing in programs, we expect only the director(s) participating with the film to be present for the in-person premiere screening of the film. In addition, the director(s) should be present for all introductions and question and answer sessions for all repeat in-person public screenings while they are in attendance at the Festival.
- If director(s) cannot attend one of their screenings and/or someone else will be representing the film/project, please let your Artist Relations Liaison know so we may alert the Programmer and Theater Manager.
- Members of the Artist Relations and Press Office teams will not be at your Repeat Screenings. Our theater teams will be there to support your team.

Timing / Intro and Q&A

- For your Repeat Screenings, director(s), or those who are representing the film, should plan on arriving at the theater 15- 20 minutes before the screening start time and/or the estimated Q&A time.
- These individuals should let the nearest theater member know that they are there for the intro and/or Q&A, and they will connect these individuals with the theater manager.
- If these individuals would like to wait in the theater lounge before, or after your intro and/or Q&A, the theater team will check to see if it's available.
- We do not provide the FILM TEAM RESERVED SEATING section for your repeat screenings that take place after your in- person premiere.
- If anyone on your team has screening tickets for repeat screenings and plans on taking a seat, they must be in the ticket holder line at least 15 minutes before a film's published start time to give you the best chance of admission, and will have access to general admission seats.

Transportation

- Artist Relations vehicles, provided by Acura, will make best efforts to take director(s), or those who are representing the film, to screenings that are outside of Park City (Salt Lake City). The best way to guarantee that our fleet will be able to provide a ride to your screenings outside of Park City is to confirm your attendance as early as possible.
- A car and driver will be staged in the underground parking garage at Festival Headquarters an hour and a half before the Outside of Park City screening start time or estimated Q&A start time. Confirmations will be sent to you pre-Fest by your Artist Relations Liaison.
- The driver will take the director(s) to their screening and bring them back to Festival Headquarters.
- *Screenings at the Megaplex Theatres at The Gateway (Salt Lake City) will be shown in multiple theaters simultaneously. Intro's and Q&As will be hosted in a designated primary theater and simulcasted live to the alternate theaters.

**To arrange transportation to outside of Park City screenings, we need to know which in-person screenings the director(s) plan on attending, and which they do not plan on attending. If the director(s) cannot attend an Intro and/or Q&A, please let us know if another team member will attend to represent the film.

We need this information by mid-December.

THEATER HOUSE RULES

Green Rooms

- The green rooms are provided to the director(s) and film team members, following their press line and preceding the introduction to the film screening.
- Access to the green room after the screening has started is not guaranteed.
- Green rooms will be restocked periodically throughout the day by the theater operations team. Film teams should expect members of the operations staff and volunteers to have full access to the space.

- We encourage all film team members to take their possessions with them at all times. Sundance is in no way responsible for lost or stolen items.

Security & Piracy

Please read our [In-Person and Online Festival Policies: Security & Piracy](#). It's important that you are aware of these policies as you are working on your security or night vision services details.

Activations

Planning any fun activations during your screenings? Thinking about passing out buttons, gifts, posters, food, face masks? Wanting to use a t-shirt cannon at your Q&A? We love helping teams with special activations when possible - but we need to know about your plans- please let us know.

- The distribution of all materials must be approved by your Artist Relations Liaison prior to the start of the Festival. If, at any time your plans conflict with the overall flow at the venue, the Theater Manager may stop or redirect the distribution of materials immediately.
- Distribution of materials is the sole responsibility of your film/project team, within the parameters of Festival policy.

For information about Park City permitting, check out the [Park City Municipal Corporation Permitting Guide](#).

Theater Walkthroughs

We do not provide individual theater walkthroughs for film teams. If you want to request a walkthrough for security or accessibility considerations let your Artist Relations Liaison and Publicity Liaison know, and we'll see what we can do.

We can also share theater maps that show the following locations; theater drop off & pick up, press line, green room, theater layout with Film team reserved seating location.

Projection Tests/Tech Checks

All exhibition materials go through a strict inspection process and all of our theaters are set up and calibrated by the same team of Digital Cinema and Dolby technicians. After inspection, projectionists test all content in theater, on screen and set a starting volume level based on Dolby reference. Our standard protocol is that at show start the venue manager will be with you, or whomever you designate, to communicate volume adjustments to the projection booth.

If you would like to have a look and listen in the theater in advance of your screening there are two options at the 2024 Sundance Film Festival:

Option 1: Free - Before the house opens for your screening, at the venue's discretion, no guarantee.

Arrive at the venue one hour before showtime (we aim to start seating 30 min before show start) and let the venue staff know you would like to have a look/listen before the house opens for seating. You may be invited into the theater while the projectionist puts the film on screen before the house opens. There is no guarantee but the projectionist and venue staff are happy to facilitate a preview if possible. When you arrive at the theater ask for the venue manager, they will let you know what's possible and connect you with the projection team.

Option 2: Paid - Available on a first come first serve basis and subject to availability. Paid tech checks are scheduled and offered in slots of 10, 15, and 30 minutes.

Paid checks are requested to and scheduled by Sundance Institute.

Email carolyn_kaylor@sundance.org with your "film title + Tech check request" if you would like to reserve a slot. We have limited time and staffing but will do our best to accommodate everyone. Fee details:

- \$1,250 for 30 min spot check (outside of screening times - early am, late night or daytime)

- \$500 for 15 min spot check (outside of screening times - early am, late night or daytime)

- \$750 for a guaranteed 5-10 min check before the house opens (if you are late and miss the window you will still be charged. No guarantee of lights down for this check, cannot delay house open for tech check)

General Theater Rules & Regulations

All Festival patrons must adhere to the following guidelines which will be posted at each theater. Regulations applicable to all venues include:

- Ticket holders and eligible pass holders must be in the appropriate line at least 15 minutes before a film's published start time to give you the best chance of admission.
- The use of cameras or other recording equipment during screenings is strictly prohibited.
- Filmgoers must take all personal belongings and litter with them upon exit. Any items left behind may be disposed of.
- By entering the theater, patrons consent to be photographed/filmed, and grant Sundance Institute and its successors and partners — including signed parties, carrier stations, network station(s), sponsor(s), advertising agents, and their affiliated entities — the right to record and use their likeness, voice, and name worldwide in perpetuity for any purpose whatsoever. In addition, they release the above parties from any and all liability for loss or damage to person or property while they are at or around the theater.
- Once inside the theater, all cell phones and electronic devices must be turned off prior to the introduction of the film.
- No babies in arms or strollers are permitted in theaters.
- Pets — except for service animals — are prohibited.
- The Sundance Film Festival reserves the right to search the personal belongings of any patron inside or around the premises of the theaters.
- All filmgoers agree to comply with all published and stated rules and regulations.