

SUNDANCE

FILM FESTIVAL

HOW TO BUY TICKETS

Whether you like to plan ahead or make decisions on the fly, there are a number of ways to get tickets to the over 200 dramatic, documentary, and short films presented at the 2010 Sundance Film Festival. These four steps will take you from behind your computer to behind the scenes.

1. KNOW YOUR OPTIONS

It's true -- getting tickets to the Sundance Film Festival takes getting your hands dirty. So roll up your sleeves and take some time to research all the options and decide which one is right for you. After all, knowing is half the battle.

(see below for Festival Pass, Ticket Package, and Individual Ticket options)

2. REGISTER ONLINE

Festival Passes, Ticket Packages, and Advance Tickets are in high demand, so you **must first register online** during your desired registration period to be eligible to receive a purchase timeslot. Our system randomly assigns purchase timeslots to registrants. **Mark your calendar with the registration dates listed below.** All registration periods begin at 9:00 a.m. MT and end at 5:00 p.m. MT. Please note: Registration is not first-come, first-served.

REGISTRATION DATES

Festival Passes and Ticket Packages

September 22, 2009 - October 9, 2009

Locals* Festival Passes and Ticket Packages

September 22, 2009 - October 2, 2009

Advance Individual Tickets

November 17, 2009 - December 11, 2009

Locals* Advance Individual Tickets

November 17, 2009 - December 4, 2009

* Utah Residents Only.

3. LOOK FOR YOUR EMAIL NOTIFICATION

Once the registration period is complete, our system randomly assigns purchase timeslots to registrants. If you were assigned a purchase timeslot, your email notification will include the date and time you have been assigned to return to our website to make your purchase. Email notifications will be sent on the dates listed

below for each registration period. Odds of an online registrant being selected for the opportunity to purchase depends upon the number of registrations.

EMAIL NOTIFICATION DATES

Festival Passes and Ticket Packages Notification

October 14, 2009

Locals Festival Passes and Ticket Packages Notification

October 7, 2009

Advance Tickets Notification

December 18, 2009

Locals Advance Tickets Notification (In-Person Sales Only)

December 9, 2009

4. MAKE YOUR PURCHASE

Once you've registered online and received your email notification with an assigned timeslot, you are ready to make your purchase! A link will be posted on our website during each sales period that will allow you to enter our system and complete your purchase. You'll need to enter your email address, password, and account code in order to login and make your purchase. Once your transaction is complete, we'll update you with emails letting you know all the details.

Be sure to view our tutorial on registration on the website [Opens a new window. No sound. Please disable pop-up blockers to view the tutorial.]

Registration and purchases are subject to rules found in THE FINE PRINT on the website.

FESTIVAL PASSES AND TICKET PACKAGES

NEW THIS YEAR: Patrons may purchase a combination of up to four Festival Passes, Ticket Packages, and Official SFF10 Festival Credentials. Limit one type of Festival Pass, Ticket Package, or Festival Credential per transaction.

FESTIVAL PASS OPTIONS

Holding a Festival Pass lets you enjoy the luxury of walking into screening venues up to 15 minutes prior to the published screening time simply by showing your credentials instead of selecting and purchasing tickets in advance. All Festival Passes include one photo credential which allows admission for the Pass Holder to the Sundance House, Filmmaker Lodge, New Frontier on Main, daytime admission to the Sundance Music Café, and the Salt Lake City Café. No ticket selection is required, but you must be in your seat 15 minutes prior to the screening times. Festival Passes are neither transferable nor replaceable, and must be registered in the name of the person using them at the Festival. Name changes are prohibited.

Express Pass A [January 22 - 26, 2010]

\$3000 *Extremely limited public availability*

Admission to all panels and screenings at all theatres within the specified pass dates. Also includes admission to the Opening Night Party on January 21, 2010 (MUST BE 21 to attend), followed by the Opening Night Screening. Please note, Opening Night Screening attendees must RSVP by December 4, 2009

Additional Express A passes may be available for film industry members or supporters of the Sundance Institute.

Express Pass B [January 27 - 31, 2010]

\$2500

Admission to all panels and screenings at all theatres within the specified pass dates. Also includes admission for one to the Awards Night Party on Saturday, January 30, 2010.

Adrenaline Pass [January 22 - 31, 2010]

\$400

Admission to all screenings 11 am or earlier, and 11 pm or later. Also includes admission for one to the Awards Night Party on Saturday, January 30, 2010.

Awards Weekend Pass [January 29 - 31, 2010]

\$350

Admission to all screenings from Friday, January 29 through Sunday, January 31, 2010. Also includes admission for one to the Awards Night Party on January 30, 2010.

TICKET PACKAGE OPTIONS

All Ticket Packages include two credentials which allow admission for the Ticket Package Holder and a guest to the Sundance House, Filmmaker Lodge, New Frontier on Main, daytime admission to the Sundance Music Café, and the Salt Lake City Café. Ticket Packages are neither transferable nor replaceable, and must be registered in the name of the person using them at the Festival. Name changes are prohibited.

*Please note - All Ticket Package buyers will need to login and select tickets for each ticket package purchased sometime between January 4th, 2010 - January 7th, 2010. An email notification indicating your selection time will be sent to you on December 16th, 2009.

Ticket Package A [January 22 - 26, 2010]

\$750

Select a total of 20 tickets to regular screenings and/or panel discussions within the Ticket Package dates. There is a limit of 4 tickets total per screening or panel discussion. Package holders will make ticket selections based on availability in early January before the Film Festival begins. Includes admission for one to the Opening Night Party on Thursday, January 21, 2010. Opening Night screening tickets for January 21 are extremely limited but may be selected if they are available during your ticket selection time period. Detailed instructions for ticket selection will be sent with Ticket Package confirmation.

Ticket Package B [January 27 - 31, 2010]

\$650

Select a total of 20 tickets to regular screenings and/or panel discussions within the Ticket Package dates. There is a limit of 4 tickets total per screening or panel discussion. Package holders make ticket selections based on availability in early January before the Film Festival begins. Includes admission for one to the Awards Night Party on Saturday, January 30, 2010. Ticket Package-B holders also may select tickets to the Closing Night film as part of their package. Detailed instructions for ticket selection will be sent with Ticket Package confirmation.

Discovery Package [January 22-31. 2010]

\$325

10 tickets for any screenings in any location and in both A week and B week, excluding only films in the "Premiere" category. Includes 2 Festival credentials. Limit 4 tickets per screening.

SLC/Ogden Preferred Package [January 22-31, 2010]

\$550

Select a total of 20 tickets to screenings in Salt Lake City and Ogden only. Includes 2 Festival credentials. Limit 4 tickets per screening.

INDIVIDUAL TICKETS OPTIONS

ADVANCE TICKETS

Purchasing individual tickets in advance allows you to plan your film-going experience and secure your place at specific screenings that work well within your Festival schedule. To purchase Advance Tickets, you must first register online between November 17, 2009 and December 11, 2009. After the close of online registration, you will receive an email on December 16, 2009 indicating your assigned a purchase timeslot. Your email will include the website to use when purchasing your Advance Tickets. Quantities are very limited and registration does not guarantee you a purchase timeslot or availability at your assigned time for purchase. Registration dates and times are randomly assigned by a computer. Your purchase date will fall sometime during the week of January 11th, 2010. You may purchase a maximum of 20 tickets to screenings and/or panels per order. There is a limit of 4 tickets total per event.

All ticket sales and fees are final and non-refundable. However, tickets may be exchanged at the Main Box Offices up to 2 hours in advance of the printed screening time based on availability - a \$2.00 per ticket fee applies. No Ticket Pickup or exchanges will be made at the individual theatre box offices. Be sure to select your tickets according to your arrival plan and the Main Box Offices hours of operation. Refunds will not be given for non-collected tickets ordered via the web.

OPEN TICKET SALES

January 18, 2010 - January 31, 2010.

These tickets don't require a registration, and you can either go online or show up at one of our Main Box Office locations to purchase your tickets.

ONLINE TICKET SALES

January 18, 2010 - January 29, 2010

Tickets are available online up until 36 hours before showtime. Order online and come to a Main Box Office location two hours prior to the screening for ticket pickup.

DAY-OF-SHOW SALES

January 22, 2010 - January 31, 2010

Didn't get the tickets you wanted to a sold-out screening? Come in to our Main Box Offices in Salt Lake City or Park City to get tickets to previously unavailable screenings. Each morning at 8:00 a.m., we release a limited number of tickets to that day's screenings. Tickets for each theatre's first screening of the day are released at 8:00 a.m. the day before. Day-of-show tickets must be purchased in-person; they are not available online.

WAITLIST TICKET SALES

January 21, 2010 - January 31, 2010

The waitlist has become a Sundance tradition and each year hundreds of Festival-goers see popular films without advance tickets. There's no need to go to the Main Box Office- just go directly to the theatre of the screening you wish to attend. Arrive two hours before the scheduled screening time to pick up your waitlist number (one per person). For each theatre's first screening of the day, waitlist numbers will be distributed one hour before the scheduled screening time. Once you have your number, you can go grab a coffee or a sandwich, but you must return no later than 30 minutes before the screening time. You'll then line up according to number, and tickets are sold in sequential order. Waitlist tickets are \$15. Only cash is accepted, so be sure to stop by the ATM before coming to the theatres.

UTAH LOCALS

Being from Utah has its advantages! Utah locals benefit from priority registration windows and additional ticketing options.

Note: You must present a valid Utah ID upon collecting your purchase in person at the Pass and Package Office. If you do not have a Utah driver's license, you will be required to present a Utah utility bill accompanied by a legal photo ID. If you cannot provide proof of residency, your purchase will be cancelled.

LOCALS-ONLY FESTIVAL PASSES AND TICKET PACKAGES

Locals-Only Film Lovers Package [January 22-31, 2010]

\$225

Select a total of 12 tickets to screenings and/or panels in all locations. Includes 2 Festival credentials. Limit 4 tickets per event.

Locals-Only SLC/Ogden Preferred Package [January 22-31, 2010]

\$375

Select a total of 20 tickets to screenings in Salt Lake City and Ogden only. Includes 2 Festival credentials. Limit 4 tickets per screening.

Locals-Only Quick Pass [January 16-25, 2009]

\$250

Admission for one to any Festival screening in Salt Lake City or Ogden. Includes admission for one to the Salt Lake City Gala on Friday, January 22nd, 2010. Ticket is required for the Salt Lake City Gala second screening on January 22nd, and Locals Quick Pass holders must RSVP to receive a ticket.

Locals-Only Student Preferred Package * [January 22-31, 2010]

\$300

Select a total of 20 tickets to screenings in Salt Lake City and Ogden only. Includes 2 Festival Credentials. Limit 4 tickets per screening.

*As part of Sundance Institute's dedication to the discovery and development of independent artists and original storytelling, and along with our commitment to local community involvement, we invite college students from the local community to access the Festival through an exclusive **Locals-Only Student Preferred Package**. This program offers full-time undergraduate and graduate students currently enrolled in Utah colleges and universities the opportunity to purchase a discounted **Locals-Only Student Preferred Package**. Student ID will be required at time of pickup.

LOCALS-ONLY ADVANCE TICKET SALES

Ticket sales for Local Utah residents 18 and older will take place in person at the Main Box Offices the weekend of January 9 - 10, 2010 (prior to going on sale to the general public). You must register online to purchase Advance Individual Tickets at either the Park City or Salt Lake City Main Box Offices. Registration for the **Park City Main Box Office** is limited to residents of the following zip codes: 84017, 84024, 84032, 84033, 84036, 84049, 84055, 84060, 84061, 84068, 84082, 84098. Please note, you will be required to present your Utah Driver's License or a Utah utility bill accompanied by a legal photo ID at the time of purchase. Ogden and the Sundance Resort will not require registration, but will also offer local ticket sales the same weekend for screenings at their locations only. Purchasers in Park City and Salt Lake City may obtain tickets to screenings in all locations. Tickets are \$15 each. You may purchase a maximum of 20 tickets, with a limit of four tickets per screening.
Park City/Salt Lake City.

UTAH LOCALS ADVANCE TICKETS REGISTRATION

November 17, 2010 - December 4, 2010

UTAH LOCALS ADVANCE TICKETS PURCHASE TIMESLOT NOTIFICATION

December 9, 2010

UTAH LOCALS ADVANCE TICKETS PURCHASE DATE
January 9-10, 2010

Registration does not guarantee a timeslot or ticket availability. Sales dates and times are randomly assigned by a computer at the end of the registration period. You will be required to purchase your tickets in person during your half-hour timeslot at either the Park City Main Box Office or the Salt Lake City Main Box Office. Locals-Only Advance Ticket purchases outside of assigned half-hour timeslots are not permitted. If you register for the Summit County Locals timeslots, but cannot show proof of residency in the valid zip codes, you will not be allowed to buy tickets during Locals Weekend in Park City. Another timeslot in Salt Lake City will not be provided.

**Ogden (No need to register online!):
JANUARY 9TH, 2010 ONLY (NO SALES ON SUNDAY, JANUARY 10TH)**

Timeslot cards (one per person) will be distributed at 7:00 a.m. MT on January 9th, 2010 to people waiting in queue. The timeslot card will inform you when to return to the Ogden Box Office between 8:00 a.m. and 7:00 p.m. January 9th to make your purchase. Patrons in Ogden may only purchase tickets to films screening at Ogden Peery's Egyptian Theatre.

**Sundance Resort (No need to register online!):
JANUARY 9TH, 2010 ONLY (NO SALES ON SUNDAY, JANUARY 10TH)**

Timeslot cards (one per person) will be distributed at 7:00 a.m. MT on January 9th, 2010 to people waiting in queue. The timeslot card will inform you when to return to the Sundance Resort Main Box Office between 8:00 a.m. and 7:00 p.m. January 9th to make your purchase. Patrons at Sundance Resort may only purchase tickets to films screening at Sundance Institute Screening Room.

INDIVIDUAL TICKET TERMS

Purchases are limited to Utah residents 18 and older.

Timeslot assignments are non-transferable.

Locals registration will be limited to one registration per person. Your registered address must MATCH the address on the valid Utah ID that you present in-person at the time of purchase in January. P.O. Boxes will not be accepted. If there is a mismatch, you will not be allowed to purchase tickets during Locals weekend.

Sundance reserves the right to cancel any duplicate reservations without notification.

Sundance reserves the right to prohibit any future sales during this Festival and in future years to any ticket buyer who is identified as an online auction ticket reseller.

Customer Service Contact Information:

FestivalTickets@sundance.org

Ticketing Hotline 435-776-7878 (no sales)
Monday-Friday: 10:00 a.m. to 4:00 p.m. (MT)

Comments, complaints, and feedback:
customerservice@sundance.org