



FAQs

What will be happening at the 2014 TCM Classic Film Festival?

In addition to screenings of classic films—including new restorations of landmark films—in legendary Hollywood venues, Festival attendees have the opportunity to attend “meet and greets” with TCM guests, shop for classic film memorabilia, and enjoy panel discussions with experts on all aspects of film and the history of Hollywood. Best of all, you’ll be in the company of people from around the globe who, like you, love classic film and want to share this experience with others who feel the same way.

How do I get the latest Festival information?

- Keep checking TCM.com/Festival to get all the latest announcements.
- Make sure to sign up for the Festival email newsletter for updates, last-minute additions, daily wrap-ups, and more.
- Follow [@TCM](https://twitter.com/TCM) and [@TCMFilmFest](https://twitter.com/TCMFilmFest) on Twitter.
- Become a fan of TCM on [Facebook](https://www.facebook.com/TCM).
- Become a member of the TCM Classic Film Union.

When should I plan on arriving and departing the 2014 TCM Classic Film Festival?

The Festival will officially kick off in the early afternoon of Thursday, April 10. The last official Festival event(s) will begin in the evening on Sunday, April 13. In order to get the full four-day experience we recommend those traveling to Los Angeles for the Festival book their return travel for late night Sunday, April 13 or Monday, April 14.

How do I order a Festival pass?

Once on sale, passes may be purchased 24 hours a day from our website. Passes may also be purchased by phone at 877.TCM.5764 from 10am to 5pm (ET) business days. You must be age 18 to purchase a pass. Passes may be used by individuals age 13 and older. For more information on Festival passes, [click here](#).

What payment methods do you accept?

Credit cards are the only form of payment accepted for advance pass orders (we accept MasterCard, Visa, Discover, and American Express). Mail orders will not be accepted.

Do I need to buy a pass to attend the Festival?

The ideal way to experience the Festival is by purchasing one of the five levels of passes. Festival



passes offer the best chance of getting into the movies that you want to see and are the only way to attend special events, panels, Club TCM and receptions. Pass supplies are limited, so be sure to sign up for the Festival email newsletter at the bottom of the page, to receive pass sale information as it is announced. Those who wish to attend the Festival without purchasing a pass may do so by purchasing individual screening tickets, when available. Please note that some screenings may not have any individual tickets available. Individual tickets are not available to Opening Night Red Carpet Gala or Club TCM events. For more information on individual tickets, [click here](#).

Can I purchase a pass at the Festival, or does it require advance purchase?

As pass inventory is limited, we highly recommend you purchase your pass as soon as you are sure you plan to attend. If passes remain unsold out at the start of the Festival, those passes will be available for walk-up purchase at the Hollywood Roosevelt Hotel. For more information on Festival passes, [click here](#).

Does the “Palace” Pass include entry to any other venues besides the historic TCL Chinese Theatre and the Egyptian Theatre?

The “Palace” Pass offers a great value for classic film lovers who wish to attend Festival events in two of the world’s most famous movie houses. This pass includes access to film events Friday, April 11-Sunday, April 13 at the historic TCL Chinese Theatre and Egyptian Theatre only and does not include access to any other venues or Club TCM.

Can I buy a one-day pass?

One-day passes are not available.

Can I purchase a ticket for a single event?

Walk-up tickets for individual events will be sold on a standby basis immediately prior to the show at the venue box office for that event. We recommend that you arrive a minimum of 30 minutes prior to the event if you plan on purchasing walk-up tickets, as passholders will have priority entry. Please note that some screenings may not have any individual tickets available. Individual tickets are not available to Opening Night Red Carpet Gala events or to Club TCM. For more information on individual tickets, [click here](#).

Am I guaranteed a seat at any screening event I want to attend if I purchase a pass?

While passholders are seated before any individual ticket purchasers and receive admission until house capacity is reached in the venue, a pass does not guarantee seating. As TCM wants to offer our passholders as much flexibility as possible in their Festival experience, all seating is general admission. This means there may be occasions when more passholders choose to attend one specific screening than others. For this reason, we recommend that passholders arrive at the screening venue a minimum of 30 minutes prior to the start of a film. For particularly popular programs, passholders may want to arrive earlier. If capacity is reached for a particular screening, there will be repeat screenings of select films or passholders can see a different film running concurrently in another venue. In every case, passholders will be given priority accommodation over individual ticket holders. The one exception to our “seating is not guaranteed” policy is the official Opening Night Gala screening as Spotlight and Essential passholders are guaranteed seating at this event.

When will I receive my Festival pass?

Unless Will Call pickup is selected at the time of purchase, passes ordered with confirmed payment and complete name and shipping information by 5pm ET February 21, 2014 will be delivered approximately four weeks prior to the Festival. Orders completed and confirmed after 5pm ET February 21, 2014, must be picked up at the Festival Box Office located in the Hollywood Roosevelt Hotel. If you are ordering multiple passes, all of them will be sent to the address of the person purchasing the passes or held in the purchaser's name at the Festival Box Office Will Call. If you do not know all of the names of all attendees at the time of your order, the purchaser's name may be temporarily used as a placeholder. No pass orders can be delivered until each pass is assigned a separate attendee name. Purchasers will receive direction, upon confirmation of order, on how to update name information on passes, if necessary.

If I purchase a pass and am unable to attend, what is the refund policy?

We will accept written requests for refunds submitted via email or by mail by February 21, 2014. Passholders will receive the appropriate email/ mailing address with their order confirmation. A cancellation fee in the amount of 20% of the purchase price of each refunded pass will be assessed. We encourage attendees to consider purchasing travel insurance coverage for their pass purchase and travel expenses in the event circumstances prevent them from attending the Festival. For a full list of the 2014 Festival pass purchase Terms and Conditions [click here](#).

If I purchase a pass and am unable to attend, can I give my pass to someone else?

No. Passes are non-transferable once they have been issued.

What is the deadline for buying a pass?

Passes will be available until sold out. However, as pass inventory is limited, we suggest you purchase your pass as soon as you know you will be attending the Festival. For more information on Festival passes, [click here](#).

Can I volunteer at the Film Festival?

We're sorry, but no volunteer positions are available.

What movies will you be showing and which stars will be appearing?

TCM will be making regular programming announcements in the coming weeks and months. Be sure to check this website frequently for programming and guest appearance updates for the 2014 TCM Classic Film Festival, and sign up for our Festival email newsletter to get the latest news as it becomes available. You can also follow TCM on [Facebook](#), on Twitter [@tcm](#) and [@tcmfilmfest](#) or searching for the #TCMFF hashtag. A complete schedule of screenings and events will be posted online much closer to the Festival.

What should I wear to the 2014 TCM Classic Film Festival?

The dress code for those attending opening night Red Carpet Gala events—including the Opening Night screening and/or Vanity Fair party—is cocktail attire. This typically means a suit or cocktail

dress. For all other events attendees should dress comfortably and prepare for possible temperature changes and/or weather changes when moving from inside to the outside of event venues. While Los Angeles has generally warm, sunny climate, it can get cool in the evening. We recommend you bring a light jacket or windbreaker and an umbrella just in case.

Are there any travel partners or lodging discounts offered to Festival attendees?

To find out about official lodging and travel partners, please [click here](#).

Is there anyone to help me book my travel and hotel accommodations?

If you would like someone to assist you in booking your TCM Classic Film Festival lodging and other travel arrangements, call (855) 773-4188 and our friends at BCD Travel* will be happy to help! While TCM provides this recommendation for your convenience, TCM is not responsible for your travel and/or accommodations at the 2014 TCM Classic Film Festival. All travel and lodging arrangements are the sole responsibility of individual attendees.

Are there any age restrictions for attending the Festival?

TCM is committed to reaching classic film lovers of all ages. However, please keep the following age restrictions in mind when attending the Festival, particularly if you are deciding whether to bring children:

- The running time for many films may be two hours or longer, not including special guest introductions and Q & A sessions.
- Children must be at least 13 years of age in order to be issued, or use, a Festival pass.
- Some events are open only to individuals over the age of 21, including without limitation, the Opening Night Vanity Fair event and thus no one—including passholders—will be allowed into such events if they cannot establish they are at least 21 years of age.
- Children under 4 years of age are not admitted to Festival events.
- Children age 4 years or older may attend Festival screenings only provided they have an individual screening ticket and are accompanied by a parent or guardian.
- Without exception, no children will be admitted to screenings without a ticket and no children under age 13 will be allowed entry to passholder exclusive events and areas—including Club TCM.
- Individual tickets will only be sold day of show immediately prior to the screening and may not be available based on passholder demand.
- You understand and agree that some of the films or other Festival events may not be appropriate for minors, and you (and not TCM) are responsible for making the determination about what is appropriate for you and your minor guests.

How do you handle the seating for attendees in wheelchairs or with other special seating needs?

It is our goal to ensure all attendees have a safe and enjoyable experience at the TCM Classic Film Festival. The TCL Chinese Theatre, the Egyptian Theatre, the Chinese 6 Theatres and other Festival venues, including the Hollywood Roosevelt Hotel, are all wheelchair accessible and ADA compliant venues. Venue managers will make every effort to accommodate our guests with special seating needs in a manner that is equitable for all attendees. In instances when the number of guests with wheelchairs or other special seating needs exceeds the designated accessible spaces, venue managers will address these instances on a case-by-case basis.