

When do tickets go on sale?

Tickets for the 18th annual festival will go on sale through our website in October 2014.

Hey what happened to your passes and 4-Paks?

Festival Passes are still around, they're just no longer available for public purchase - please consider becoming a member at the **Reel Supporter** level or above. **Reel Supporters** get great front-of-the-line perks, an invitation for you and a guest to the opening gala, 10 free tickets (max 2 per show) for the rest of the festival, plus a gift certificate to a local restaurant. Visit our [membership page](#) for more details on the new and improved Reel Asian membership programme.

We have made almost all of the Industry Series sessions free and open to the public, so there is no longer any need to sell an Industry Pass. With more and more of you buying tickets online in advance, the sales and redemption of 4-Paks has dropped sharply in the past few years, so we've eliminated them in response to these changes.

Do you offer refunds?

In general, the Reel Asian box office does not offer refunds. Please be sure of your choices before completing your purchases.

Where is the Advance Box Office?

The Advance Box Office is hosted at [T.O. Tix](#), located in the northwest corner of Yonge-Dundas Square (south side of Dundas, just east of Yonge). They are open for walk-up

sales Tuesdays through Saturdays, 12:00 PM-6:00 PM.

Tickets for Richmond Hill shows only may also be purchased through the [Richmond Hill Centre for the Performing Arts Box Office](#), located at 10268 Yonge Street, in Richmond Hill. They are open for walk-up sales Mondays through Saturdays, 10:00 AM-6:00 PM.

Advance tickets purchased online or through T.O. Tix or through the Richmond Hill Centre for the Performing Arts Box Office are subject to fees of \$1 per ticket.

Where can I buy tickets in advance during the festival?

After the festival begins, you can buy tickets in advance for another day's show from the **Future Day Sales Desk** at these venues: Jackman Hall and The Royal. The Future Day Sales Desk opens one hour before the first show of the day at that venue; and closes 20 minutes into the last show of the day at that venue.

I entered my promo code but the ticket price doesn't change. What's wrong?

The promo code doesn't change the price of the ticket, it "unlocks" a NEW price for you - scroll down to see and select tickets at the promo code price.

I bought my tickets online. Where do I go to pick them up?

Tickets purchased through reelasian.com (powered by TicketWeb) can be picked up before the festival at T.O. Tix, until 6:00 PM. After that time and during the festival, your tickets will be available at the **Will-Call Desk** at each venue.

Tickets for Richmond Hill shows purchased through reelasian.com (powered by TicketWeb) will be available only from the **Will-Call Desk** in the lobby of the Richmond Hill Centre for the Performing Arts after 6:00 PM. Tickets purchased through rhcentre.ca will be available from the RHCPA box office 24 hours after purchase.

Where can I buy tickets to today's shows?

Same-day sales may be made (cash only) at each venue's box office on the day of the show. Venue box offices open one hour before the first show of the day at that venue and close 20 minutes into the last show of the day at that venue. Venue box offices only sell tickets to that day's shows at that venue.

Can I still buy tickets online?

Tickets are on sale online (while supplies last) until the day before the show. A limited number of tickets to each show will always be reserved for same-day sales at the venue, but we recommend buying early to avoid disappointment.

Is it assigned seating?

Seating at Reel Asian is unassigned (open) - you may sit wherever you like; however, certain seats may be reserved by the festival for guests, sponsors, or other VIPs.

What about latecomers?

Please arrive at least 15 minutes before the show's scheduled start time. Ticketholders in the general admission line are admitted approximately 10 minutes before the programme begins. Latecomers arriving within the first 20 minutes of the show will be seated (subject to availability) at the festival's discretion during a suitable break in the performance so as to minimize disturbance. After the first 20 minutes, or at the festival's discretion at any time, the festival reserves the right to refuse to seat latecomers. The festival will not refund tickets to latecomers who have been refused entry.

FESTIVAL PASS FREQUENTLY ASKED QUESTIONS

Where can I buy a Festival Pass?

Festival Passes are no longer available for purchase. Please consider [becoming a member](#) for great front-of-the-line perks! Memberships start as low as \$45 per year!

How do I use my Reel Asian Festival Pass?

Please arrive at the venue at least 30 minutes before the show's scheduled start time. Present your pass at the Preferred Box Office (PBXO) desk at each venue to receive a ticket for the show. If you're seeing more than one show at the same venue in one day, you can get all your tickets at the same time. After you get your ticket, you may wait in the "Badges, Passes & Members" line – your lineup goes in first, at approximately 20 minutes before the show's scheduled start time.

Are tickets guaranteed with the Festival Pass?

We keep aside a block of tickets at the PBXO desk and this block is shared among all the passholders on a first-come-first-served basis. Tickets are not guaranteed, but your chances are usually very good. If there are shows that you are concerned about getting into, please speak to someone at the PBXO desk or guest services – the earlier the better. If the PBXO runs out of tickets, passholders may join the ticket-buying line (or the rush line if the show has gone rush). Passholders may not jump the queue, but if there are tickets left when they get to the front of the line, they do not have to pay for them.

Can I get tickets for tomorrow's shows with the Festival Pass?

No. The festival pass is designed for same-day use; however, if there are future-day shows that you are concerned about, please speak to someone at the PBXO desk or guest services. We will do our best to accommodate our passholders!

How many tickets do I get with the Festival Pass?

You may redeem one ticket per show, including galas.

How early can I pick up tickets using my Festival Pass?

You may redeem your tickets for each day's show when the box office opens. Ticketing is subject to availability however we recommend arriving at least 30 minutes before the show's scheduled start time. Passholders with tickets are let in approximately 20 minutes before the show. PBXO privileges expire 15 minutes before the show and any remaining tickets at that desk are subject to being returned to the venue's public box office

What if I get there late?

Passholders' PBXO privileges expire 15 minutes before the show's scheduled start time, and any unused tickets left at the PBXO are subject to being returned to the venue (public) box office, especially if there is a public rush line (i.e. the venue public box office has run out of tickets to sell). Passholders arriving less than 15 minutes before the show's scheduled start time may be directed to the venue public box office (ticket-buying) line (or the rush line if the show has gone rush) if there are no more tickets at the PBXO desk. Passholders may not jump the queue, but if there are tickets left when they get to the front of the line, they do not have to pay for them.

Can I get a plus-one?

Festival Passes are designed for individual use. If you have a non-pass-holding friend and they already have a ticket, please speak to the outside theatre rep (the front-of-house staff member with a headset). We will try and let your friend stand with you in the passholders line so that you may go in together. This privilege is subject to the discretion of front-of-house staff and may be rescinded if abused. Alternately, you may save them a seat provided they already have a ticket and are standing in the ticketholders line. You may not save seats for people who don't yet have tickets, especially if the show has gone rush.

What if a show has gone rush?

If you have arrived more than 15 minutes before the show's scheduled start time, check the PBXO to see if there are still tickets left in the reserve block. If there are no tickets left in the reserve block, you should join the rush line. As tickets become released, the rush line will be served on a first-come-first-served basis. Passholders may not jump the queue, but if there are tickets left when they get to the front of the line, they do not have to pay for them.

Are my seats reserved?

No. Passholders are admitted to the screening approximately 20 minutes before the show begins – that's 10 minutes before the general public is let in – so they may select their own "best seats". Seating at Reel Asian is generally unassigned; however certain seats or sections may be reserved for guests, members, or other VIPs.

It's cold and snowing out! Can I wait inside the lobby?

Depending on the venue, the lobby areas may not be able to accommodate people waiting to get into the next show. Please see a front-of-house staff member if you have mobility or other personal issues that make standing outdoors difficult for you. We will try to accommodate you as best we can but we ask for your understanding should we need to move you to avoid conflicting with venue operations and traffic flow.

SCREENING 10-PAK FREQUENTLY ASKED QUESTIONS

How do I purchase a Reel Asian Screening 10-Pak?

Screening 10-Paks are not available for individual purchase, but are a benefit for **Reel Supporters**

Find out how to become a Reel Supporter on our [membership page](#)

Can I redeem my 10-Pak for tickets in advance?

No, only on the day of use. See [How do I use my 10-Pak during the festival?](#) , below.

Can I use my 10-Pak just for Richmond Hill shows?

Yes, and if you are ONLY using it for Richmond Hill shows, we will waive the per-show limit. You may max-out your ten tickets in whichever way you want among the three Richmond Hill shows.

How do I use my 10-Pak during the festival?

Use any unredeemed spaces on your 10-Pak at the PBXO to get same-day General Admission tickets to any regular or youth screening, subject to availability, to a maximum of 2 tickets per any one show. The Screening 10-Pak is not valid for tickets to the opening gala, but is valid for the centrepiece, closing gala, and all three Richmond Hill screenings. Same-day redemptions in Richmond Hill are exempt from the 2-ticket-per-show maximum, subject to availability.

What can I use my 10-Pak for?

Regular and youth screenings, the centrepiece, and the closing gala. 10-Paks cannot be used for the opening gala; however Reel Supporters get an invite to the opening gala for themselves and a guest as part of their membership benefits.

Are my tickets guaranteed with a 10-Pak?

Same-day tickets redeemed on the 10-Pak during the festival are subject to availability. We keep aside a block of tickets at the PBXO desk and this block is shared among all people using 10-Paks, on a first-come-first-served basis. Tickets are not guaranteed, but your chances are usually very good. If there are shows that you are concerned about getting into, please speak to someone at the PBXO desk or guest services – the earlier the better. If the PBXO runs out of tickets, people using 10-Paks may join the ticket-buying line (or the rush line if the show has gone rush). You may not jump the queue, but if there are tickets left when you get to the front of the line, you can redeem unused spaces on your 10-Pak to get them.

There are no seats reserved for users of the 10-Pak, but members (and their guests) are admitted to the screening approximately 20 minutes before the show begins – that’s 10 minutes before the general public is let in – so they may select their own “best seats”. Seating at Reel Asian is generally unassigned; however certain seats or sections may be reserved for guests, members, or other VIPs.

Can I share the 10-Pak with friends?

Yes. The 10-Pak is transferable; however you may only redeem up to two tickets to any one show, and unused 10-Pak spaces have no cash value. Please note that your membership is *not* transferable.

Can I buy additional 10-Paks?

No. Since 10-Paks are a benefit of membership, you are limited to one 10-Pak per member. If you require additional tickets, you may purchase them at a discounted rate using the member's promo code, or consider [upgrading your membership](#) to become a **Reel Patron** or **Reel Champion**.

Members at those levels have 2 reserved seats at *every screening!*

What happens if the show is sold out?

If a show is sold out and a rush line forms, join the rush line. You may not jump the queue, but if there's a ticket available when you reach the front of the line, you can use unredeemed spaces on your 10-Pak to pay for it. The rush line is serviced on a first-come, first-served basis as tickets come available. There is no guarantee that everyone in the rush line will get tickets. Remember: **Reel Patrons** and **Reel Champions** have *guaranteed* seats at every show. Consider [upgrading](#) !

If I become a Reel Supporter after opening night, do I still get a Screening 10-Pak?

Yes! People who become Reel Supporters after opening night still get a 10-Pak but you will obviously have fewer shows at which to use it. You are still limited to a maximum of 2 tickets per any given show on your 10-pak, so don't delay becoming a member too long!