

BAFTA Events

Ticket booking

User Guide



BAFTA

INTRODUCTION

The following guide is intended to help you use the native ticketing system in-built in the What's On section of www.bafta.org.

The system is secure and customised to your personal connection with BAFTA - whether that be as a BAFTA Member, involvement with one of our Learning & New Talent programmes or a member of the public. It has been built in accordance with long-term usage requirements and patterns exhibited by our Members and customers. If you have any feedback you would like to provide however, we welcome you to do so by emailing events@bafta.org

STOP PRESS: At the time of writing (15 January 2020), we are phasing-in the new version of our system with all of our newly-listed events. For avoidance of confusion, the instructions that follow apply exclusively to those events for which booking opened from 15 January 2020 onwards. Any events for which booking opened prior to this date will be subject to the previous booking procedures (albeit they are similar). During this transition period we will support members through this process by providing as much information and support as possible. From 31 March 2020, ALL listed events will be under the new version and the below shall apply across the board.

LOGGING IN / OUT

Login

You will be asked to login to the BAFTA Events Ticketing system once you have clicked to either Book Tickets or Join Wait List for an event listed on the What's On page of www.bafta.org.

On the re-directed page headed BAFTA Events:

If You Are A BAFTA Member

Click on the link at the end of the line 'If you are a BAFTA Member, you must login via the BAFTA Members Area'.

BAFTA Events

BAFTA offers a global programme of live events and screenings all year round, giving our audiences unparalleled insights into the creative, inspirational worlds of film, games and television.

If you are not a BAFTA member you can log in below or click **Register** to create a new account.

If you are a BAFTA member, you must log in via the BAFTA Members' Area. 

Please contact events@bafta.org with any questions.

[Forgotten your password?](#)

Login

To create a new account click on the **Register** button below.

Register

You will be re-directed to the BAFTA Members' login page. Please enter your Email Address, Password and click Login.

BAFTA GURU KIDS YGD 195 PICCADILLY MEMBERS WORLDWIDE 

BAFTA Members' Area **Book Tickets for BAFTA Events**

HOME FILM GAMES TV CHILDREN'S WHAT'S ON MEMBERSHIP HOW WE SUPPORT TALENT SUPPORT THE ACADEMY AWARDS DATABASE

Home > Members > Your Account Settings > Please Log In

Please Log In

MEMBERS LOG IN

Log in [Forgot password?](#)

BECOME A BAFTA MEMBER

BAFTA members form a unique community of creatives and professionals working within and making a contribution to the film, television and games industries in the UK. If this sounds like you, find out more about BAFTA membership and how to apply >

Alternatively, if you are already logged in to www.bafta.org you will be able to progress straight through the booking/wait list process without further sign-in.

Logout

To logout of your account at any time, hover over your name in the top menu bar and click **Logout**.

When using the site on a public computer, we strongly advise logging out after each use or if you ever leave the computer unattended - however briefly.

VIEWING BAFTA EVENTS IN WHAT'S ON

On the What's On page you will find the list of upcoming BAFTA events.

Filtering Events

They are listed in chronological order based on event start date and time - with the next event listed first. You can filter these events according to **Type**:

- Any
- Children
- Film
- Games
- TV

And according to **Location**:

- Any
- England
- Scotland
- Wales

The screenshot shows the 'What's On' page with a navigation bar and a filter section. The filter section has two tabs: 'Type' and 'Location'. Under 'Type', there are buttons for 'Any', 'Children', 'Film', 'Games', and 'TV'. Under 'Location', there are buttons for '- Any -', 'England', 'Scotland', and 'Wales'. A red arrow points from the 'Type' filter section to the 'Children' button, and another red arrow points from the 'Location' filter section to the 'England' button. Below the filters, there are two event listings. The first is 'Parasite - Glasgow Screening' with a 'SOLD OUT' badge, scheduled for Tuesday, 28 January 2020 at 6:30pm at Grosvenor Cinema, Glasgow. The second is 'Programmer Meetup: Games Masterclass with Aisha Brown' scheduled for Wednesday, 29 January 2020 at 7:00pm at BAFTA Piccadilly, 194 Piccadilly, London, W1J 9LN. Each listing has a 'Find out more' link.

If you would like to view our Los Angeles-located events, there is a separate link.

Alternatively you can just go to www.bafta.org/scotland/whats-on

Find Out More

You can find out more details on any particular event - without entering the booking process - by clicking the Find Out More link underneath it.

RSVP

Some events have an RSVP Here link that you can click on to register your interest or request further information. Clicking this will launch your email browser with the recipient email address pre-populated, ready for you to compose your request.

BOOKING BAFTA EVENTS IN WHAT'S ON

Where an event is Open for booking and there are currently tickets Available, click on the **Book Tickets** button on its listing.

If the event is not valid to book for your particular account profile (for example, it is a Members-only event and you are a non-Member - or if it doesn't apply to your particular grade of membership) you will not be able to progress with booking and must return back to the What's On listing page.

Pre-booking page

If your account is valid to book this event, the pre-booking information page will open. This contains further information on the event - similar to that on the Find Out More page.

Click on the **Book Tickets** button. A drop-down will open, featuring a selector for all the different types of tickets your account is allowed to book. For example, BAFTA Members may also be able to book Public Events for this event as well as Member Tickets - especially if they need more than the maximum number of per Member tickets that are allowed for this event.

Select the number of tickets you want. The maximum number available will vary from event to event, as set by the organiser. Click **Continue**.

The **Total Cost** of your tickets will be calculated. The system will confirm whether or not this number of tickets are available. Click **Continue** to proceed.



All Events >

Book Tickets

Tuesday, 4 February 2020 - 6:30pm

Everyman Glasgow, Unit 3 - 5, Princes square,
Buchanan St, Glasgow G1 3JN

Screen 2

Available



Select the number of tickets that you wish to book.

Member Ticket tickets: 1 = £0.00

Total: £0.00

Continue >

My Basket page

You will proceed to the **My Basket** page. Here you will see a summary of the Event you intend to book (along with any other event bookings you have progressed to this stage but not yet checked-out).



All Events >

My Basket

Welcome to your bookings page, listing all upcoming events that you are booked to attend. Please get in touch with events@bafta.org if you have any questions.

Booking #	Event	No. Tickets	Booking Date	Status	Actions
857	Aquarela - Edinburgh Screening 118 Lothian Rd, Edinburgh EH3 8BQ Thursday, 30 January 2020 - 6:30pm	1	Monday, 27 January 2020	Tickets held until Monday, 27 January 2020 - 11:25am	Remove View Ts & Cs

I agree to the terms and conditions of each event.

[Continue >](#)

As

well as the general event information, you will also see the **deadline** until which you have the tickets on hold under the **Status** column. (This is usually **15 minutes** from the most recent point that you clicked Book Tickets to proceed - above).

Booking #	Event	No. Tickets	Booking Date	Status	Actions
857	Aquarela - Edinburgh Screening 118 Lothian Rd, Edinburgh EH3 8BQ Thursday, 30 January 2020 - 6:30pm	1	Monday, 27 January 2020	Tickets held until Monday, 27 January 2020 - 11:25am	Remove View Ts & Cs

In order to proceed with the booking, you **MUST** agree to the event's **Terms and Conditions**. To view these, click the **View Ts & Cs** button. The Terms and Conditions will appear as a pop-up. Click **OK** when you have read them, to close the pop-up. Then check the box marked **'I agree to the terms and conditions of each event'**.

The screenshot shows the 'My Basket' page with a table of bookings. A pop-up window titled 'Screening and Events Terms and Conditions' is overlaid on the page. The pop-up contains the following text:

Screening and Events Terms and Conditions

▼ 1. This Code applies to all Academy screenings and events

2. The Academy's screenings and events programme is designed to provide members with the best possible viewing experience for voting and educational purposes.

3. I agree to abide by the following rules (and I accept that these rules will also apply to my guests):

- 3.1 Late-comers will not be admitted.
- 3.2 The use of cameras or recording equipment of any kind is strictly prohibited at screenings and events without the prior authorisation of the Academy. Any notes or authorised photographs or recordings taken during an event cannot be published in any form without the authorisation of the Academy.
- 3.3 Attendees should not disrupt or disturb the viewing experience of others.
- 3.4 Therefore, (a) mobile phones and electronic devices must be switched off completely throughout the screening (and for screenings followed by a Q&A, the duration of the interview) or event.
- 3.5 (b) There should be no talking during screenings, and (c) for screenings, attendees should remain in their seats until the end of the closing credits. For screenings followed by a Q&A, members should remain for the duration of the interview.

3.4 Attendees who need to leave in an emergency – which is not a general evacuation – please observe the rules of the venue, as indicated through signage or verbal request.

3.5 Feet should be kept off seats.

3.6 If you are unable to attend the screening or event, please cancel your booking with appropriate notice so that other members have the opportunity to take your place. Members who fail to attend screenings or events without cancelling their booking with appropriate notice may be prevented from booking in future. (a) Members must cancel their booking (including guest tickets) by 12 noon on the day of the screening or event. Members who miss two screenings within a

Click the **Continue** button.

To remove the tickets from your basket, click on the **Remove** button.

Review Your Basket page

This page calculates the total value of all the tickets in your basket AND applies any promotional discount at this stage. (For more details on these, see the section **Promotions** - below).



All Events >

Review your basket

Tickets

Seat	Ticket type	Ticketholder name	Price
Get on Track - Freelancing / Ar y trywydd lawn – Gwelthio yn Llawrydd - Saturday, 21 March 2020 - 1:15pm			
Unallocated	Member Ticket	Nick Boocock	£6.00
Total:			£6.00

Continue >

If you are happy with the amount, click **Continue** to proceed to Payment.

For Paid Events

If there is a cost attached to your tickets, you will be required to enter your payment card details at this stage.

The system accepts Visa and Mastercard payments. You must enter in your:

- Card Number
- Expiry Date
- CVC Security Number
- Post Code (for UK) / ZIP for (USA)

Click **Continue**. Your booking is complete.

For Free Events

If this is a cost-free event, then once you have clicked Continue on the Review Your Basket page, your booking is complete and a pop-up will appear on your screen confirming this.

CONFIRMATIONS

You will promptly receive a confirmation of your booking via the email address that you registered your account to.

Please check the details carefully, and if you have any queries please contact infoscotland@bafta.org as soon as possible.

TICKETED EVENTS

Depending on the organiser's preference, some events may be ticketed, and - regardless of booking - attendance will not be permitted unless tickets can be produced at the door for each attendee.

Completing a booking for a ticketed event will automatically generate a ticket for each attendee. These are in **PDF format** and **must be printed by yourself**. No tickets will be delivered by post. The tickets will contain a unique QR code, which will be scanned on arrival to allow entry.

The tickets will be emailed to you as PDF attachments to your **Confirmation Email**.

Named Tickets

Depending on the organiser's preference, some events may require the name of each attendee to be included on the Ticket. In such instances, **tickets WILL NOT BE RELEASED to you by email until you have provided a name for each attendee**. An email will be sent to you reminding you to provide them.

To provide the names of your attendees, please follow these steps:

- **Log in** to your BAFTA Events account as outlined above
- Go to the **My Bookings** tab in the top menu bar
- A summary table of all your current bookings will open.
- Alongside the event in question, please click on the button **View Booking Details**
- The booking details of that event will open.
- Type the attendee's missing **Name/s** in the field provided
- Click **Save**



All BAFTA Events >

Booking No. 732

Tickets

Here are the details of your booking.

Seat	Ticket type	Ticketholder name	Price	
Awards After Party Tree - Wednesday, 29 January 2020 - 5:00pm				
Unallocated	Admit	<input checked="" type="checkbox"/> John Sample	£0.00	Cancel
Total:			£0.00	

If you have any questions, please contact events@bafta.org

[< My Bookings](#) [× Cancel booking](#) [Print Tickets >](#)

You can also follow the same steps to change an attendee's name prior to the event, but you should click **Resend Email Confirmation** to generate the updated tickets.

Unnamed Tickets

Depending on the organiser's preference, some events may not require the name of each attendee to be included on the Ticket. In such cases, the name of the cardholder who booked the tickets will appear on each ticket.

UNTICKETED EVENTS

Depending on the organiser's preference, some events may not require individual tickets for each attendee. In such cases the Confirmation Email contains all of the information required to secure entry - including the total number of seats booked for the group.

It is the booker's responsibility to print this email and bring it with them to the event - and to ensure that all attendees arrive with them as a group, otherwise entry may be refused.

IF AN EVENT IS UNAVAILABLE OR SOLD OUT

Events Not Yet Open To Book

Some events not yet open to book may be advertised in advance on the **What's On** listings. You will be able to click on the listing to **Find Out More**, where you may be informed on what date and time bookings open.

Events That Are Sold Out

Where an event has sold out its entire allocation of tickets, it will be labelled as **Sold Out**. You may still be able to Find Out More about the event and join a **Wait List** (see below), but you will not be able to progress a booking at this stage.

Events That Have Ticket Quotas

Depending on the organiser's requirements, some events may have quotas on the types of ticket on sale. For example, they may want a maximum of 50% of tickets to be sold to Members. In this instance you may be informed that the ticket type you require (in accordance with your account type ie. Member, Public etc.) is not available, even though the event is listed generally as being on sale.

Wait List

Depending on the organiser's requirements, it may be possible to add your name to a **Wait List** for tickets to an event that is already Sold Out or where a Quota has been hit, preventing sales of any more tickets to your type of account.

If a Wait List is in operation, this will be indicated by a button both the What's On listings page and the event's Find Out More details page.

To add your name to a Wait List, do the following.

- Click **Join Wait List**
- From the drop-down/s provided select the **number** and **type** of tickets for which you would like to be added to the Wait List
- Click the **Join Wait List** button

BAFTA Film: The Sessions - EE Rising Star

📅 Saturday, 1 February 2020 - 2:30pm

📍 The Savoy Hotel

📄 The Abraham Lincoln Room

🔒 Sold Out

Join Wait List >



Please note you will be required to book a ticket for each session individually, to view and book tickets to the other panels at The Sessions, please [click here](#).

A rare chance to hear from this year's nominees and world leading film practitioners from the **EE Rising Star** category.

Speakers include;

Kelvin Harrison Jr.

Members tickets will be on sale from Wednesday 15 January, 9.30
Public tickets will be on sale from Friday 17 January, 14.00

Wait List

📅 Saturday, 1 February 2020
- 2:30pm

📍 The Savoy Hotel

📄 The Abraham Lincoln Room

🔒 Sold Out



Unfortunately tickets for BAFTA Film: The Sessions - EE Rising Star are sold out. Please select the number of tickets you would like then click the "Join Waitlist" button.

Member Ticket tickets: 2 = £0.00

Public Ticket tickets: 0

Join Wait List

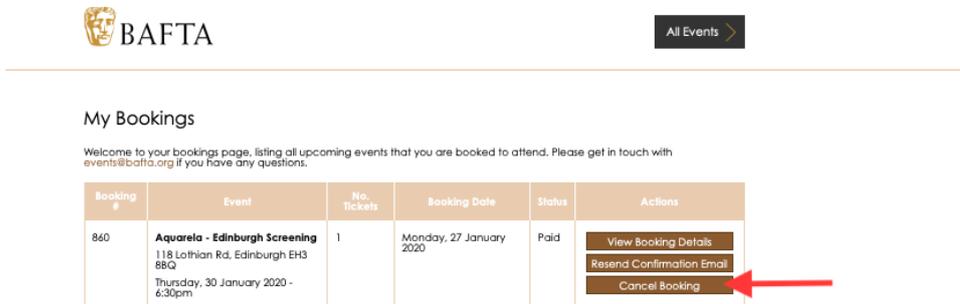
A pop-up will confirm that you have been **Added to the Wait List**. You will also receive an **email confirmation** informing you of the same.

IMPORTANT: Being on the Wait List does not guarantee you tickets if any become available. In the event that tickets do become available, you will receive an email informing you of the availability and advising that you must log in to www.bafta.org to book your tickets, as normal, on a first come first served basis.

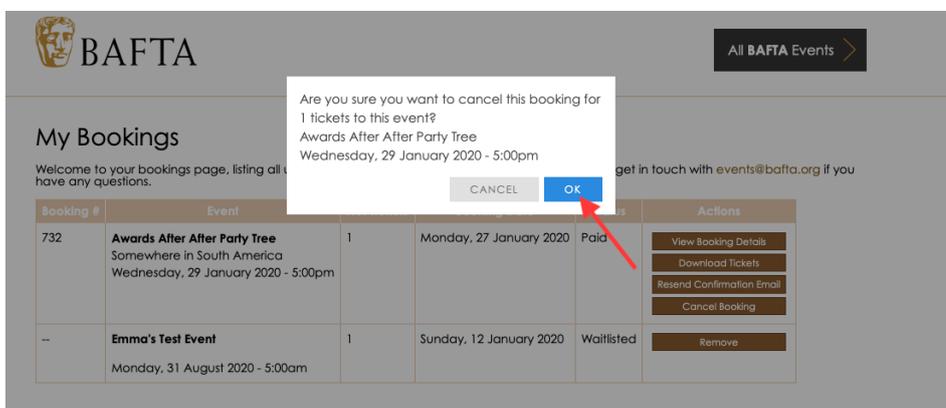
CANCELLING AN EVENT

If you are no longer able to attend an event, you are able to cancel the entire booking by:

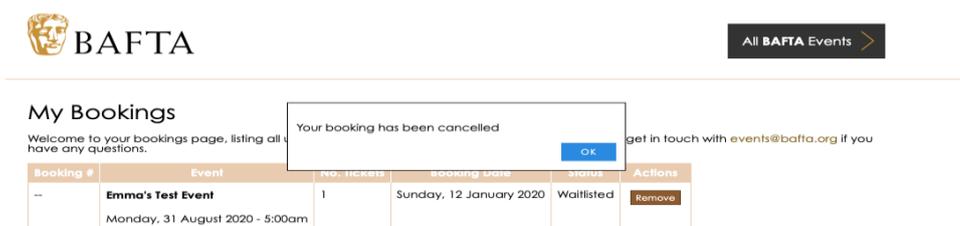
- Clicking **My Bookings** from the top menu bar
- Clicking **Cancel Booking** button alongside the relevant event in the My Bookings table



The screenshot shows the BAFTA website's 'My Bookings' page. At the top left is the BAFTA logo, and at the top right is a button labeled 'All Events >'. Below the header, the page title is 'My Bookings' with a subtitle: 'Welcome to your bookings page, listing all upcoming events that you are booked to attend. Please get in touch with events@bafta.org if you have any questions.' A table lists bookings with columns: Booking #, Event, No. Tickets, Booking Date, Status, and Actions. The first row shows booking #860 for 'Aquarela - Edinburgh Screening' at 118 Lothian Rd, Edinburgh EH3 8BQ, on Thursday, 30 January 2020, with 1 ticket and a 'Paid' status. The 'Actions' column for this booking contains three buttons: 'View Booking Details', 'Resend Confirmation Email', and 'Cancel Booking'. A red arrow points to the 'Cancel Booking' button.



This screenshot shows the same 'My Bookings' page but with a confirmation dialog box overlaid. The dialog box asks: 'Are you sure you want to cancel this booking for 1 tickets to this event? Awards After After Party Tree Wednesday, 29 January 2020 - 5:00pm'. It has two buttons: 'CANCEL' and 'OK'. A red arrow points to the 'OK' button. The background table shows booking #732 for 'Awards After After Party Tree' and booking #-- for 'Emma's Test Event'.



This screenshot shows the 'My Bookings' page after a booking has been cancelled. A confirmation message box is displayed: 'Your booking has been cancelled' with an 'OK' button. The table below shows that the 'Emma's Test Event' booking is still listed, but the 'Awards After After Party Tree' booking is no longer present.

Please note: you are only able to cancel an entire booking. You cannot cancel individual tickets/places while retaining the rest of the booking. Simply cancel the booking and rebook the correct number of tickets.

IMPORTANT: Refund policies vary from event to event. If you are cancelling a paid event, it is strongly recommended that you contact infoscotland@bafta.org to check if refunds apply to your particular event before cancelling it.

MY PROMOTIONS

In addition to promotions that are automatically applied to your order when booking certain events, you may also be granted a particular promotion code to apply to a future event.

When this happens, a **Promotion Code** will be emailed to you.

To apply this to your account:

- Login as normal to www.bafta.org
- Click on **Book Tickets For BAFTA Events**
- Click on **Book Tickets** or **Find Out More** for any listed event
- Instead of booking that event, click on the **MY PROMOTIONS** tab in the top menu bar
- The page **My Promotions** will open. A table of any current unused promotions you have on your account will be displayed
- Enter the new **Promotion Code** in the box provided
- Click **Add Promotion**



All Events >

My Promotions

Below is a summary of all Promotions currently applied to your account.

Promotion name	Valid Until	Used	
Guru Live Cardiff 2020 2 tickets for £10	Thursday, 19 March 2020 - 12:00pm	0 times	Details Events

If you wish to add a promotion code, please enter it in the box below:

The Promotion will be added to your account. It can only be applied to the next booking you make. You cannot call off Promotions out of sequence or for specific events only.



All Events >

Review your basket

Tickets

Seat	Ticket type	Ticketholder name	Price
Get on Track - Freelancing / Ar y trywydd iawn - Gweithio yn Llawrydd - Saturday, 21 March 2020 - 1:15pm			
Unallocated	Member Ticket	Nick Boocock	£6.00
Guru Live Cardiff 2020 2 tickets for £10			-£2.00
Producing Your First TV Series / Synhyrddiadaeth Gyfnewidiadau Cyfnewidiadau - Saturday, 21 March 2020 - 4:45pm			
Unallocated	Member Ticket	Nick Boocock	£6.00
Total:			£10.00

ACCOUNT RESTRICTIONS

BAFTA strongly discourages 'no-shows' at our events - whether a ticket has been paid for or not. No-shows prevent another BAFTA member or public person from attending an event, and leaves unnecessary empty seats that would otherwise be filled. If you are unable to attend an event you have booked, please inform us so we can offer the place to another person - particularly if we are operating a Wait List.

In recognition that no-shows are a problem across the events and hospitality industry, BAFTA operates an **Account Restriction** policy to discourage this abuse. Our system, in synchronisation with our in-event check in service, is able to detect repeated no-shows from any individual and trigger a temporary **Account Restriction** that will prevent you from pre-booking any new tickets on www.bafta.org for set period of time.

If you have triggered this restriction, you will be informed by email - with the date of the Restriction's expiry indicated.

This Restriction ONLY applies to pre-booking new tickets via the www.bafta.org website. It does not prevent you from attending events you have already booked. The intention is not to 'punish' no-shows, but simply to discourage abuse of our online booking platform.

When your Account Restriction has expired, you will receive an email advising you of this and will automatically be able to book tickets via the system again.

Account Restriction rules vary from BAFTA branch to branch for BAFTA Scotland events these are:

- If you miss two events within 30 days you will be restricted from booking events for 14 days. You are able to cancel tickets on this new site up until 16.30 on the day of the event. If there are extenuating circumstances please email infoscotland@bafta.org to discuss.