

ticket information

prices

Regular Screening

General Public	\$9.00
Discount	\$8.00

Matinee (screenings up to and including 5:00 pm)

General Public	\$7.00
Discount	\$6.00

Opening Night Film and Gala

General Public	\$90.00
Discount	\$75.00

Opening Night Gala Only

General Public	\$60.00
Discount	\$45.00

Centerpiece Film

General Public	\$15.00
Discount	\$10.00

Special Presentation

General Public	\$9.00
Discount	\$8.00

Closing Night Film Only

General Public	\$20.00
Discount	\$15.00

Closing Night Film and Party

General Public	\$60.00
Discount	\$50.00

discounts

Frameline Members

When ordering, you must present your membership card or have your name and membership number available. Limited to two discount tickets per screening.

Students/Disabled Persons/Seniors (62+)

When ordering, you must present a valid photo ID (proof of discount eligibility). Send a photocopy of your ID with your Ticket Order Form when ordering by fax or mail. Limited to one discount ticket per screening.

Ticket Outlet location generously provided by Superstar Satellite. www.castromoviestore.com

Box office management and ticketing are provided by Trilogy Productions, Inc. www.TRIOLOGYTICKETING.com.

how to buy tickets

ticket sales start June 4

at 9am for online and phone
at noon at the walk-up outlet

ticket purchasing methods

Online Daily, 24-hours at www.frameline.org/festival

Walk-up Daily, noon to 7:00 pm at the Festival Ticket Outlet counter located inside Super Satellite, 474 Castro Street, between Market & 18th, in San Francisco

Phone Monday–Saturday, 9:00 am to 5:00 pm at 925.866.9559

Fax Daily, 24-hour at 925.866.9597

Mail Mail Ticket Order Form with payment to:
Frameline28
P.O. Box 2229
Danville, CA 94526-7229

Day of Show Tickets: Only available for purchase at the appropriate theater's box office beginning a minimum of 30 minutes prior to the first screening of the day. Discounts not available. Cash only.

Ticket Order Forms can be downloaded from www.frameline.org/festival or faxed to you via an automated system by calling 925.866.9559

payment options

Visa, MasterCard, and American Express cards are accepted. Personal checks and money orders are also accepted on walk-up and mail orders only. Cash only on "Day of Show" tickets.

ticket delivery

Via Mail: Tickets and/or passes purchased online, by phone, fax, or mail will be automatically mailed within three business days to the billing address listed on the Ticket Order Form, unless an alternate address or Will Call option is selected.

NOTE: Orders received less than 10 days prior to the earliest screening will automatically be placed at Will Call.

Will Call: Available "Day of Show" at the appropriate theater's Will Call desk beginning 30 minutes prior to the first screening of the day at that theater. Unclaimed Will Call orders will be moved to the next "Day of Show" theater until claimed. Only the person(s) listed on the ticket order will be allowed to pick up Will Call tickets (valid photo ID required). You may authorize another individual to pick up your Will Call tickets when you place your ticket order.

sold out?

Then RUSH it! Even if advance tickets are no longer available, Rush Tickets will be offered at each theater's box office as soon as the number of unoccupied seats has been determined, typically a few minutes before showtime. The Rush Line may start anywhere from 15 minutes to two hours prior to the screening.

passes

Who needs to make decisions in advance when all you need is a Festival Pass? No box office lines to wait in and no individual tickets to sort through. Simplify and enjoy the Festival at your own pace with a Gold Card, Castro Pass, or Herbst Pass.

Gold Card: This pass can only be obtained in appreciation for a Benefactor (\$600) or Visionary (\$1200+) membership. Gold Card holders have preferred entrance into theaters and can use their pass for single admission to ALL festival screenings regardless of venue, except for Opening and Closing Night films when Benefactor and Visionary Members are issued hard tickets to use rather than Gold Cards.

For further information please contact our Development Department at 415.703.8650, email membership@frameline.org, or visit our ticket outlet located within Superstar Satellite on Castro Street.

Castro Pass: \$165 each. Allows admission to all Festival screenings at the Castro Theatre, except Opening and Closing nights. Limited to two passes per buyer.

Herbst Pass: \$75 each. Allows admission to all Festival screenings at the Herbst Theatre. Limited to two passes per buyer.

THE FINE PRINT: All orders are final. No refunds, exchanges, substitutions, or replacements. Frameline and the SFILGFF are not responsible for lost, stolen, forgotten, or damaged tickets or passes, or any item misdirected by the Post Office. If a screening is cancelled, tickets must be returned to the Festival Ticket Outlet within 48 hours of the cancelled screening date. Processing fees are non-refundable. The processing fee for online, fax, phone, or mail orders is \$1.50 per ticket, up to a maximum fee of \$5.00 per order. Passes represent multiple tickets and will be charged \$5.00 per order. Returned checks are subject to a \$25.00 fee. Rejected credit/debit cards are subject to a \$5.00 fee per rejection.

24-hour Festival Hotline
925.866.9559

Web site
www.frameline.org/festival