



## FREQUENTLY ASKED QUESTIONS

### How do I purchase a film pass?

Step 1. See “Test Your Device”

Step 2. Purchase the pass

Go to <https://billingsfarm.org/filmseries/>

Scroll down until you see “Order Passes.” Please click on it. See the image below for guidance.

The screenshot shows a web browser window displaying the Billings Farm & Museum website. The page is titled "ADMISSION" and features a navigation bar with "UPCOMING FILMS", "TEST MY DEVICE", and "SUPPORT". The main content area includes a paragraph about the film series, a section on curation by Jay Craven, and a section on post-viewing interviews. Below this, there is a table with two columns: "Tickets" and "Film Passes". The "Tickets" column lists "General Admission: \$12" and "Member Admission: \$9", with a note about a \$2.75 additional charge for credit card processing and film "unlock" fees. The "Film Passes" column lists three levels: "Film Lovers Pass (14-films): \$145 / \$90 BFM members", "Traveler Pass (8-films): \$88 / \$64 BFM members", and "Explorer Pass (3-films): \$36 / \$27 BFM members". A red box highlights the "ORDER PASSES" button at the bottom right of the "Film Passes" section. At the bottom of the page, there is a note: "Have Additional Viewers? We encourage a donation of \$5 per additional viewer per film, and donations can be made at the time of your purchase."

Tickets	Film Passes
<p><b>General Admission:</b> \$12 <b>Member Admission:</b> \$9</p> <p>An additional \$2.75 will be charged for each ticket purchase to cover credit card processing and film "unlock" fees. BFM members use code "Member" to receive the discount (the use of this code will be monitored for accuracy - <b>join today</b> to get the discount).</p> <p>Film tickets may be purchased as a gift!</p>	<p>Multi-film passes are available in three levels:</p> <p><b>Film Lovers Pass</b> (14-films): \$145 / \$90 BFM members <b>Traveler Pass</b> (8-films): \$88 / \$64 BFM members <b>Explorer Pass</b> (3-films): \$36 / \$27 BFM members</p> <p>The pass pricing is all inclusive with no additional fees. We recommend one pass per household. Passes may be purchased as a gift and tickets may be transferred to another viewer.</p>

You will be taken to a page with a description of each type of pass. Select the pass you want to purchase.

The screenshot shows a web browser window with the URL [billingsfarm.org/film-series-passes/](http://billingsfarm.org/film-series-passes/). The page features a green header with the Billings Farm & Museum logo and navigation links: VISIT, EXPLORE, LEARN, ABOUT, SHOP, SUPPORT. Below the header is a banner for the "Woodstock Vermont Film Series 2020-2021" with a "STREAMING ON DEMAND" tag. A "LOG IN" button is visible in the top right corner of the main content area.

### Multi-Film Passes

**Film Lover Pass:** provides access to 14 films with no additional fees.  
**Traveler Pass:** provides access to 8 films with no additional fees.  
**Explorer Pass:** provides access to 3 films with no additional fees.  
We recommend purchasing one pass per household.

**Have Additional Viewers?** We encourage a donation of \$5 per additional viewer per film, and donations can be made at the time of your ticket or pass purchase.

Once you purchase a pass, you will receive an email with a link to create an account and select your films. After you are logged in, you can browse the [Woodstock Vermont Film Series](#) list and reserve your films. If you need assistance, contact the Billings Farm Film Line at 802-457-5303, Monday to Friday from 8:30-4:30.

The viewing window for each film selected begins at 12:00am on the day the film is released. Once a viewing is started, there is a 24-hour window to complete viewing the film. Films must be completed by 11:59pm on the final viewing date.

Passes make a great gift for your friends and family! Passholders can also transfer individual tickets you have reserved to friends or family members.

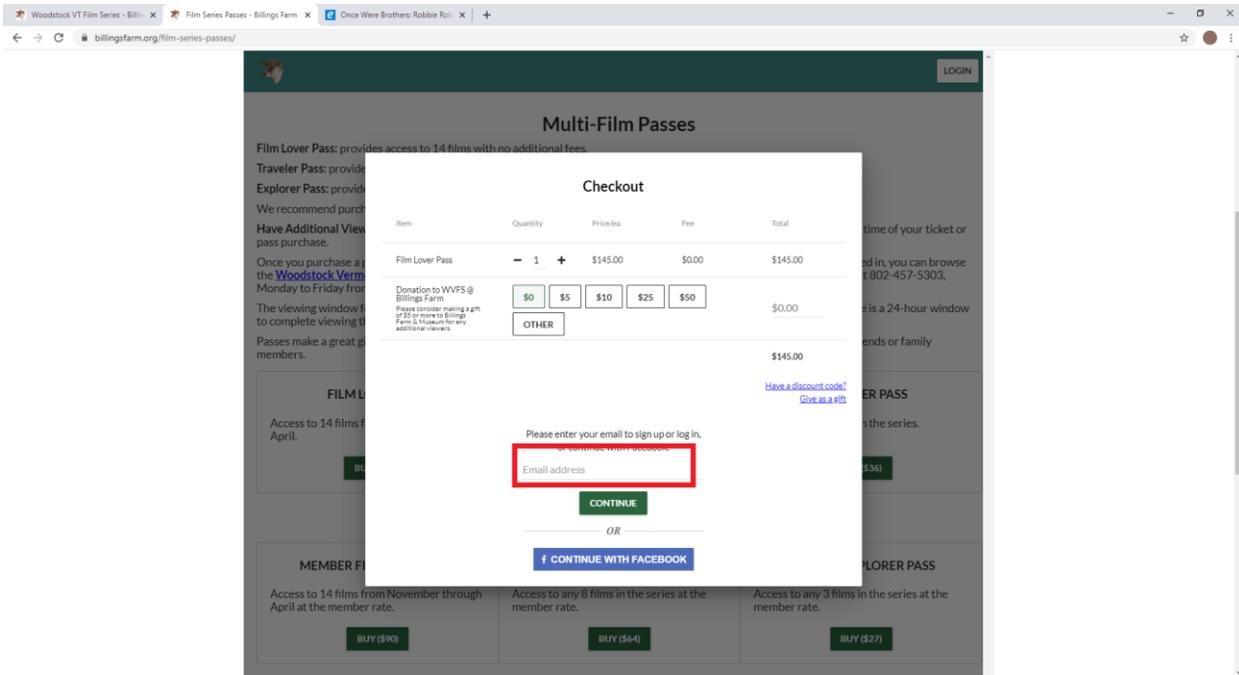
FILM LOVER PASS	TRAVELER PASS	EXPLORER PASS
Access to 14 films from November through April.	Access to any 8 films in the series.	Access to any 3 films in the series.
<a href="#">BUY \$145</a>	<a href="#">BUY \$80</a>	<a href="#">BUY \$36</a>

### Member Passes

MEMBER FILM LOVER PASS	MEMBER TRAVELER PASS	MEMBER EXPLORER PASS
Access to 14 films from November through April at the member rate.	Access to any 8 films in the series at the member rate.	Access to any 3 films in the series at the member rate.
<a href="#">BUY \$90</a>	<a href="#">BUY \$64</a>	<a href="#">BUY \$27</a>

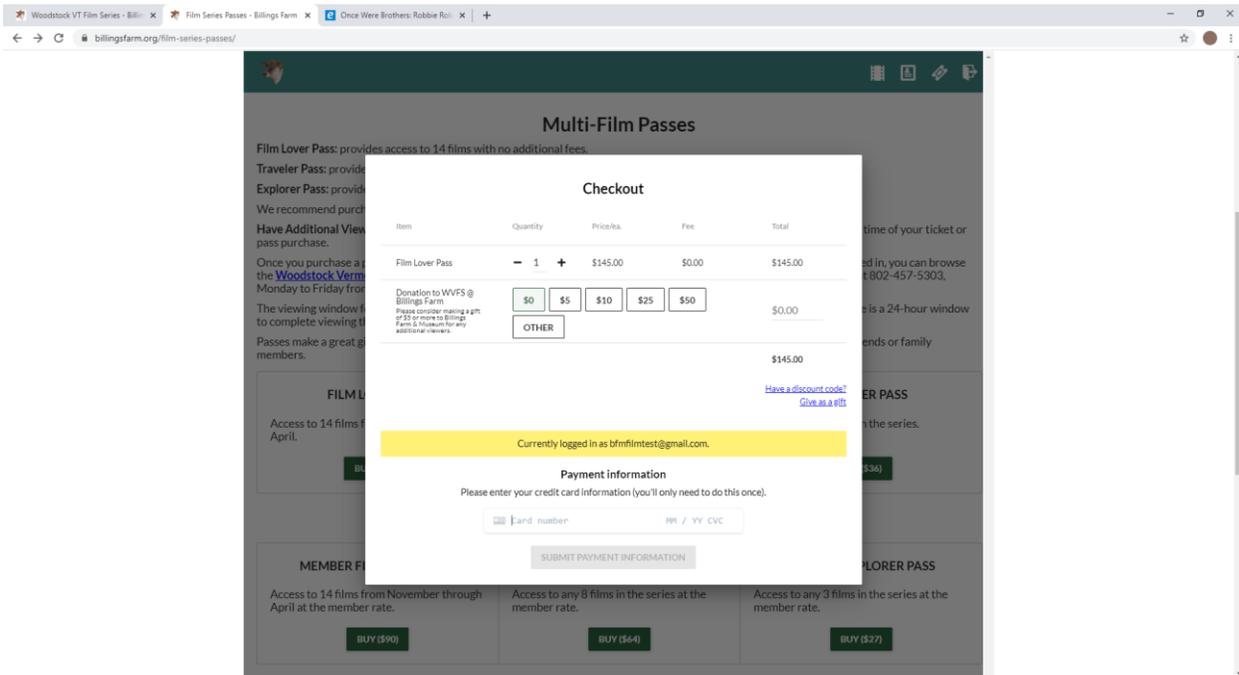
A window will appear where you can choose how many passes to purchase and you have the option to add a donation to Billings Farm & Museum for any additional viewers you might have.

Please enter your email at the bottom of the window to continue. If you have an Eventive account, you will sign in. If you do not, you will be asked to make one. You will access your films using this account.



Next, you will be asked to enter your payment information. If you are a Billings Member, please enter your discount code to receive a reduced price. If you are not a member, but would like to become one. Please [click here](#)

If you want to purchase the pass as a gift, select the link “Give as a gift” below the Total charge listed. (Information on transferring your gift pass follows the Pass purchase instructions)



Following the sale, you will be asked to create a name for your pass, typically named by your first and last name. This is the way the box office will look up your pass should you need any help.

**You will immediately be prompted to reserve your tickets:** Note that you must select each film you would like to view. Click the “My Tickets” link on the Eventive webpage. Select the Woodstock Vermont Film Series link, find the film listings, click “Pre-order now for free” for future films or “Unlock for free” if playing now.

If you don’t select the films at this time, you will also receive a confirmation email with a link to your pass and your account. Select the link and visit the Woodstock Vermont Film Series link: <https://watch.eventive.org/billingsfarm> to reserve tickets for all of your films. We recommend that passholders reserve their tickets right away to ensure availability, and not later than 2 weeks before the scheduled film viewing window.

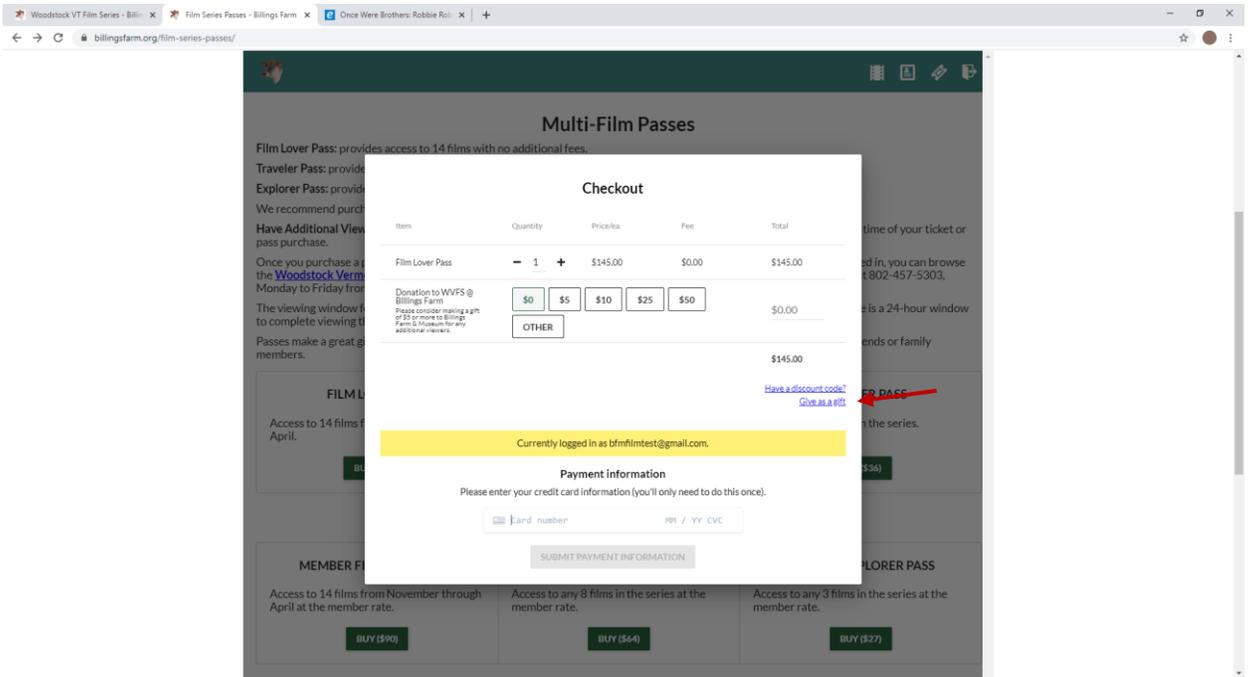
After you make your film selections, you will receive confirmation emails with the link to access the films you have selected. If you need assistance with your film selections, call the Film Series Phone line at 802-457-5303, Monday to Friday 8:30-4:00PM.

Once you are within the window of availability for the film, you can click the link in the email or visit <https://watch.eventive.org/billingsfarm>, log in and select the film you have purchased to stream the film. You can also watch films on your TV through the Eventive app on your AppleTV or Roku. Information on how to watch films on your TV can be found at <https://watch.eventive.org/help>.

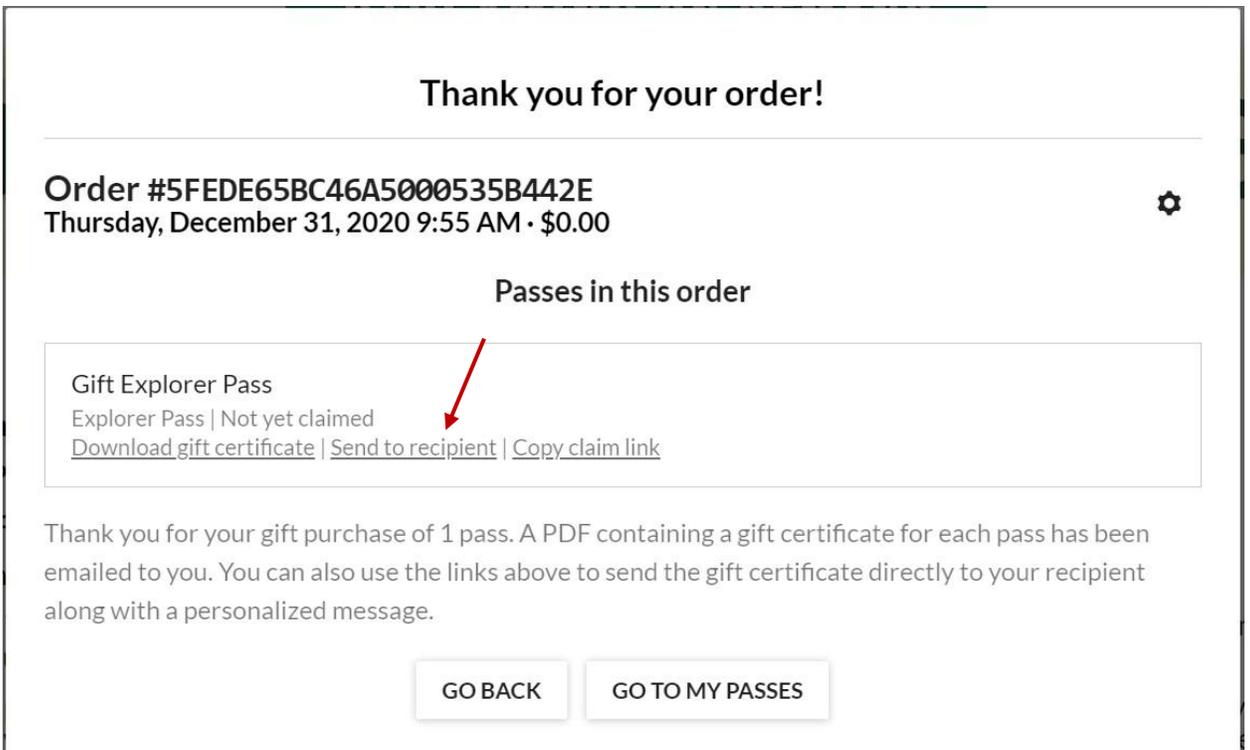
Passholders may transfer tickets they have reserved. Visit <https://billingsfarm.eventive.org/tickets> to view all the tickets you have reserved. Click the star to the right of the “Watch Now” button and select “Transfer tickets...” You will be asked to select which films you would like to transfer and enter the email address of the person to whom you would like to transfer the film. Once a film is transferred, you will no longer be able to view it yourself. It will be viewable only by the account holder with the email address to whom it was sent.

## **Purchasing and Accessing a Gift Pass**

As indicated above, you can purchase the pass as a gift by selecting the link “Give as a gift” below the Total charge listed. You will receive this message: **“It’s a gift! You can send or download a redeemable gift certificate after placing your order.”**



After entering payment information you will receive a receipt and an email confirming your purchase. Click the link to “Send to Recipient”.



You will be prompted to send the gift pass to an email address.

## Send gift pass

Choose a recipient and enter an optional message, then click "Send".

Recipient email address

Optional message

**CANCEL**    **SEND GIFT CERTIFICATE**

The recipient will receive an email to let them know they have been sent a pass. They must click the link to "Accept gift pass" to activate the pass. They will then be prompted to create an account in Eventive at which point they can select their films. They must be logged in to Eventive and have activated the pass to watch the gifted number of viewings associated with their pass.

Enjoy Your Films!