

How to obtain your single entry tickets after having bought a festivalpass or a *multipass*? You're accredited and want to access your single entry tickets – this is how it's been done.

A quick and handy manual for festivalpass or multipass holders – for accredited people

You have bought a festivalpass or a multipass – you're accredited at the festival – this is what you need to know to obtain your single entry tickets that you need to enter the screening. Please copy your access key (which is on your pass or accreditation email – german: Zugangsschlüssel) to your clipboard, so may just paste it later in the process. During the process you will be asked for your eventfrog login, if you don't have one yet, you will be asked for registering.

Finding your way to obtain your single entry tickets (from the program folder or www.fantoche.ch)

You're able to choose your desired screening(s) either in the program folder or on the Fantoche website. If you're on the website, please choose the link «Ticket» and you'll get to the desired screening automatically. If you're having the program folder in front of you, you might type www.eventfrog.ch into your browser, type «Fantoche» into the event search bar. After one more click, you'll see the overview of all the Fantoche screenings. A direct link to the overview is <https://eventfrog.ch/de/p/festivals/film/fantoche-2021-6823225092550925211.html> – this is where you select your desired screening.


You've found the desired screening and would like to obtain now a single entry ticket (for «free»). These are the steps to use your access key and to obtain your single entry tickets («Einzeleintritten mit Festivalpass / Multipass» / «Akkreditierte»):

- Above the price options (it is shown after scrolling down, see screen shot) you choose «use access key» (german: «Zugangsschlüssel eingeben»). Paste your personal access key into the designated text field «use access key» and confirm with «Apply». Your access key has been stored in the background and you don't have to enter it again the next time.
- You may choose now a free option that is only shown after entering the access key. In case of a festivalpass it is called «Einzeleintritt mit Festivalpass», with a multipass it's «Einzeleintritt mit Multipass», as you're accredited it's called «Akkreditierte – ...».
- Festivalpass holders and accredited people may obtain just one ticket for each screening for «free», multipass holders can access screenings up to four times in total.

Tickets

Ticket sale ends Wednesday, 08.09.2021 11:00 [Use access key](#) 

Einzeleintritt	CHF 17.00	<input type="text" value="0"/>
Einzeleintritt, Legi / Lehrlinge / AHV / IV	CHF 13.00	<input type="text" value="0"/>
Einzeleintritt, Kinder unter 14 Jahren	CHF 10.00	<input type="text" value="0"/>



Enter access key*

Enter the access key that you have received from the event organiser.

Einzeleintritt	CHF 17.00	<input type="text" value="0"/>
Einzeleintritt, Legi / Lehrlinge / AHV / IV	CHF 13.00	<input type="text" value="0"/>
Finzeleintritt. Kinder unter 14 Jahren	CHF 10.00	<input type="text" value="0"/>

- Then you choose «Go to checkout».
- If not yet logged in, you'll be prompted to do so. If you don't have a login yet, please register.
- After having logged in successfully, you will see the basket with your ticket in it.
- With «Continue shopping» you might go back to the overview of the festival. This way you can select your next screening of your choice and start over again. The crucial thing: don't enter your access key again. For any following screening you directly go to the free option in the category list and choose the option «Einzeleintritt mit ...» oder «Akkreditierte» is available without special action. (The access key is stored in the background.)
- With «continue shopping» (from the basket) you may place an order of multiple tickets in one go.

There's an error «dieser Zugangsschlüssel wurde bereits eingelöst». What's that?

The error message «dieser Zugangsschlüssel wurde bereits eingelöst» is shown because you typed in already your access key. You don't need to enter it again. It is not a real issue, it's more a usability problem. The access key does still work. It is stored in the cookie session of your browser after entering it once. That's why: enter the access key only once! Even the error is shown, you might continue and choose your seat on the seating map. The option «Einzeleintritt mit ...» oder «Akkreditierte – ...» is still accessible.