



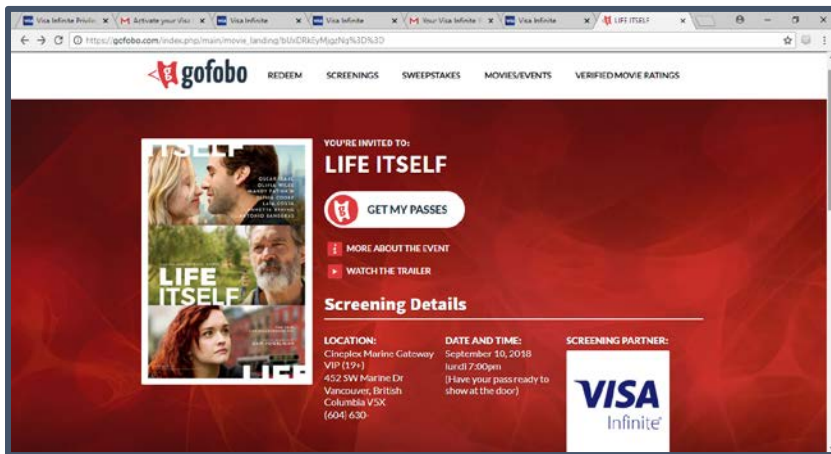
# VISA INFINITE SCREENING SERIES

## Frequently Asked Questions

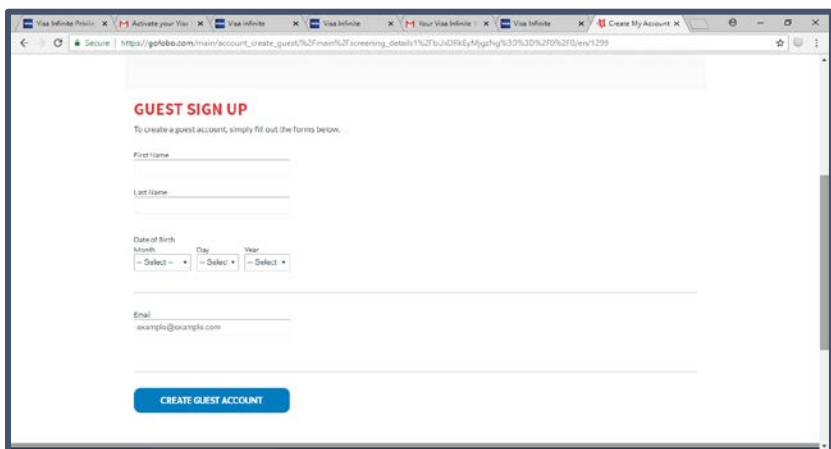
### Q: How do I reserve my tickets to a screening?

A: If you have subscribed to receive marketing emails from Visa, you will be available to reserve tickets via the link in the email announcing the screening. You may receive the email *before* the tickets are made available, so please read the event details clearly and keep the email.

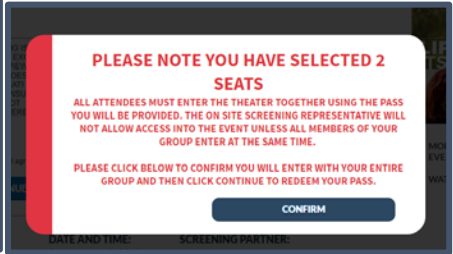
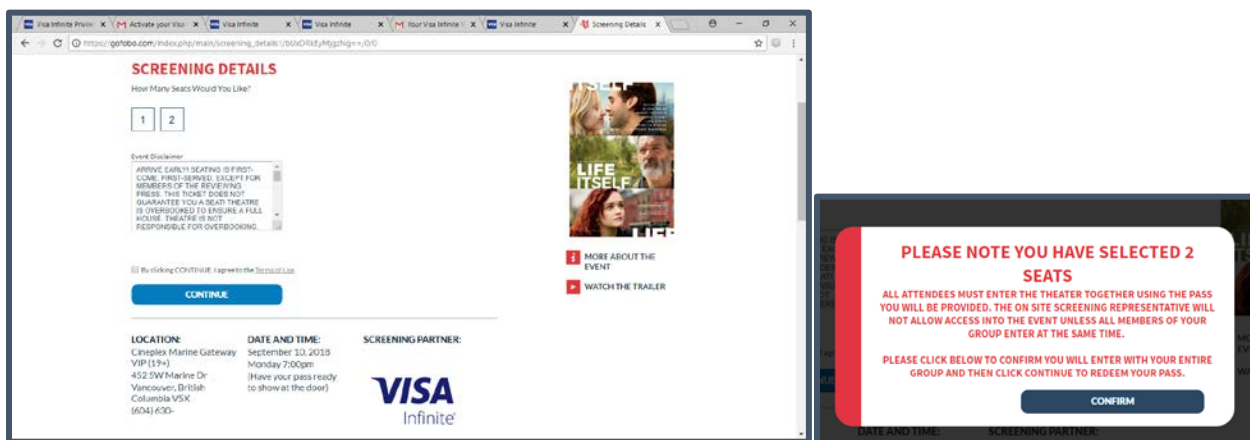
1. When it's the on-sale time, click on the RSVP link in the email for the location you wish to attend (if there are multiple locations) and it will take you to the Gofobo ticketing website.
  - DO NOT click on the multiple location links as this may lock you out of the Gofobo website.
2. On the Gofobo page that opens, you'll see details about the screening. Click the **GET MY PASSES** button to continue.



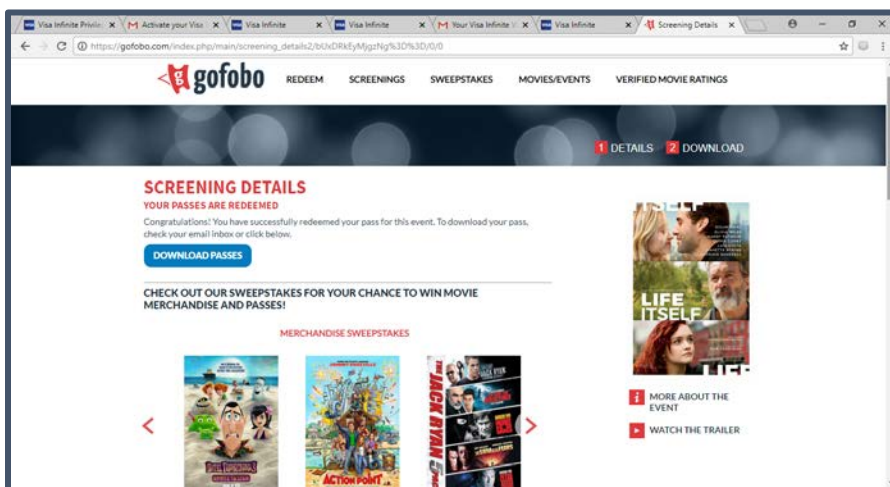
3. Next you will need to log in, sign up, or use the guest sign up option



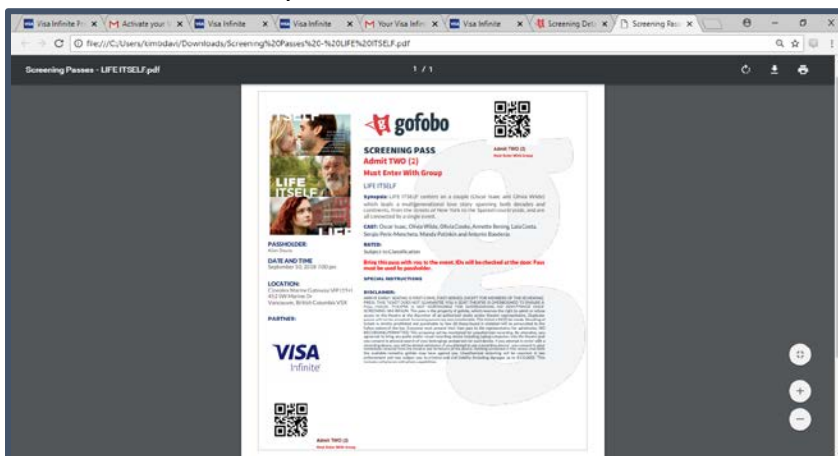
- Once that's complete, you can select the number of seats you wish to RSVP for (there are limits on the number of seats that you may reserve, as stated in the email), and agree to the Gofobo disclaimer.



- Once that's submitted you're all set. You can download your pass from the confirmation page, and a copy will also be emailed to you. Be sure to print your pass and bring it with you to the screening. You may also save the pass to your smartphone.

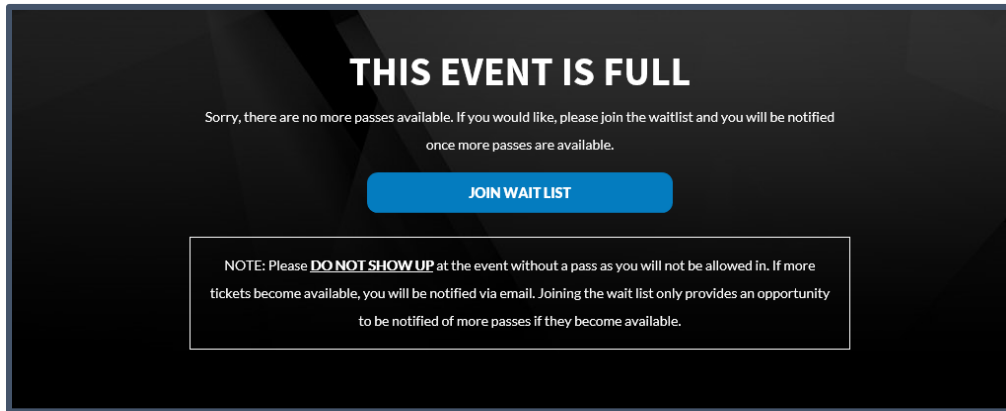


- Show up to the event with the confirmation page and be prepared to show your Visa Infinite or Visa Infinite Privilege card at the check-in table. Please note that all members of your party must check in at the same time as you.



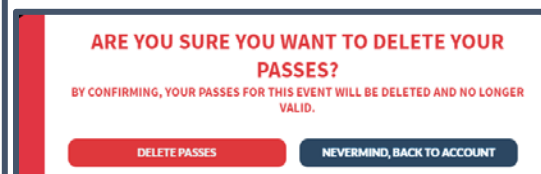
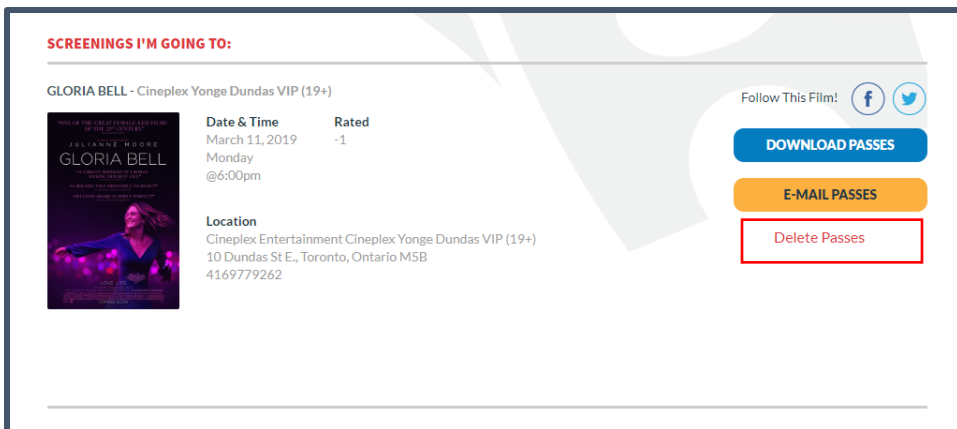
**Q: I clicked on the link in the email, but it said that the event was full.**

A: As many of the screenings are complimentary and have limited availability they become fully reserved quickly. You can choose to leave your name on the waitlist option available on Gofobo’s website, in case any tickets become available (you will receive an email if this happens).



**Q: I reserved tickets, but I am no longer able to attend, what should I do?**

A: Not a problem. Simply delete your passes on Gofobo.com, so that the tickets can be used towards any cardholders on the Wait List. To do this, visit Gofobo.com and log in using the email address that you registered your passes for. Then click “Delete Passes”. Once passes have been deleted, they cannot be reissued.



**Q: Why are there so few tickets available?**

A: Visa strives to bring cardholders unique screening opportunities in as many locations as possible, and will clearly mark the locations and number of tickets available in each location within the email. Many of the screenings are in partnership with the film distribution company and occur in advance of the films general release, and are therefore subject to limitations on how many screenings are available. If you are not able to secure tickets to the current screening, please know that there may be additional titles screened at a later date as part of the Visa Infinite Screening Series.

**Q: Can the Visa Concierge secure tickets to the screenings for me?**

A: Currently, the only way to secure tickets to the screening is to click on the link in the email to be directed to the Gofobo ticketing website.

**Q: Why are the tickets not available for me to reserve right when I receive the email?**

A: We want to provide all cardholders the same opportunity to secure tickets to the screenings. By having a specific time for RSVPs, this eliminates the concern of varying time for email service providers to deliver the emails, and provides advance notice to our busy cardholders, which allows them to appropriately plan a time to reserve. This also allows you the time to ensure you and your guests able to attend on the specific screening date/time/location.

**Q: I clicked on the link in the email, but received a “We’re Sorry” Message on Gofobo?**

A: As the tickets are not available to reserve immediately, if you click on the link prior to the specified time you will be shown this “We’re Sorry” message. Please click the link in the email after the time specified to be able to reserve your seats.

