

# TIFF 50 General Festival Accessibility Guide

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## Introduction

TIFF strives to be accessible to all our audiences. We work closely with our accessibility stakeholders to help inform best accessibility practices and to provide an inclusive film-going experience.

TIFF welcomes all members of its community in the Entertainment District of downtown Toronto, as well as guests from all over the world. We are committed to making screenings accessible to as many people with

disabilities as we can, and we strive to remove barriers to access whenever possible.

As part of our ongoing commitment to improving and removing barriers, this guide has been designed to help visitors navigate the Festival when visiting the various venues, according to individual needs and preferences.

## General information

### Festival ticketing

For Festival ticketing, we encourage attendees to buy tickets online in advance of the showtime at [www.tiff.net](http://www.tiff.net). Accessible and companion seating must be booked over the phone for all screenings. You may also visit our Box Office in person at 350 King Street West (find our opening hours at [tiff.net/visit](http://tiff.net/visit)). Please note, a valid piece of ID may be requested for in-person service.

Before booking tickets, if you wish to see a map of the cinemas at the TIFF Lightbox — including the location of accessible seating — you may view digital copies of our seating maps at <https://tiff.net/ticketing/our-cinemas>. For accessibility information at other Festival venues, please download the Venue Accessibility & Visual Guides in either PDF or Word formats available at <https://tiff.net/accessibility-at-tiff>.

If you require assistance securing your tickets, or wish to discuss accessibility accommodations, our Call Centre is open daily from 10am–5pm until August 18, 10am–7pm until September 3, and 8am–10pm from September 4 to 14, 2025. Our Customer Relations team can be reached at:

**Local:** 416-599-2033

**Toll-free:** 1-888-258-8433

**Email:** [customerrelations@tiff.net](mailto:customerrelations@tiff.net)

## **Rush tickets**

If a screening is off-sale, customers without tickets may wait in the Rush line as a last chance to see the film. We recommend arriving for a Rush line no earlier than 60 minutes prior to your screening. Please note that being in a Rush line does not guarantee a ticket to the screening.

If guests have a Lobby Pass and are rushing a film, they must speak to a member of our Front of House team managing the Rush line for that screening when they arrive. Front of House will take note of their place in line, then direct them to the designated waiting area for audience members with Lobby Passes. When it comes time for their spot in line to move into the theatre, Front of House will let guests know and will assist them in getting into the cinema. Admittance to the screening is still subject to ticket availability. Read more about Lobby Passes below.

## **Lobby Pass**

Lobby Passes are available to any visitor and their support person, if applicable, who has an accessibility consideration that limits their ability to stand in a lineup at a venue. The Lobby Pass grants access to a designated waiting area for the pass holder and a companion\* (if required) upon presentation of the Lobby Pass to a TIFF Front of House staff member, alongside a valid ticket to the screening. For the Festival, lobby access and designated waiting areas vary by venue, and space is limited.

No supporting documentation is required for requesting or obtaining a Lobby Pass.

\*We understand that some attendees may require a companion to assist them during screenings and Industry events. In past years, we have offered Companion Passes to our Industry pass holders with Lobby Passes, which would allow a companion to access Industry spaces and screenings with them. This year, the pass title of Companion Pass will be retired, however, a

Lobby Pass will provide the same accommodations. All Lobby Pass holders will be permitted to bring a companion with them into Industry spaces and lobbies, as well as P&I screenings. As in past years, for all public screenings, your companion will require a ticket, which can also be booked through our Customer Relations team.

## **Requesting a Lobby Pass**

Lobby Passes are available by request starting in August.

- Lobby passes can be requested directly through the Customer Relations team. Any requests can be submitted by the visitor over the phone at 416-599-2033 or 1-888-258-8433, in person at TIFF Lightbox, or by email at [customerrelations@tiff.net](mailto:customerrelations@tiff.net).
- For Industry delegates, Lobby Passes can be requested at any time via email to [registration@tiff.net](mailto:registration@tiff.net).

## **How to download a digital Lobby Pass**

Lobby Pass holders will access their Lobby Pass by signing in to TIFF Festival Account Manager and downloading the pass to their mobile device, similar to downloading a digital ticket.

1. Visit TIFF Festival Account Manager from your mobile device:  
<https://am.ticketmaster.com/tiff2/>
2. Click “Sign In” in the top right corner.

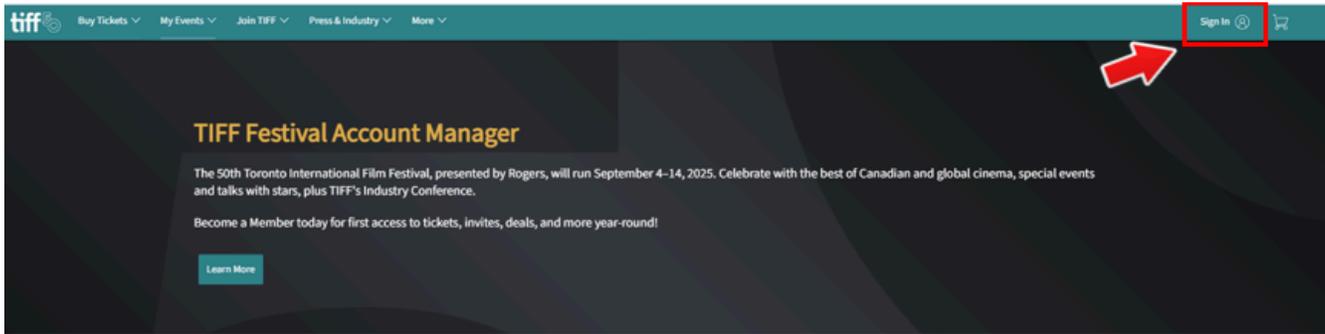


Figure 1: Screenshot of <https://am.ticketmaster.com/tiff2/> with an arrow pointing to the sign-in button in the top right corner

## Sign In to TIFF

New to Ticketmaster? [Sign Up](#)

Email

Password

 SHOW

Remember Me

[Forgot Password?](#)

By continuing past this page, you agree to the [Terms of Use](#) and understand that information will be used as described in both the Ticketmaster [Privacy Policy](#) and [TIFF Privacy Policy](#)

Sign in

Figure 2: Screenshot of <https://am.ticketmaster.com/tiff2/sign-in> page

3. Select “My Events.”
4. Your Lobby Pass will appear here. Look for “2025 Lobby Pass” and click “Select Event.”
5. Under “My Tickets” click the line that reads: “Lobby Pass, General Admission.”
6. A pop-up will appear here with the QR code for your Lobby Pass. You may display the Lobby Pass from this screen, or add the Lobby Pass to your mobile wallet (for example, click the “Add to Apple Wallet” icon).

## **Physical Lobby Pass**

If you require a physical Lobby Pass, please let our Customer Relations team know by phone at 416-599-2033 or 1-888-258-8433, or by email at [customerrelations@tiff.net](mailto:customerrelations@tiff.net) in order to arrange a pickup at our TIFF Lightbox Box Office.

If you are attending the Festival as an Industry delegate and require a Lobby Pass, please contact the Industry team by email at [registration@tiff.net](mailto:registration@tiff.net) to arrange a pickup at the Hyatt Regency.

If you are attending as a Press and Media delegate and require a Lobby Pass, please reach out to [media@tiff.net](mailto:media@tiff.net) to arrange a pickup at the Hyatt Regency.

## **Communication Access Realtime Translation (CART) & American Sign Language (ASL) interpretation**

- ASL sign language is available by request for our Industry programming. Industry delegates can contact [registration@tiff.net](mailto:registration@tiff.net) for assistance. Please contact us as early as possible once the schedule goes live.
- ASL will also be offered at other select open caption screenings. On the [Film & Events page](#), click the filter icon (top right) and select “Open captions (OC)” to see where this will be applicable.

## Filters



- Midnight Madness
- Platform
- Primetime
- Short Cuts
- Special Events
- Special Presentations
- TIFF Classics
- TIFF Docs
- TIFF Next Wave Selects
- Wavelengths

- Directed By Women
- Documentary
- Drama
- Experimental + Avant-garde
- Family Friendly
- Films About Film
- First Feature
- First Nations Métis + Inuit
- Horror
- Latin American Cultures
- Middle Eastern Cultures
- Music
- Musical
- Mystery + Thriller
- Romance
- Science Fiction + Fantasy
- Sports
- War
- Western

### Accessibility

- Audio description (AD)
- Closed captions (CC)
- Open captions (OC)

Clear

Apply Filters

- Open captions will be offered for the 10 classic films presented at Cinema Park (films will be announced on September 2).
- Communication Access Realtime Translation (CART) will be offered for all Industry sessions occurring at the Glenn Gould Studio at the Canadian Broadcast Centre, providing open captioning onscreen.

## Noise levels

- At times during the Festival, the lobby areas, lineups, or Fan Zones can exceed comfortable noise levels for those who are sensitive to loud noises.

## Quiet spaces and sensory bags

- To help support a positive and welcoming environment, a quiet space will be available at TIFF Lightbox, located in Meeting Room 1 on the 4th floor. This room can be found to the left of the elevators. If you need assistance finding it, a Front of House staff member or Volunteer can assist you. This space is meant for anyone who may need a break from sensory stimulation or noise.
- Industry Delegates can access a quiet space, subject to availability, in the basement level of the Industry Centre, located at the Hyatt Regency. A TIFF staff member or an Industry Centre Volunteer can assist with this request.
- Quiet spaces may be available upon request at other Festival venues and a Front of House staff member or Volunteer can assist with this inquiry.
- We are working with KultureCity to make TIFF more sensory accessible and inclusive. Trained volunteers and a limited number of sensory bags from KultureCity will be available to families and individuals who have sensory needs/non-visible disabilities. Sensory bags are equipped with noise cancelling headphones, fidget tools, and verbal cue cards, and will be available for guests to use and return at no additional cost. You can access sensory bags at the Box Office in the lobbies of TIFF Lightbox and Scotiabank Theatre.

## Active listeners

- Active listeners can provide support for patrons during and after a film or event with difficult or triggering content. Support may look like talking through observations and feelings, providing suggestions or resources in the city of Toronto as it relates to counselling, crisis support, and/or other community services, or friendly conversation.
- If active listeners will be available, this will be noted directly on the film pages at [tiff.net/films](https://tiff.net/films). Information on contacting the active listeners will be shared prior to the film and available during the film.

# Navigating the Festival: Venues



Figure 5: A map of the venues where TIFF Festival theatres, studios, and hotels are located. These include Scotiabank Theatre Toronto, Hyatt Regency, Tiff Lightbox, the VISA Screening Room at the Princess of Wales Theatre, Royal Alexandra Theatre, David Pecaut Square, Roy Thomson Hall, and Glenn Gould Studio.

## TIFF 50 official screening venues and locations

- **TIFF Lightbox**
  - 350 King St. W., Toronto, ON M5V 3X5
  - Located at the corner of King St. W. and John St.
- **Scotiabank Theatre Toronto**
  - 259 Richmond St. W., Toronto, ON M5V 3M6
  - Located at the corner of Richmond St. W. and John St.
- **Visa Screening Room at the Princess of Wales Theatre**
  - 300 King St. W., Toronto, ON M5V 1J2

- Located at the corner of King St. W. and John St. on the opposite side of TIFF Lightbox
- **Royal Alexandra Theatre**
  - 260 King St. W., Toronto, ON M5V 1H9
  - Located along King St. W. between Simcoe St. and Duncan St.
- **Roy Thomson Hall**
  - 60 Simcoe St., Toronto, ON M5J 2H5
  - Located at the corner of King St. W. and Simcoe St.
- **Glenn Gould Studio at the Canadian Broadcast Centre**
  - 250 Front St. W., Toronto, ON M5V 3G5
  - Located at the corner of Front St. W. and John St.
- **Industry Centre at the Hyatt Regency**
  - 370 King St. W., Toronto, ON M5V 1J9
  - Located at the corner of King St. W. and Peter St., to the west of TIFF Lightbox
- **Cinema Park at David Pecaut Square**
  - 215 King St. W., Toronto, ON M5V 3G2
  - Located between Wellington St. W. and King St. W., and between John St. and Simcoe St.

Most venues are within a 10–15 minute walk of each other.

### **Wheel-Trans drop-off**

- The Wheel-Trans drop-off is at the corner of Wellington St. W. and John St. on the north east side of the intersection.

## **Festival Street**

- Festival Street is made up of a series of street closures along King St. W. that span across University St. to Peter St., and select streets between Wellington St. and Pearl St. may be affected.
- These closures occur in order to secure the street for red carpet events and to allow spaces for partners to set up booths.
- There may be other temporary road closures throughout the run of the Festival.
- Finding parking spots can often be difficult due to street closures. We recommend taking public transit if possible.

## **Festival Street hours**

- Street closures occur from Thursday to Sunday, September 4–7, 2025, from approximately 10am–10pm.
  - Venues affected are: TIFF Lightbox, Roy Thomson Hall, Visa Screening Room at Princess of Wales Theatre, Royal Alexandra Theatre, and David Pecaut Square.
  - By law, no vehicles outside of talent or emergency vehicles are allowed to drive along Festival Street.

## **Navigating Festival Street**

- Due to the safety and security of those working and attending the Festival, the use of barricades, including concrete barriers, are used along Festival Street.
  - Some barriers go up to 4-feet high and are immovable.
- Navigating to and from venue sites may be difficult for those with accessibility or mobility needs. We strive to maintain gaps between barriers and appropriate widths for lineups (with stanchions and barricades) for wheelchairs.

- If you have accessibility needs, we suggest you find a Volunteer or staff member upon your arrival and let them know.
- You can email [customerrelations@tiff.net](mailto:customerrelations@tiff.net) to inquire about our closures and find out how we can best accommodate your needs.
- For travel to and from Festival Street and TIFF 50 venues, a wheel-trans stop is located at the intersection of Wellington St. and John St. More information about Toronto's Wheel-Trans system, including bookings, can be found at [ttc.ca/wheel-trans](http://ttc.ca/wheel-trans).
- Scotiabank Theatre allows for direct drop-offs from personal vehicles, taxis, or Ubers via Richmond St.
- During Festival Street's closure (September 4–7), we recommend drop-offs for the following venues occur near the following locations:
  - 106 John St. (For TIFF Lightbox and the Rush line at the Visa Screening Room at the Princess of Wales Theatre)
  - 14 Duncan St. (For ticket holders for the Visa Screening Room at the Princess of Wales Theatre, and the Royal Alexandra Theatre)
- If you have accessibility needs, we suggest you find a Volunteer or staff member upon your arrival and let them know.

For additional information on navigating the streets connecting festival venues, please contact [customerrelations@tiff.net](mailto:customerrelations@tiff.net) or TIFF's Call Centre at 416-599-2023 or toll-free at 1-888-258-8433.

## **Venue and bag policy**

- Please note that there will be security present at Festival Street and indoor venues.
- For security purposes, bags will be checked at all Fan Zone entrances, Roy Thomson Hall, the Visa Screening Room at the Princess of Wales Theatre, the Royal Alexandra Theatre, Scotiabank Theatre, and at other indoor venues periodically.
- Any purses or bags that are larger than 12" × 12" × 6" will not be allowed inside the above-mentioned venues. Permitted bags should

be soft-sided and able to fit completely under the venue seats. No outside food or drink can be brought in.

### **Other accessibility needs or questions**

Our Call Centre is open daily from 10am–5pm until August 18, 10am–7pm until September 3, and 8am–10pm from September 4 to 14, 2025, at **416-599-2033 or 1-888-258-8433**, or by email at [customerrelations@tiff.net](mailto:customerrelations@tiff.net).

Industry delegates may also email [registration@tiff.net](mailto:registration@tiff.net) or call the Industry office at 416-934-7384 to discuss accessibility concerns.