

tiff

TIFF 2024

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. Accessible and companion seating must be booked over the phone for all screenings.

If you require assistance, our Call Centre is open daily 10am–7pm until September 4, and 8am–10pm from September 5 to 15, 2024, at:

Local: 416-599-2033

Toll-free: 1-888-258-8433

Email: 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.

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.

***What is a Companion Pass?**

TIFF provides complimentary access to companions of customers with accessibility needs. Companion Passes are meant to accompany patrons and/or delegates with Lobby Passes to and during their screenings. Companion Passes and Lobby Passes are almost always booked together.

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.

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/>

If you have a Industry, Guest, or Press accreditation, you may sign in on TIFF Industry, Guest, and Press Account Manager:

<https://am.ticketmaster.com/tiff4/>

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 “2024 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 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 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 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 for assistance. Please contact us as early as possible once the schedule goes live on August 13, 2024.
- 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-captioning will be offered for the 10 classic films presented at Cinema Park (films will be announced on September 3).
- Communication Access Realtime Translation (CART) will be offered at the *Building Inclusive Futures: The Means of Accessibility* event for Industry delegates on September 7.

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 space

- If you require a quiet space during the Festival, a quiet room may be requested subject to availability at TIFF Lightbox. A member of TIFF Lightbox Front of House staff can assist with this request.

Active listeners

- Active listeners can provide support for patrons 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.
- Active listeners will be available for select films, including, but not limited to:
 - *No Other Land*
 - *From Ground Zero*

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, Princess of Wales Theatre, Royal Alexandra Theatre, David Pecaut Square, Roy Thomson Hall, and Glenn Gould Studio.

TIFF 2024 official screening venues and location details

- **TIFF Lightbox**
 - Located at the corner of King St. W. and John St.
- **Scotiabank Theatre Toronto**
 - Located at the corner of Richmond St. W. and John St.
- **Visa Screening Room at the Princess of Wales Theatre**
 - Located at the corner of King St. W. and John St. on the opposite side of TIFF Lightbox
- **Royal Alexandra Theatre**
 - Located along King St. W. between Simcoe St. and Duncan St.
- **Roy Thomson Hall**
 - Located at the corner of King St. W. and Simcoe St.
- **Glenn Gould Studio at the Canadian Broadcast Centre**
 - Located at the corner of Front St. W. and John St.
- **Industry Centre at the Hyatt Regency**
 - Located at the corner of King St. W. and Peter St., to the west of TIFF Lightbox
- **Cinema Park at David Pecaut Square**
 - 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.

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 5–8, 2024, from approximately 10am–10pm.
 - Venues affected are: TIFF Lightbox, Roy Thomson Hall, Visa Screening Room at Princess of Wales Theatre, Royal Alexandra Theatre, 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 to inquire about our closures and find out how we can best accommodate your needs.

Other accessibility needs or questions

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