



# Veezi Cinema Reopening Kit Guide

Vista Entertainment Solutions  
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## About this document

This guide covers how to set up the Veezi Cinema Reopening Kit and how to make the most of the features it offers.

As always, get in contact with our Support team if you need any further assistance.

### Disclaimer

This guide provides information about features in Veezi that may be helpful in assisting you to reopen and operate your cinema in accordance with any laws and regulations, and any requirements and directions of relevant authorities, that relate to your cinema, including in relation to the COVID-19 pandemic. This guide is not intended to be, and should not be used as, a substitute for taking legal advice in any specific situation. Nothing in this guide should be construed as replacing or superseding any laws or regulations, or any requirements or directions of relevant authorities, that relate to your cinema. Neither Vista Entertainment Solutions Limited nor any of its affiliates will accept any liability for any actions taken or not taken based on this guide.

## About the Veezi Cinema Reopening Kit

The Veezi Cinema Reopening Kit is a collection of features to help your sites in a COVID-19 and post-COVID-19 world. These features will help you operate in a restricted environment, and give you ways to increase staff and moviegoer safety.

The features in the Veezi Cinema Reopening Kit include:

- Social-distance seating
- Contact tracing

# Social-distance seating

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### About social-distance seating

Social-distance seating allows you to keep moviegoers at a safe distance from one another in sessions that use allocated seating. You can implement seating rules to ensure groups of moviegoers maintain a gap on either side of them, and in front of and behind them, while also maximising your occupancy.

Tickets bought together in the same order are considered part of the same group, and so can be seated together. The rules will then restrict other moviegoers from buying or booking seats directly next to, or in front of or behind, those groups. This helps you meet the social-distancing requirements of your cinema. These rules are enforced through all sales channels.

**Note:** *In V-Tix, social-distance (gap) seats are displayed in a light-grey to differentiate them from other seats. This doesn't apply to POS or Kiosk.*

### Setting up social-distance seating

1. Open **Veezi Back Office**, and click **Settings > General Settings**.
2. Go to the **Social-Distance Seating** section.
3. Set **Gaps Within Rows** to **One Seat, Two Seats, Three Seats**, or **Four Seats**.
4. Set **Gaps Between Rows** to **Front and Behind** or **Front, Behind, and Diagonal**.

**Note:** If you've previously deleted rows or changed them to house seats to handle in-front and behind gaps, reach out to Support to reset your seat map before complete these steps.

5. Set **Optimised Occupancy** to **Yes**. This'll maximize the number of moviegoers you get for a show by automatically preventing selections that would create unnecessary seat gaps.
6. Save.

### Setting a capacity limit for your shows

If you need to limit the number of moviegoers in your shows, you can set a maximum seating capacity. This limits the total number of sellable tickets for every show.

If you want to set a capacity limit at the *screen* level, get in touch with us so we can do that for you.

**Warning!** If you fully sell out a show and then decide to increase the seating capacity to sell more tickets, the show will still appear as sold out. If this happens, let us know, and we can unlock the show for you. To avoid this, try to anticipate whether you'll need to sell more tickets than the capacity you've set, and increase the limit before you sell out.

1. Open **Veezi Back Office** and click **Settings > General Settings**.

2. Under **Maximum Seating Capacity**, choose how to set your capacity limit. You can specify a limit by percentage of total seats on a seat plan or by ticket count.
3. If you selected **By Percentage**, set the **Max percentage of capacity**. The number of sellable tickets for your shows will be limited to the specified percentage of total seats on a seat plan.

**Example:** If the seat plan for one of your screens has 60 seats available and you set the max percentage to 50, the maximum seating capacity for shows in that screen will be 30 (i.e. 50%).

4. If you selected **By Ticket Count**, set the number of **Max sellable tickets**. This limits the number of sellable tickets for every show to the number you've specified.
5. Save.

# Contact tracing

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### About contact tracing

You might be required to collect and keep the contact details of your moviegoers. You can already capture most of the details you need in V-Tix, and you can easily switch POS to Booking mode to set up contact tracing there. At Kiosk, you can configure the system to capture contact details as well.

If you ever need to produce the contact details of your moviegoers for a particular show, you can then run a report in Back Office to show all this information in one document.

### Setting up contact tracing in V-Tix

When moviegoers are buying tickets in **V-Tix**, they're already required to give their name and email address. You can configure V-Tix to require them to give their mobile number as well, if you need to for contact tracing.

1. Open **Veezi Back Office** and click **Additional Modules > V-Tix**.
2. Set **Capture Mobile Numbers** to **Yes**.
3. Set **Make Mobile Numbers Required** to **Yes**.
4. Save.

### Setting up contact tracing at POS

POS already lets you capture moviegoers' contact details by using bookings. We recommend using POS in Booking mode, which makes every order a booking by default. This means that your POS operators will be prompted to ask for contact details for every order, rather than only when they need to for a normal booking.

Get in contact with Support, and we'll help you set this up for your cinema.

### Setting up contact tracing at Kiosk

Kiosks are a great way to sell tickets to moviegoers with as little interaction as possible. Not only is this a good idea to help with social distancing, but it also means you might be able to schedule fewer staff.

You can configure **Kiosk** so that each order requires moviegoers to give their contact details.

1. On each of your Kiosk machines, run the **Veezi Kiosk Configuration Wizard**.
2. Continue through the steps until you get to step 7.
3. Select **Require customers to give their contact details at Kiosk**.
4. Complete the wizard.

### Running a report for contact tracing

The **Bookings by Show** report shows the detail for all admits to a given show. If you need to see the contact details for all the moviegoers in a show, run the report and see the **Contact** column.

1. Open **Veezi Back Office** and go to **Reports**.
2. Search for the **Bookings by Show** report and click **View Report**.
3. Complete the prompts and click **Run Report**.



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