



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 a seating rule to ensure groups of moviegoers maintain a gap on either side of them in a row.

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

You may also need to modify your seating layouts to remove every second row, which ensures there's enough space both in front of and behind your moviegoers. We'll need to do this bit for you, so contact Support and we can get that done.

Setting up the social-distance seating rule

1. Open **Veezi Back Office** and click **Settings > General Settings**.
2. Under **Social-Distance Seating**, set the **Enforced gap** to **No Gap, One Seat, Two Seats**, or **Three Seats**.
3. Save.

Setting a capacity limit for each show

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

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 your seat plan or by ticket count.
3. If you selected **By Percentage**, set the **Max percentage of capacity**. The number of sellable tickets for each show will be limited to the specified percentage of total seats on your 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 each 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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