Virtual Screening Room – FAQs

Pricing

How much will a licence for a film cost when using the Virtual Screening Room?
➢ Licence fees will start at £83, which is in line with our standard STSL licencing costs.

Will there be any other costs associated with the screening, and are there any restrictions on ticket numbers / audience size?
➢ There is an additional technology fee, the price for which will be dependent on the number of people in your audience.

Ticketing

What if the audience size of the planned screening changes (i.e. increase / decrease in attendees)?
➢ As our prices differ based on audience size, the size is specified at the time of booking. However, if the audience number does change, you have the option to amend this in your booking up until one working day prior to the date of the screening.

How will virtual 'tickets' and access to the Virtual Screening Room work in the event of a technology issue?
➢ If an audience member loses connection or exits the Virtual Screening Room, they will be able to re-enter as long as they are the only one using their virtual 'ticket'.

The Screening

How are the virtual 'tickets' and URLs distributed?
➢ The distribution of the virtual 'tickets' will be the responsibility of those organising the screening. The primary reason for this is because of GDPR regulations, as Filmbankmedia are not able to handle the personal information of your audiences.

Are screenings scheduled or can they be started at any time?
➢ All screenings will be scheduled, allowing them to be streamed to all audience members at a fixed start time. This start time is requested at the time of booking but can be amended up to 1 day before the event.

How many screenings does the licence cover?
➢ The licence will be for one screening on a specified time and date.

Will 'straight to Video on Demand' theatrical releases be available to book in the Filmbankmedia Virtual Screening Room?
➢ The availability of a 'straight to Video on Demand' film is dependent on whether we have been granted rights to licence the title on behalf of the studio or distributor.

Is there a functionality that allows age restriction if showing a title with a more mature BBFC certification?
➢ It is the responsibility of the screening organiser to ensure 'tickets' are only provided to attendees of an age appropriate for the film being screened.

How early before the start time of the screening can the audience access the Virtual Screening Room?
➢ The Virtual Screening will automatically open an hour prior to the screening start time and will close one hour after the screening ends.

If an attendee needs to leave the Virtual Screening Room for any reason, is there an option for them to pause the screening and resume viewing upon return?
➢ As the Virtual Screening Room is designed to recreate a communal viewing experience (with included chat functionality), individual pausing will not be possible for this reason.

Would there be options for the screening organiser to brand the Virtual Screening Room?
➢ At present it will not be possible to self-brand, however the name of your organisation is included.

How will a screening work if being screened in both a physical venue and online concurrently?
➢ As each viewer has their own virtual 'ticket', this will also be the case for the venue, who will count as one of the viewers of the synchronised screening.

If screening in a physical venue and online concurrently, is it possible to use the Virtual Screening Room on the 'big screen'?
➢ Yes, it will be possible to use the Virtual Screening Room on a big screen connected via HDMI.

Who presses 'play' at the film start time?
➢ The start time of the film is requested when the initial booking is made and is therefore automated - so no one need worry about manually pressing 'play'.

When is payment taken? Before or after the screening?
➢ Billing will be the same as any normal Filmbankmedia booking. Filmbankmedia will invoice your organisation after the screening date and Box Office returns have been provided.

Content

Which film titles will be available to book from launch?
➢ The specific film titles that will be immediately available are still being finalised with the participating rightsholders. These titles will be highlighted on our website prior to launch.

Chat functionality

Will there be a live text-chat functionality available?
➢ A text-chat functionality will be available before, during and after the screening for those who wish to use it.

Are there any developments to create a live video chat functionality?
➢ Our current plans are for a typed live text-chat functionality only, to avoid disturbance for attendees during the film screening.

Can you turn the chat functionality off?
➢ There will be the option to close the chat during the film if desired and / or to have this available on a second screen.

Technology

What if there is a technical failure during the screening?
➢ While this is a fully tested system developed in discussion with some of our key clients, in the event of a fault or a technical failure resulting from Filmbankconnect we will provide a refund.

Will there be an option for the films to be downloaded rather than streamed?
➢ The download of films is not an available option at this current time.

What will the file size and quality of the film be?
➢ There is no file as the film is streamed. This will be an adaptive bit-rate stream therefore the quality will be dependent on the connection speed. The maximum is likely to be 1080p, although this is dependent on rights and the original material provided by the studio.

Will there be an option to have subtitles for the screening?
➢ Each audience member will be able to choose their audio/subtitles from those made available with the film.

Is 4K resolution possible?
➢ 4k is possible. However, this will incur significantly higher tech costs and will be dependent on the studios for rights and materials.

What if the viewer has a poor internet connection?
➢ To use the Virtual Screening Room, we recommend a minimum bandwidth of 5mbps.

Will viewers be able to link the Virtual Screening Room on their laptop to a TV?
➢ TVs plugged in to laptops via an HDMI cable will work, but this will not be possible wirelessly for security reasons.

Is there scope to stream / 'cast' to a TV via Roku, Amazon Firestick, Chromecast, and other similar devices?
➢ As above, for security reasons, the technology does not facilitate wireless screenings.

Will the Virtual Screening Room be browser-based, so that if you have a smart TV you can access this via the browser?
➢ Virtual Screening Room is optimised for computers. Smart TVs are not currently supported however, because it is browser-based, this set up could work if the TV is a newer model using the latest version of Google Chrome.

Will the Virtual Screening Room be available as an app?
➢ The Virtual Screening Room will remain browser-based to ensure maximum availability and simplicity for audience members.

Will the Virtual Screening Room be compatible with / viewable on iPads and tablets as well as PCs?
➢ The Virtual Screening Room is optimised for laptops (Mac / Windows) and will work while using Google Chrome.