

MIFF SCREENING GUIDE

SF

Sensory Friendly Screening
The Concierge (70 mins)

Tuesday 13 August
11.00am

ACMI 1 (Melbourne CBD)



Contents

1	Front Page
2	Contents
3	What to Expect
4	Getting to the Venue
6	Getting Around the Venue
13	Map of the Venue
16	Film Info
17	Content Advice
18	Feedback

What to Expect

As part of MIFF's mission to be a leader in accessible services for cinema-going audiences, we are offering this Sensory Friendly Screening of the film *The Concierge*.

To make this session sensory-friendly, we will be making a number of changes:

- The cinema space will have house lights that remain at an 'Airplane Night Time' level.
- The sound will be reduced by a quarter.
- The space will have different social permissions granted to it, introduced at the start of the screening, that allow Neurodivergent audience members to act as they need to in order to self-soothe and exist comfortably within the theatre.

MIFF has an open-door policy for its film screenings by default, and the same will apply to this session. In addition, there will be a designated Quiet Space for you to remove yourself to in the case of sensory overload or if you wish to have some time to yourself.

All of this creates a unique viewing experience for you. You will be able to rock, stim, hum, filter any sensory input as desired and pace around the cinema as you please.

We are excited to be able to offer you this Sensory Friendly Screening so you get to experience this movie as it was always intended to be.

Tom Middleditch
Access Coordinator

Getting to the Venue

For full information on the venue, you can go here: [\[MIFF Website Page Link\]](#)

Below is the basic information:

ACMI has two entrances: one on Flinders Street and the other within Fed Square.

Flinders Street entrance:

- Entry is via a small staircase from Flinders Street through a revolving door into an open space. This is called the Lightwell.
- From the Lightwell, take the large central staircase to Level 1 for the Box Office, the MIFF Festival Hub and the Campari Cinema Lounge.
- From Level 1, take the staircase on the left past the box office to Level 2 for Cinemas 1 and 2.
- For step-free/wheelchair access, take the ramp from Flinders Street through the accessible door to the left of the revolving door. This is operated by a push button with a wheelchair symbol on it.
- Head through the Lightwell foyer to the right past the Gallery entrance to an internal lift and take the lift to Level 1.
- Exit past the Campari Cinema Lounge and take a second internal lift next to the MIFF Festival Hub to Level 2 – cinema level.

Getting to the Venue (continued)

Fed Square entrance:

- Enter Fed Square from Swanston Street and head across the open cobbled-stoned plaza to the ACMI entrance on the left-hand side.
- Enter through the glass doors into Level 1 for the Box Office, the MIFF Festival Hub and the Campari Cinema Lounge.
- Take the staircase on the right directly after the glass doors to the cinemas on Level 2.
- For step-free/wheelchair access, take the internal lift next to the MIFF Festival Hub to the cinemas on Level 2 – cinema level.

Please see 'How to Book Your Ticket' if you require step-free/wheelchair access at ACMI: [\[MIFF Website Page Link\]](#)

The cinema doors have push buttons for assisted opening of cinema doors.

There is a carpet in each cinema, and the walls are steel with inlaid lights.

To borrow a wheelchair, present ID at the Box Office on Level 1 and ACMI staff can organise one free of charge.

Getting Around the Venue

The recommended entrance is via the Lightwell on Flinders Street.



Getting Around the Venue (continued)

Take the stairs or the ramp.



Getting Around the Venue (continued)

Enter the space.



Getting Around the Venue (continued)

In the Lightwell, you can take the stairs up.



Or you can use the lifts.



Getting Around the Venue (continued)

This will take you to the Box Office.



Getting Around the Venue (continued)

You can get to the cinema level via the stairs behind, or by turning to your left.



You will find the lift that goes to the cinema level.



Getting Around the Venue (continued)

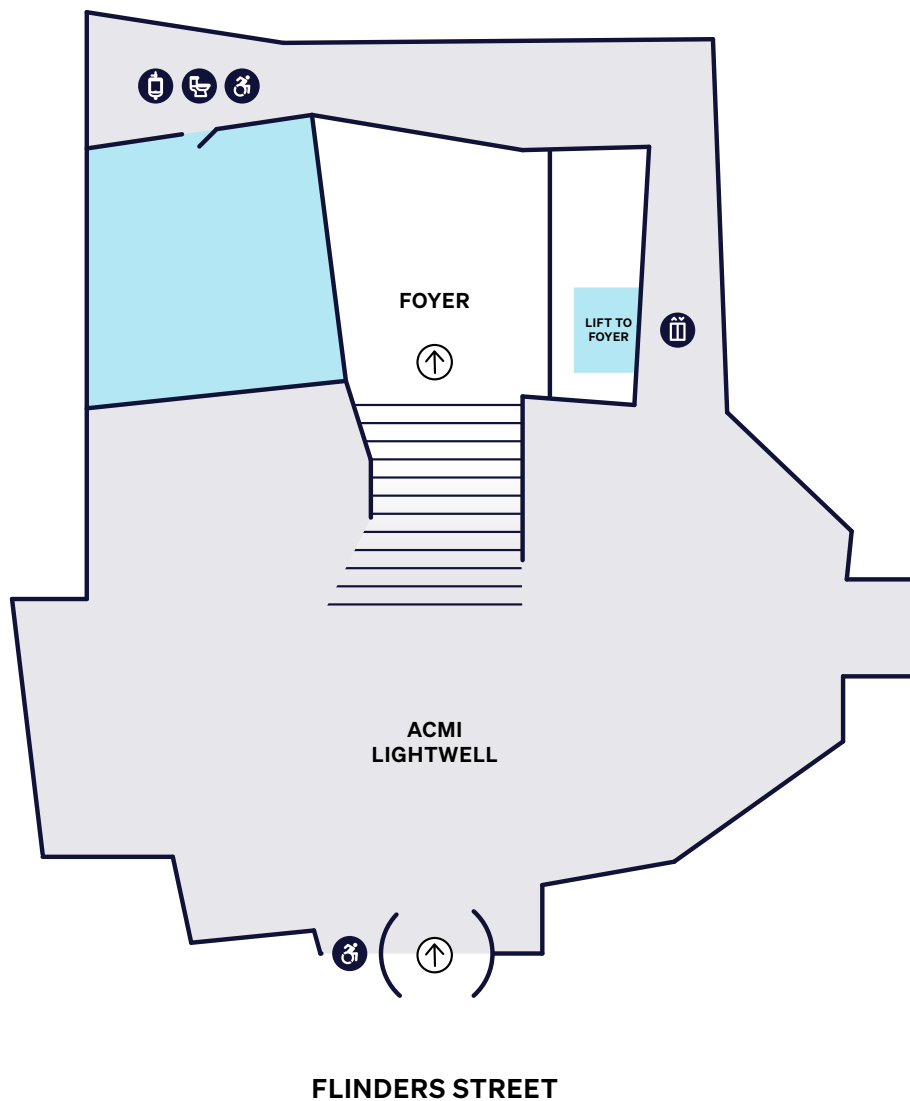
The entrance to your cinema will look like this:



Map of the Venue

Here is a map of the venue you will be watching the movie in.

ACMI Ground Floor



KEY

- Cinemas
- Services
- Venue Facilities

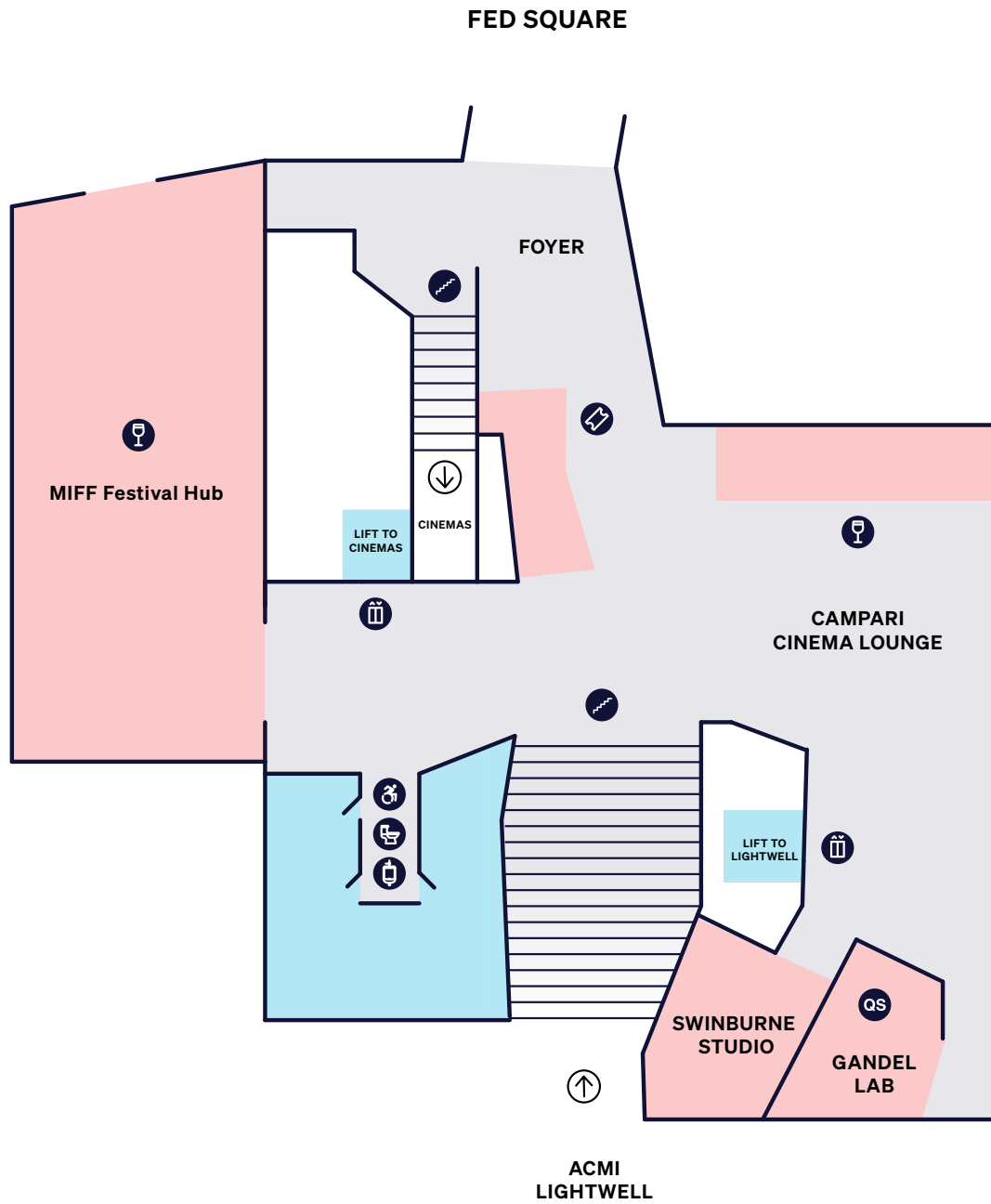
- Toilets - Urinals
- Toilets - Stalls
- Wheelchair Access

- MIFF Box Office
- Bar / Candybar
- Quiet Space (Session Specific)







- Elevator
- Escalator
- Stairs

Map of the Venue (continued)

ACMI Level 1

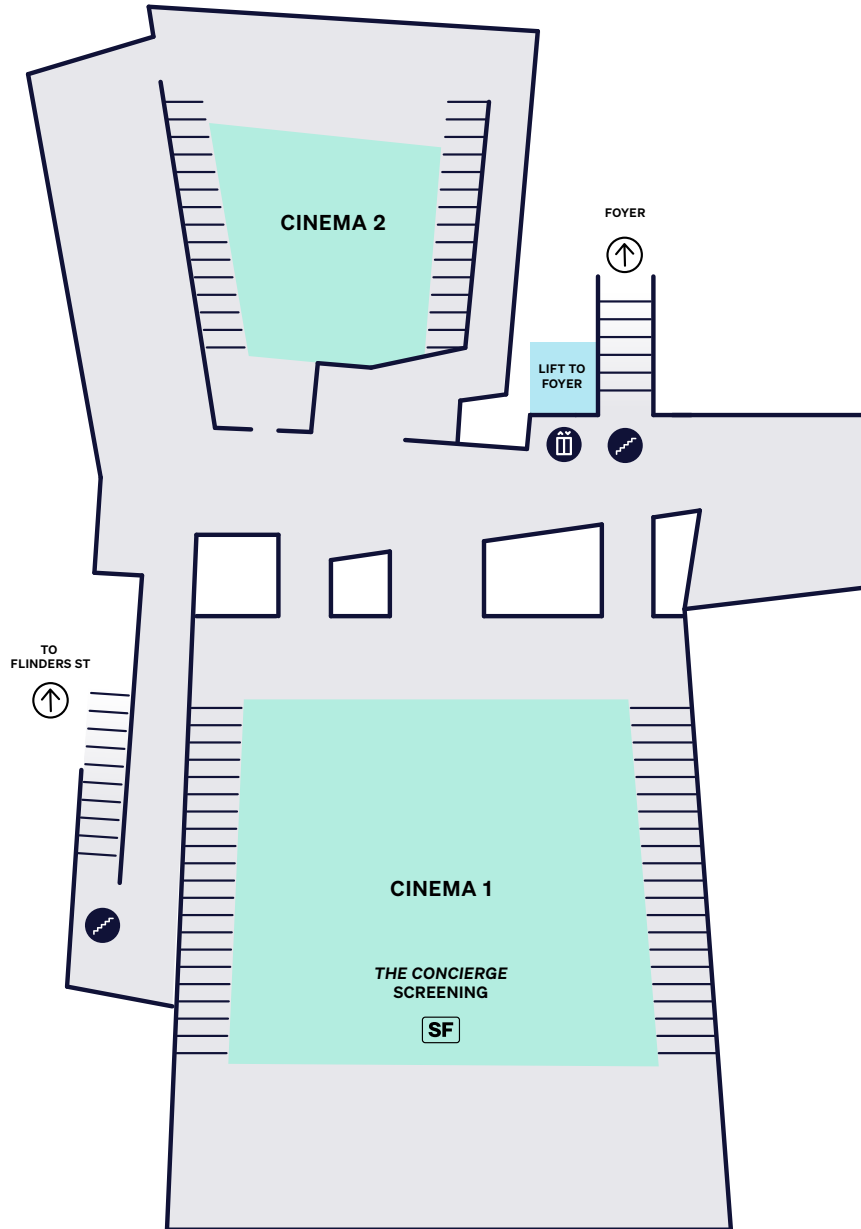


KEY




- | | | | |
|--|---|--|---|
|  Cinemas |  Toilets - Urinals |  MIFF Box Office |  Elevator |
|  Services |  Toilets - Stalls |  Bar / Candybar |  Escalator |
|  Venue Facilities |  Wheelchair Access |  Quiet Space (Session Specific) |  Stairs |




Map of the Venue (continued)




ACMI Level 2






KEY

-  Cinemas
-  Services
-  Venue Facilities

-  Toilets - Urinals
-  Toilets - Stalls
-  Wheelchair Access

-  MIFF Box Office
-  Bar / Candybar
-  Quiet Space (Session Specific)

-  Elevator
-  Escalator
-  Stairs

Film Info

In this sparkling anime comedy set in a vibrant alternate world, the customer is always right – but they're never human.

Hokkyoku Department Store isn't your average upscale emporium. While its staff are human, all the customers are stylishly dressed talking animals: from cats, bears and horses to demanding walruses, amorous peacocks and woolly mammoths! On her first week, trainee concierge Akino scrambles to solve the shopping-related dilemmas of her 'Very Important Animal' customers. Eager but klutzy, she often over-promises or misreads situations – and her scary manager Mr Todo is always popping out of the most unexpected places to note down all her mistakes. Can Akino keep everyone happy, and keep her dream job?

Based on Tsuchika Nishimura's award-winning manga series, *The Concierge* also evokes Wes Anderson's *Grand Budapest Hotel* in its quirky characters and its nostalgia for the lost glamour of old-fashioned customer service. This stylishly visualised fantasy is so breezy and funny that its poignant conservation message may be easy to miss. But if you're as compassionate as Akino, you'll resonate with this film's invitation to care for the creatures with whom we share the Earth.

"A delight from beginning to end ... with a lively, expressive art style and wonderfully absurd characters." – *IGN Movies*



Content Advice

For the MIFF screening of this film, we want to strike a balance between keeping elements a surprise and providing the information you need to make an informed decision as to the emotional journey you will be going on. We believe the below is sufficient for this:

Content

Discussion of:

- Extinct Animals
- The passing of Partners and Lovers

Imagery

Depiction of:

- Animals being stepped on
- Animals with Injuries
- Menacing strangers looking from hidden places
- Socially awkward interactions
- Comic Attempted Suicide

Feedback

How did you go?

MIFF is delighted to have the opportunity to present Sensory Friendly Screenings for adult audiences. We can only improve based on feedback we receive from the people who matter – you!

If you are comfortable, please email our Access Coordinator:

access@miff.com.au.



Melbourne
International
Film Festival