

# 1: Click “Sign In” from the main page

EN

Q&A | Golden Horse



Events

My Tickets

Search by Event



Sign In

Home / Events

All

What's On

New Onsales



Golden Horse Fantastic Film Festival

## NOTE :

1. Please read and agree to all the terms and conditions before placing the order. Purchasing or refunding is treated as fully agreeing to all the rules.
2. Please avoid logging in the same account with multiple windows or devices.

# 2: “Sign in” your Golden Horse account

[Online Ticketing](#)

[Virtual Cinema](#)

[News](#)

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[Highlights](#)

[Sponsorship](#)

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[中文](#)



TAIPEI GOLDEN HORSE  
FILM FESTIVAL

[AWARDS](#)

[FILM FESTIVAL](#)

[FPP](#)

[ACADEMY](#)

[Home](#) > [Sign In](#)

For Hotmail and Yahoo Mail account users, please kindly note that the notification emails from TGHFF website may be blocked or automatically sent to spam/junk folders by the email servers.

[Sign in](#)

[Forget Password](#)

# 3: Read and click “**Agree**” the terms and regulations



TAIPEI GOLDEN HORSE  
FILM FESTIVAL

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tixCraft will collect the following information:  
your email address, full name, gender, address and  
contact number as registered in Taipei Golden Horse Film  
Festival official website.

Clicking on AGREE confirms your approval that tixCraft and Taipei Golden Horse Film Festival individually follow its own terms of service and privacy policy. Please use your personal information carefully. You may cancel this authorization in "My Account> General> Member Data", but the information on tixCraft will remain since it will be inaccessible by/from Taipei Golden Horse Film Festival.

Cancel

Agree

# 4: Complete member information, click “Confirm”

-- Your member's data will be used as shipping information. Please make sure that your name, contact phone number, and address are correct in order to receive tickets or products successfully.  
-- Please fill in correct information in order to protect your privilege of shopping.  
-- Notice: All required fields must be filled before ordering.

### [Member basic info]

ID number \*

Full name \*   
-- Used as your shipping addressee's name automatically. Please fill in correct information to avoid failure delivery.

Gender \*  Male  Female

Birthday \*

### [Member contact and recipient info]

Mobile phone \*   
-- Used as your addressee's contact phone number automatically. Please fill in correct information to avoid failure delivery.  
-- Please fill in your phone number (with country and area codes for completeness).

Alternate phone

Shipping address \*     
-- Used as your shipping address automatically. Please fill in correct information to avoid failure delivery.  
-- To fill in a domestic address, please use the drop-down menus. The zipcode will be chosen automatically.  
-- To fill in an overseas address, please choose 'Overseas' from the drop-down menus. Then input your address after '999OverseasAddress'. Any non-domestic address will be considered as picking up tickets at the event venue when handling shipping tickets. (Ex. 999OverseasAddress 1600 Pennsylvania Ave NW, Washington, DC 20500 )

Email \*   
-- Please avoid using free email addresses such as Yahoo!, PChome, Sina, etc.

Subscribing e-papers  You will receive emails of newest products/events/discount information occasionally.

Policies & Terms  Check to indicate that you have read and agreed on our Policies of privacy and terms and conditions of the Membership.

Confirm

Read and agree the **Privacy Policy/Terms of Use** of the Membership before click confirm.

# 5: Select a event

EN

Q&A | Golden Horse [金馬]



Events

My Tickets



My Account

Home / Events

- All
- What's On
- New Onsales



Golden Horse Fantastic Film Festival

# 6: Click “Buy Tickets”

EN

Q&A | Golden Horse [金馬]



Events

My Tickets



My Account

Home / Events



Buy Tickets

# 7: Choose preferred screening then click “Find tickets”

Home / Events



Buy Tickets

Event Date & Time	Event Name	Venue	Status
[blurred]	[blurred]	[blurred]	<a href="#">Find tickets</a>

# 8: Choose “Best Available” or “Pick Your Own”

then click section “General” or “Accessible” to next step

If a companion seat is required, please bring your ticket and Disability ID to the festival ticket booth to make an additional purchase.



### Choose Your Seat Selection Method

- 1  Best Available
- Pick Your Own

### Choose Your Section

- 2  General Available
- Accessible 2 seat(s) remaining

# 8-A: Best Available

## Choose Ticket Type/price & Quantity

## Read and agree the regulations

The section that you have selected is **General** | You can choose up to 8 tickets.

Ticket Info	Quantity	Ticket Notes
<a href="#">Advance Ticket</a>	0 <input type="button" value="v"/>	
<a href="#">Concession</a>	0 <input type="button" value="v"/>	限「65歲以上」或「身心障礙人士與乙名必要陪同者」購買，入場未出示證件須補差價。 For people over 65 or those with disabilities.

**2**  I hereby acknowledge that I have read and agreed to all the [Terms of Use](#) and the rules and regulations of this event, and authorized tixCraft to collect, process, utilize and internationally transmit my personal data in accordance with the terms of use and within the scope of specific purposes set forth therein.

Back

**3**

# 8-B-1: Pick Your Own

Pick a seat then click “**Confirm Seats**”

↑ Seats Orientation ↑

General

Icon Legend  Available  Sold  Seats selected

Close Reset Confirm Seats 2

A排5號	A排6號	A排7號	A排8號	A排9號	A排10號	A排11號	A排12號	A排13號	A排14號	A排15號	A排16號
B排5號	B排6號	B排7號	B排8號	B排9號	B排10號	B排11號	B排12號	B排13號	B排14號	B排15號	B排16號
C排5號	C排6號	C排7號	C排8號	C排9號	C排10號	C排11號	C排12號	C排13號	C排14號	C排15號	C排16號
D排5號	D排6號	D排7號	D排8號	D排9號	D排10號	D排11號	D排12號	D排13號	D排14號	D排15號	D排16號
E排5號	E排6號	E排7號	E排8號	E排9號	E排10號	E排11號	E排12號	E排13號	E排14號	E排15號	E排16號
F排5號	F排6號	F排7號	F排8號	F排9號	F排10號	F排11號	F排12號				
G排5號	G排6號	G排7號	G排8號	G排9號	G排10號	G排11號	G排12號	G排13號	G排14號	G排15號	G排16號
H排5號	H排6號	H排7號	H排8號	H排9號	H排10號 <input checked="" type="checkbox"/>	H排11號	H排12號	H排13號	H排14號	H排15號	H排16號

# 8-B-2: Pick Your Own

Choose Ticket Type/price & Quantity  
Read and agree the regulations

The section that you have selected is General | You can choose up to 8 tickets.

Ticket Info	Quantity	Ticket Notes
Advance Ticket	0 <span style="font-size: 0.8em;">▼</span>	
Concession	0 <span style="font-size: 0.8em;">▼</span>	限「65歲以上」或「身心障礙人士與乙名必要陪同者」購買，入場未出示證件須補差價。 For people over 65 or those with disabilities.

**2**  I hereby acknowledge that I have read and agreed to all the [Terms of Use](#) and the rules and regulations of this event, and authorized tixCraft to collect, process, utilize and internationally transmit my personal data in accordance with the terms of use and within the scope of specific purposes set forth therein.

Back

**3** Submit

# 9: Choose Payment method, Delivery Method, and confirm orders then click “Checkout” or “Continue Ordering”

Please fill out all the details below and submit your order within 09:31.

**Contact Details**

Full Name [Redacted]  
Email [Redacted]  
Mobile No. [Redacted]

**1 Payment Method**

Credit Card

1. We accept credit card payments with VISA, Mastercard, JCB, and UnionPay cards. Unfortunately, we can't accept payment from American Express, and Diners Club.  
2. After submitting your credit card payment, regardless of the prompt that is displayed (successful, failed, etc.), you should always refer to your Order Status under My Tickets in your tixCraft fan account for an accurate confirmation of whether your payment was successful or not.

JKOPay

1. When purchasing tickets on a "computer" webpage and selecting JKOPay at checkout, a "payment QR code" will be displayed on your computer screen. Please open the "JKOPay APP" on your mobile device and select "掃描條碼" to scan the payment QR code.  
2. When purchasing tickets on a "mobile" webpage and selecting JKOPay at checkout, you will automatically be redirected to the "JKOPay APP."  
3. In the "JKOPay APP," select your payment method. Once selected, the system will automatically display your payment information for confirmation.

**2 Delivery Method**

Mobile Ticket

The system will generate a QR Code mobile ticket for each ticket in your order.

現場取票 (Venue Collection)

請持QRcode取票。取票時間及地點請參考各節目取票提醒。  
Print out the tickets via self-service kiosk, with your QR code.  
For more information please see Collection Rules in each event.

Order No. [Redacted]

Item	Section	Seat Info	Ticket Info	Action
[Redacted]	General		Early Bird /	<a href="#">Remove</a>
			Ticket Qty.	1 ticket(s)
			Service Fee (NTD)	0
			Total (NTD)	

Do not click “BACK” on your browser  
Use “Continue Ordering” instead.

[Cancel Order](#) **3** [Continue Ordering](#) [Checkout](#)

# 9-A-1: Pay by Credit Card

🕒 The order will expire in **14:51** .

**Please fill out the credit card information within this time.**

Store Name:

Order Number:

Order Amount:



**Card Numbers**

**Expiration Date**    
MM/YY

**CVC**   
The last 3 digits on the back of the card



 **Confirm**

# 9-A-2: Pay by Credit Card



## 國泰世華銀行 網路交易驗證服務

特約商店：TIXCRAFT

交易金額：TWD [REDACTED]

交易日期：[REDACTED]

信用卡號：\*\*\*\*-\*\*\*\*-\*\*\*\*-[REDACTED]

- 簡訊傳送驗證碼
- 電子郵件傳送驗證碼

取得

取消驗證

- 按「取得」後，本行將於1~2分鐘內傳送驗證碼，請於5分鐘內完成認證。
- 若您無法完成驗證或是未收到驗證碼，請與**客服中心**聯絡。

# 9-A-3: Pay by Credit Card, after payment, Order Status shows **Order confirmed**

Home / Events / Taipei Golden Horse Film Festival / Confirmation



[Blurred text]

Order No. [Blurred]

Order Status **Order confirmed**

Total Payable (NTD) :

### Order Summary

Item	Section	Seat Info	Ticket Info
[Blurred]	General	[Blurred]	Advance Ticket /
		Ticket Qty.	1 ticket(s)
		Total (NTD)	

[View Details](#)

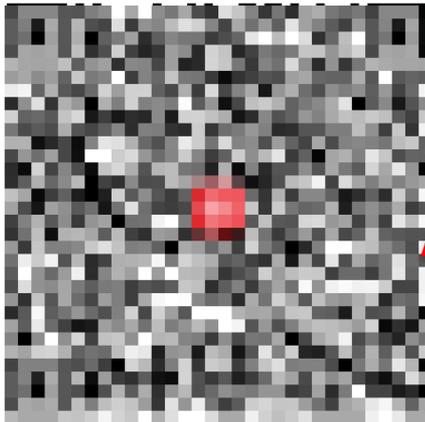
# 9-B-1: Pay by JKOPay, scan the QR Code to complete the payment

Payment time remaining : 14:55



JKOPAY

Order No. [REDACTED]



Tap the QR code when using your mobile device to open the APP and then continue to checkout

When purchasing tickets on a **"computer" webpage**. Please open the "JKOPay APP" on your mobile device and select "掃描條碼" to scan the payment QR Code.

When purchasing tickets on a **"mobile" webpage**, you may tap the link to open your "JKOPay APP".

# 9-B-2: Pay by JKOPay ,choose payment method then confirm the payment

## 1. Choose Payment method



請選擇付款方式

儲值帳戶



街口帳戶

TWD

銀行帳戶



台新國際商業銀行帳戶

信用卡

VISA

信用卡

VISA

信用卡



## 2. Confirm



付款日期

轉出帳號

街口帳戶

付款對象

tixcraft(官網)  
(拓元股份有限公司)

街口帳戶

訂單金額

TWD :

街口券折抵

-

街口幣折抵

-

支付金額

TWD :

確認付款

取消

# 9-B-3: Pay by JKOPay , after payment, Order Status shows **Order confirmed**

Home / Events / Taipei Golden Horse Film Festival / Confirmation



[Redacted]

Order No. [Redacted]

Order Status **Order confirmed**

Total Payable (NTD) :

### Order Summary

Item	Section	Seat Info	Ticket Info
[Redacted]	General	[Redacted]	Advance Ticket /
		Ticket Qty.	1 ticket(s)
		Total (NTD)	

[View Details](#)

# 10: View “MY Tickets” to check details

## MY TICKETS

My Tickets only displays tickets purchased by this account. To view tickets that were transferred to you, please go to [My Transfers] → [Received].  
Ticket transfer allows you to transfer some or all of your tickets from your Ticketmaster account to another.  
Not all orders are eligible for ticket transfers. A 'Transfer' button will be displayed when transfer is available.

Order No.	Order Time	Purchase Information	Order Status
[REDACTED]	[REDACTED]	JKOPAY Mobile Ticket	Order confirmed <a href="#">Hide Details ^</a>

Item	Section	Seat Info	Ticket Info
[REDACTED]	General	[REDACTED]	Advance Ticket / .
		Ticket Qty.	1 ticket(s)
		Total (NTD)	

After payment, order status shows **Order confirmed**.

Wait for the bank to verify payment (about 20 mins), the status will change to “**Ticket collection completed**” or “**Pending ticket collection**”.

You may then have the **QR Code(Mobile Ticket or Venue Collection)**

# 11-A-1: Mobile Ticket, after verify payment, Order status changes to **Ticket collection completed**. You may then have the e-ticket in “**View Mobile Ticket**”.



Events

My Tickets

Search by Event



My Account

Home / My Tickets

## MY TICKETS

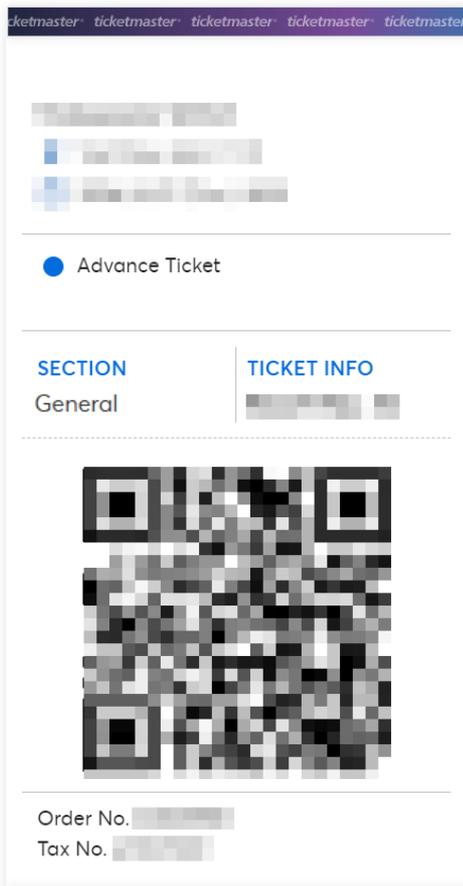
My Tickets only displays tickets purchased by this account. To view tickets that were transferred to you, please go to [My Transfers] → [Received]. Ticket transfer allows you to transfer some or all of your tickets from your Ticketmaster account to another. Not all orders are eligible for ticket transfers. A 'Transfer' button will be displayed when transfer is available.

Order No.	Order Time	Purchase Information	Order Status
[REDACTED]	[REDACTED]	<p>JKOPAY Mobile Ticket</p> <p><a href="#">View Mobile Ticket</a></p> <p><a href="#">Online Refund Application/Progress Inquiry</a></p>	<p>Ticket collection completed</p> <p><a href="#">Transfer ↗</a></p> <p><a href="#">Hide Details ^</a></p>

# 11-A-2: Present your **Mobile Ticket QR Code** at the entrance.

## MOBILE TICKETS

Each mobile ticket can only be used once. Please keep your ticket(s) safe.



1. Each mobile ticket(QR code) is valid for one-time entry only. Keep your Mobile Tickets safe. Don't forward screenshots. It may affect entry.
2. To transfer tickets, **use "Transfer" function in "My Tickets"**.

本娛樂票券經臺北市稅捐稽徵處113年6月26日北市稽松山乙字第1134703445號核准使用並已向演出之市縣稅捐稽徵機關申請報繳娛樂稅內含代徵娛樂稅

Each mobile ticket can only be used once. Please keep your ticket(s) safe.

# 11-B-1: Venue collection, view

## “My Tickets” to check the pick-up information Order Status shows **Pending ticket collection**



Events

My Tickets

Search by Event

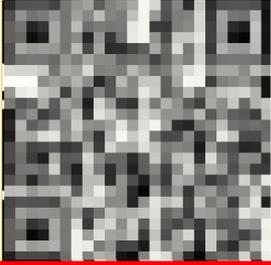


My Account

Home / My Tickets

### MY TICKETS

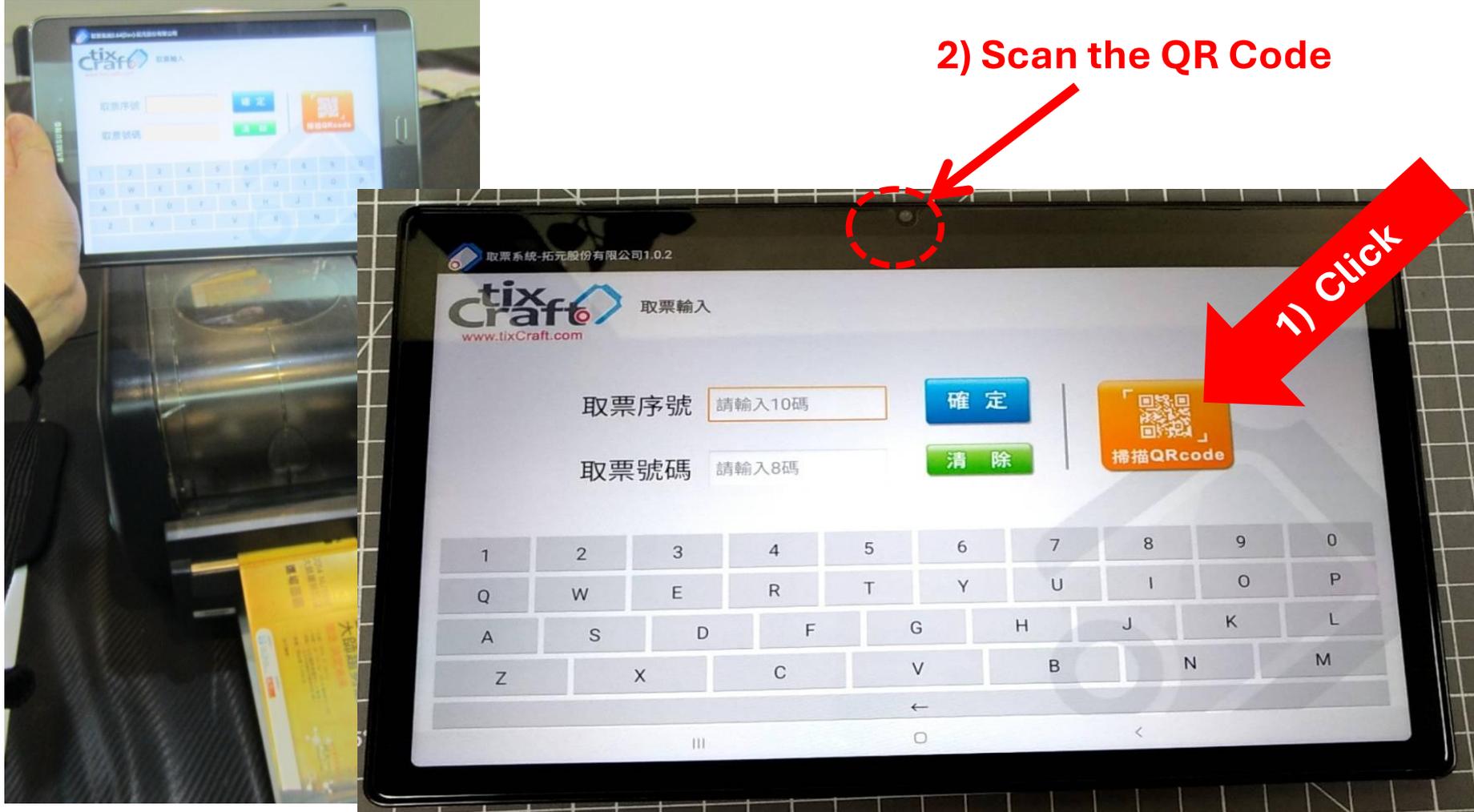
My Tickets only displays tickets purchased by this account. To view tickets that were transferred to you, please go to [My Transfers] → [Received].  
Ticket transfer allows you to transfer some or all of your tickets from your Ticketmaster account to another.  
Not all orders are eligible for ticket transfers. A 'Transfer' button will be displayed when transfer is available.

Order No.	Order Time	Purchase Information	Order Status
---	---	<p>Credit Card Venue Collection</p> <p>Collection S/N [REDACTED] Collection No. [REDACTED] or scan the QR Code below</p> 	<p>Pending ticket collection</p> <p><a href="#">View Details</a></p>

[Online Refund Application/Progress Inquiry](#)

1. After payment, the status shows **Order confirmed**. Wait for the bank to verify payment (about 20 mins), the status will change to **“Ticket collection pending”**.
2. You may then have the QR Code to print tickets at the **TICKET PICK-UP LOCATION**.
3. All tickets in the same order will be printed at once; partial pickup is not available.

# 11-B-2: Print out ticket with QR Code (Venue Collection) at the **TICKET PICK-UP LOCATION**



# 11-B-3: Print out tickets with **Collection S/N & Collection No.** at the **TICKET PICK-UP LOCATION**



**1) Enter the Collection S/N and No.**



**2) Click Confirm**

# Transfer 1: Use “My Tickets” > “Transfer” to transfer your tickets to others



Events

My Tickets

Search by Event



My Account

Home / My Tickets

1. Please register as a Golden Horse member at the festival's official website before receives the tickets.

MY TICKETS

2. Tickets can only be transfer once. **For a refund, return transferred tickets to the original purchaser within the refund deadline.** The refund will be credited to the original credit card or JKOpay account used for the purchase.

My Tickets only displays tickets purchased by this account. To view tickets that were transferred to you, please go to [My Transfers] → [Received].  
Ticket transfer allows you to transfer some or all of your tickets from your Ticketmaster account to another.  
Not all orders are eligible for ticket transfers. A 'Transfer' button will be displayed when transfer is available.

Order No.	Order Time	Purchase Information	Order Status
		<p>JKOPAY Mobile Ticket</p> <p><a href="#">View Mobile Ticket</a></p> <p><a href="#">Online Refund Application/Progress Inquiry</a></p>	<p>Ticket collection completed</p> <p><a href="#">Transfer ↗</a></p> <p><a href="#">Hide Details ^</a></p>

# Transfer 2: Select the tickets you want to transfer, then click “Submit”

EN

Q&A | Golden Horse [金馬]



台北金馬影展  
線上購票

Events

My Tickets

Search by Event



My Account

Home / My Transfers / Transfer Tickets

## TICKET TRANSFER

### Select Tickets to Transfer



Seat Info

General

Ticket Type

Advance Ticket

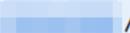
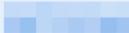
Back

Submit

# Transfer 3: Send Order No. Transfer Code or Transfer Link to the receiver

## TRANSFER DETAILS

Item	Seat Info	Ticket Type
	General 	Advance Ticket

Order No.:  / Transfer Code: 



- Please send the unique [order number and transfer code] or copy the unique [transfer link] to your friend so that they can accept the ticket(s) on their account.
- After transferring your ticket(s) you cannot apply for an online refund. Before applying for an online refund, cancel your transfer or have your friend transfer the ticket(s) back to you.
- Once accepted, the ticket(s) will no longer be active in your account.

Transfer Link

Cancel Transfer

Transfer History

# Transfer 4: After transferred, the tickets will no longer be active in your account.

## MY TICKETS

My Tickets only displays tickets purchased by this account. To view tickets that were transferred to you, please go to [My Transfers] → [Received]. Ticket transfer allows you to transfer some or all of your tickets from your Ticketmaster account to another. Not all orders are eligible for ticket transfers. A 'Transfer' button will be displayed when transfer is available.

Order No.	Order Time	Purchase Information	Order Status
[Redacted]	[Redacted]	<p>JKOPAY Mobile Ticket</p> <p>All the tickets for this order have either been transferred or refunded.</p>	<p>Ticket collection completed</p> <p><a href="#">Hide Details ^</a></p>

Item	Section	Seat Info	Ticket Info
[Redacted]	General	[Redacted]	Advance Ticket /
Ticket Qty.			1 ticket(s)
Total (NTD)			

# Transfer 5: Check transferred tickets' status at "My Account" → "My Transfers" → "Transfer History"

EN Q&A | Golden Horse [金馬]

台北金馬影展 線上購票 Events My Tickets Search by Event

Home / My Transfers / Transfer History

## TRANSFER HISTORY

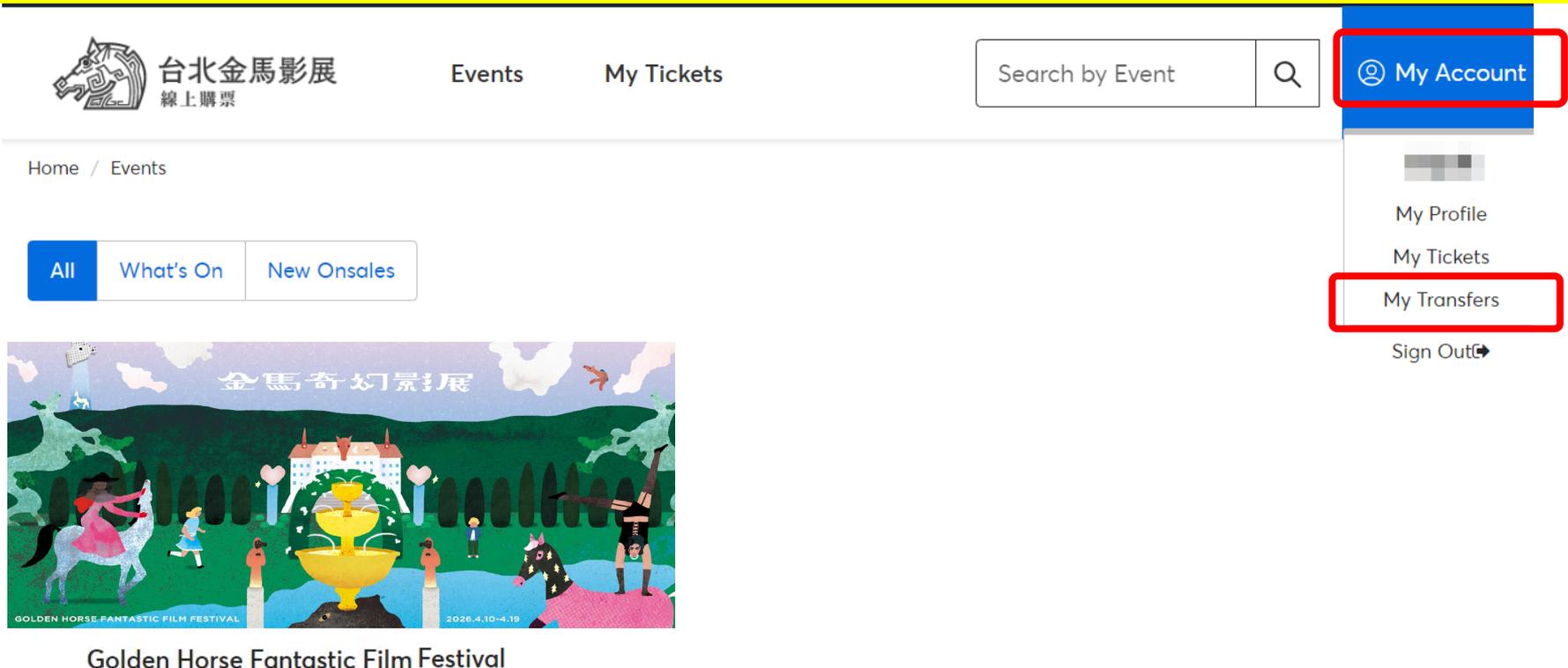
Received **3.** Transfer History Receive Transfer

**1.** My Account

My Profile  
My Tickets  
**2.** My Transfers  
Sign Out

Order No.	Transfer Code	Status	Ticket Details
[Redacted]	[Redacted]	Transferred	<a href="#">View Details</a>

# Ticket Receive 1: Sign in “My Account” → “My Transfers”



The screenshot shows the website interface for the Golden Horse Fantastic Film Festival. At the top left is the festival logo and name in Chinese: 台北金馬影展 線上購票. Navigation links for 'Events' and 'My Tickets' are visible. A search bar labeled 'Search by Event' is present. The 'My Account' link is highlighted with a red box, and its dropdown menu is open, showing options: 'My Profile', 'My Tickets', 'My Transfers' (highlighted with a red box), and 'Sign Out'. Below the navigation is a breadcrumb 'Home / Events' and a menu with 'All', 'What's On', and 'New Onsales'. The main banner features a colorful illustration of a festival scene with a fountain, a castle, and people, with the text '金馬奇幻影展' and '2026.4.10-4.19'.

Golden Horse Fantastic Film Festival

1. Please register as a Golden Horse member at the festival's official website before receives the tickets.
2. Ticket transfers are ineligible for online refunds. **To qualify for an online refund, either cancel the transfer or have the recipient transfer the tickets back to the original purchaser within the refund deadline.** Refunds are processed minus a handling fee and credited to the original credit card or JKOpay account used for the purchase.

# Ticket Receive 2:

“My Transfers” → “Receive Transfer”  
enter **Order No. / Transfer Code** and  
**Verification Code** then submit

Received

Transfer History

Receive Transfer

Please enter your unique transfer info:

Order No. :

Transfer Code:

Verification Code:



✓ Submit

# Ticket Receive 3: confirm the tickets then click “Accept Ticket Transfer”

## RECEIVE TRANSFER CONFIRMATION

Please confirm that the following tickets are correct before accepting them.

Item	Seat Info	Ticket Type
	General 	Advance Ticket

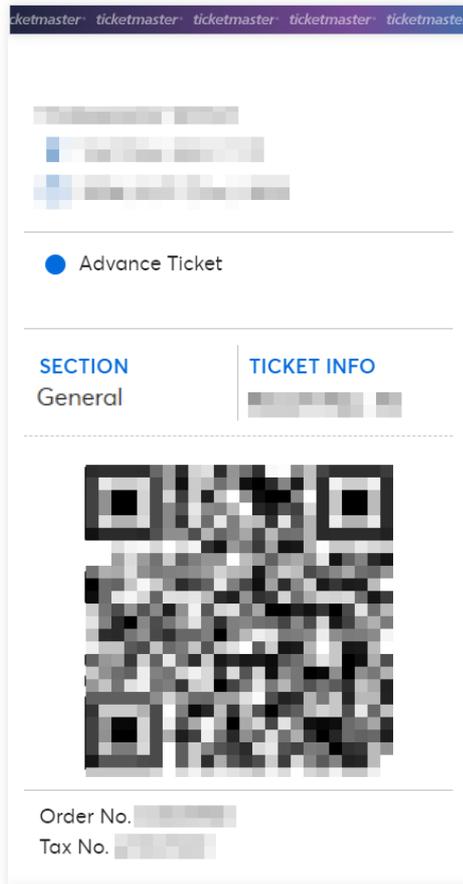
✓ Accept Ticket Transfer

# Ticket Receive 4: After received, you will have the **Mobile Tickets (QR Code)**

## MOBILE TICKETS

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Each mobile ticket can only be used once. Please keep your ticket(s) safe.



本娛樂票券經臺北市稅捐稽徵處113年6月26日北市稽松山乙字第1134703445號核准使用並已向演出之市縣稅捐稽徵機關申請報繳娛樂稅內含代徵娛樂稅

Each mobile ticket can only be used once. Please keep your ticket(s) safe.

# Ticket Receive 5: “View Mobile Ticket” at “My Account”→“My Transfers”→“Received”



台北金馬影展  
線上購票

Events

My Tickets

Search by Event



My Account

Home / My Transfers

## MY TRANSFERS

Received

Transfer History

Receive Transfer

Received only displays transferred tickets. To view tickets that were purchased by this account, please go to [My Tickets].

Transfer ID	Order No.	Ticket Details	Order Status
		Mobile Ticket <a href="#">View Mobile Ticket</a>	Ticket collection completed <a href="#">Return Transfer</a> <a href="#">View Details</a>

1. After transferred, tickets cannot apply for an online refund.  
**Before applying for an online refund, cancel your transfer or transfer the tickets back to the original purchaser within the refund deadline.**
2. The refund, after deducting the handling fee, will be credited back to the original credit card or JKOpay account used for the purchase.

# Return Transfer 1: “My Account” → “My Transfers” → “Received” → “Return Transfer”



Events

My Tickets

Search by Event



My Account

Home / My Transfers

## MY TRANSFERS

Received

Transfer History

Receive Transfer

Received only displays transferred tickets. To view tickets that were purchased by this account, please go to [My Tickets].

Transfer ID	Order No.	Ticket Details	Order Status
		<p>Mobile Ticket</p> <p><a href="#">View Mobile Ticket</a></p>	<p>Ticket collection completed</p> <p><a href="#">Return Transfer ↗</a></p> <p><a href="#">View Details ▾</a></p>

# Return Transfer 2: Select the tickets you want to transfer back, then click “Submit”

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Events My Tickets

Home / My Transfers / Transfer Tickets

## TICKET TRANSFER

Select Tickets to Transfer

<input checked="" type="checkbox"/>		<b>Seat Info</b> General 	<b>Ticket Type</b> Advance Ticket
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# Return Transfer 3: Send Order No./Transfer Code or Transfer Link to the original purchaser

## TRANSFER DETAILS

Item	Seat Info	Ticket Type
	General 	Advance Ticket

Order No.:  / Transfer Code:  

**Transfer Link**

- Please send the unique [order number and transfer code] or copy the unique [transfer link] to your friend so that they can accept the ticket(s) on their account.
- After transferring your ticket(s) you cannot apply for an online refund. Before applying for an online refund, cancel your transfer or have your friend transfer the ticket(s) back to you.
- Once accepted, the ticket(s) will no longer be active in your account.

Cancel Transfer

Transfer History

# Return Transfer 4: Check transferred tickets' status at “My Account” → “My Transfers” → “Transfer History”

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Events My Tickets

Search by Event

My Account

Home / My Transfers / Transfer History

## TRANSFER HISTORY

Received **Transfer History** Receive Transfer

- My Profile
- My Tickets
- My Transfers**
- Sign Out

Order No.	Transfer Code	Status	Ticket Details
		<b>Transferred</b>	<a href="#">View Details</a>

Transferred tickets will no longer be accessible in your account.