

General information and conditions for attendance

PLEASE READ AND RETAIN FOR REFERENCE

For any enquiries not covered in this document please refer to the Graduation website at <http://www.arts.ac.uk/study-at-ual/graduation>

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What happens next: You have now registered for your ceremony. **Please check on the confirmation letter that your full legal name, address, email and course details are accurate.** If these details are not correct, please complete the [graduation online form](#) and upload a copy of your birth certificate or passport as evidence of your correct legal name if necessary.

Special Requirements

Ideally you should have told us about any special requirements for you and your guests when you registered so we can make sure we assist you fully. If you forgot to tell us or your requirements have changed since you registered, please complete the [graduation online form](#) and we will of course do our best to help.

Ticket Changes: Changes to guaranteed tickets will be accepted and processed until **June 8th 2018**. We will not accept changes to ticket requests after this date. Complete the [graduation online form](#) for assistance.

Refunds: You can cancel any guaranteed guest tickets and request a refund until **June 8th 2018** but please note that:

NO refunds of successful students' tickets can be made after this date.

Robe Hire: All students graduating at the Awards Ceremony **MUST** wear official UAL academic dress so if you haven't ordered your robe, it is available for hire or purchase direct from Ede and Ravenscroft via their website at www.gownhire.co.uk
UAL reserves the right to refuse admission to the ceremony to graduates who do not comply with this regulation. Please see [Terms and Conditions](#) of attendance.

The cost of gown and hat hire is £45, except for Masters Degrees (£51); and PhD awards (£58) providing robes are ordered online. If you do not have access to the Internet or do not have a credit/debit card, telephone the Ede and Ravenscroft helpline on 01223 861854. Any enquiries regarding robe hire must be addressed to Ede and Ravenscroft (Not UAL).

The Exam Board: The Exam Board is where the classification of your award is made. Please check with your School Office if you require any further information regarding this.
Students who are unsuccessful in completing their course will automatically be sent a full refund of ticket purchases in late August/September. Provided the course is then successfully completed, they will be invited in March 2019 to the next Awards Ceremony.

Children: Children aged two years or more must have their own seat and please bear in mind the ceremony may last up to an hour and a half. Graduates are seated separately from guests so you must ensure that any children you bring are accompanied. Only children accompanied by an adult can enter the guest seating area. Prams/buggies are not allowed in the auditorium but can be stored securely in the cloakroom.

Debts: You will **not** be permitted to collect your certificate whilst in tuition fee debt to the University. It is expected that you clear all debts before you complete your studies however. If you have any queries with regard to your status, please check the [Graduation Website](#) for further information on who to contact.

Joining Instructions

Information for the day and confirmation of your final ticket allocation including whether extra tickets have been allocated will be sent to the email address you have provided when you registered. Your own ticket and any guest tickets will be collected on the day – we will not be posting them to you.

The Joining Instructions / final ticket confirmation will be emailed approximately one week before the ceremony. Please print it out and bring it with you on the day. Extra tickets allocated must be paid for on the day.

The ceremony: The time given in your confirmation letter is the time the ceremony actually starts. You will need to arrive at the hall **at least an hour earlier** to allow time to register, collect your gown and have your photographs taken if you wish. Graduates who arrive late may not be allowed to register and we cannot guarantee you will be able to walk across the stage. It is expected that as a matter of courtesy, guests and graduates do **not** leave the hall before the ceremony is over. Ceremonies usually last no longer than one and a half hours.

Photography: A Graduation portrait service will be available at the ceremony. Guests may take 'still' photographs during the ceremony from your seats but the use of video cameras by guests is prohibited. You can book your photography prior to the ceremony if you wish but can also arrange your graduation photographs on the day. Please see [Book my photographs](#) for further information.

DVD: A service offering DVD recording will be available for the ceremony. You can purchase this via the link [order my DVD](#) or on the day of your ceremony

How to get there: Comprehensive instructions on how to get to the Southbank Centre can be found here [Southbank centre directions](#)
Nearest underground: Waterloo (Bakerloo, Northern, Jubilee, and Waterloo and City lines) or Embankment (Circle and District Lines).
Buses stop on Waterloo Bridge, in York Road and in Stamford Street.

Parking on the day: [Southbank centre parking](#) There is a limited amount of first-come, first-serve free disabled parking available.

Your Certificate: You should be able to collect your award certificate at the ceremony after you cross the stage. If for some reason it is not available on the day you can collect it at our High Holborn office on specific dates during the week following your Ceremony (please see [Your certificate](#) for further details).

If you do not collect your certificate it will be posted by Recorded Delivery to the address you nominate using the Student Contact Management System (if you do this by **Friday 6th July 2018**), otherwise it will be sent to your permanent address.

What to wear: Smart dress for both graduates and guests is recommended.

You will be sent final ticket confirmation and further information about the day approximately one week before the ceremony.

We look forward to seeing you at the ceremony