



4 JULY 2014 GRADUATION CEREMONIES

Information for Graduands and Guests

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Confirmation of Attendance and Visa Applications

Thank you for applying to attend the 2014 UCL Graduation Ceremonies. We are looking forward to meeting you and your guests in July. Your 'confirmation' letter (enclosed with this information sheet) confirms the date and time of your graduation ceremony as well as the number of guest tickets you have been allocated. These details will not change; you can now plan your day!

What do I need to do now?

- Keep your 'contact' postal and email addresses up to date on Portico.
- Ensure you cancel any unwanted tickets before 4pm (BST) on 06 June 2014.
- Order your academic robes before 23 June 2014.
- If applicable, apply for the appropriate visa.
- Ensure you advise us of any seating or access requirements for you or your guests.
- Read the information contained on this document and keep it safe for reference later.

Visas

If you or your guests are travelling from outside the EU to attend a UCL graduation ceremony you may need a visa to enter the UK. If your student visa has expired and you have left the UK, you will need to apply for a general visitor visa. The confirmation letter enclosed with this document confirms the date and time of your graduation ceremony and the number of guest tickets you have been allocated. It can be used to support your visa applications.

Please note that UCL is unable to provide any kind of additional invitation letter or any document naming guests to support visa applications.

We strongly advise all graduands and guests to read through our guidance document and consult the relevant pages of the UK Visa and Immigration website before applying for their visa. Further information can be found on our website www.ucl.ac.uk/graduation.

Introduction and Notes on Locations of Services

Your graduation ceremony will be held at the **Royal Festival Hall** which is located within the Southbank Centre, Belvedere Road, London, SE1 8XX.

Pre-ceremony activities (academic robe collection, registration, ticket collection, photography, merchandise and other services) are also all held in the Royal Festival Hall building on Levels 1 & 2.

A light canapé and drinks reception will be held immediately after the graduation ceremony in the Blue Bar and the Green Bar located on Level 4 of the building. Your ticket and reception wristband allows entry to both parts of the event.

Locations of services within the Royal Festival Hall

Level 1

- Cloakroom Facilities
(Open 7am – 6pm)
- Registration Desk
(Open 7.30am – 10am & 11.30am – 2pm)

Level 2

- Information Desk
(Open 7.30am – 5pm)
- Robe Collection (*J Wippell & Co. Ltd*) - Blue Side Foyer
(Open 7.30am – 10am & 11.30am – 2pm)
- 'Tempest Classic Service' Graduation Photography (*H Tempest Ltd*) – Clore Ballroom
(Open 7.30am – 10am & 11.30am – 2pm)
- Photography product display & payment area (*H Tempest Ltd*) – Green Side Foyer
(Open 7.30am – 5.30pm)
- Merchandise and DVD's (*Sense Business Development*) – Green Side Foyer
(Open 7.30am – 5.30pm)

Level 3

- 'Studio b3' Graduation Photography (*H Tempest Ltd*) – Green Side, Sunley Pavilion
(Open 7.30am – 10am & 11.30am – 2pm (2.30pm – 5.30pm by appointment only)
- Door A into auditorium – Blue Side
- Door G into auditorium – Green Side

Level 4

- Robe Return – opposite reception areas **(robes must be returned by 5.30pm)**
- Graduation Reception – Blue Bar & Green Bar
- Door B into auditorium – Blue Side
- Door H into auditorium – Green Side

Level 5

- Doors C & D into auditorium – Blue Side
- Doors J, K & L into auditorium – Green Side

Level 6

- Doors E & F into auditorium – Blue Side
- Doors M & N into auditorium – Green Side

For more details about the building, facilities and layout please refer to the downloadable 'Venue Guide' document available on our website: www.ucl.ac.uk/graduation/venue.

Access

You should have indicated on your application whether you or your guest(s) will be attending your graduation ceremony in a wheelchair or contacted us about specific seating requirements. If you have not done this, or your circumstances have changed, please email us as soon as possible at grad_ceremonies@ucl.ac.uk.

The 'Access Guide' is available to download from our website at www.ucl.ac.uk/graduation/access and is designed to assist with the smooth running of your day by highlighting all accessible routes and facilities around the Royal Festival Hall.

Cancellations, Refunds and Additional Tickets

If you or your guests are no longer able to attend your graduation ceremony you can cancel any or all of your tickets without penalty providing you submit a 'Ticket Cancellation and Refund Request' form to us by **4pm (BST) on 06 June 2014**. This form must be completed and signed by the graduand. We will refund you in full up until 4pm (BST) on 06 June 2014. Unfortunately refund requests received after this date cannot be processed.

The 'Ticket Cancellation and Refund Request' form is available to download from our website: www.ucl.ac.uk/graduation/tickets. Please email all refund requests to grad_ceremonies@ucl.ac.uk by 4pm (BST) on 06 June 2014.

Where there is space we will continue to accept requests for additional guest tickets. Please email grad_ceremonies@ucl.ac.uk to check availability. Additional guest tickets will be sold on a first come, first served basis.

Arrival, Registration & Ticket Collection

Your tickets will be available to collect on the day of your ceremony. You will be presented with an envelope containing the tickets and wristbands for you and your guests at registration.

Graduand Arrival

We advise you to arrive 2 hours before the start of your ceremony to allow time to complete the pre-ceremony activities and have professional photographs taken.

1. Upon arriving at the Royal Festival Hall please collect your robe from J Wippell & Co. Ltd located on Level 2, Blue Side Foyer. You will need your hire confirmation email. See page 5 for more details.
2. Once you have collected your gown please register and collect your tickets at the Registration Desk located opposite the cloakroom facilities on Level 1. Please ensure you have your student I.D or another form of photo I.D to register. ALL GRADUANDS MUST REGISTER.

At registration you will be given an envelope containing:

- ✓ Your graduation ceremony ticket
- ✓ Your guest tickets (if you have purchased any)
- ✓ A card with your name on – to give to the Dean when you go onto the stage
- ✓ Wristbands for you and your guests for your reception.

If you do not register you will be removed from the Dean's script and will not have your name announced or be presented at the ceremony.

3. Please leave any large bags in the complimentary cloakroom on Level 1.
4. After you have registered, if you would like graduation photographs taken, make your way up to the photography studios located on Level 2. See page 6 for more details.
5. You must be seated in the auditorium by:
10am for the morning ceremony
2pm for the afternoon ceremony

You will be asked to show your name card, ticket and reception wristband to gain entry to the auditorium.

6. Your ticket will have details of which entrance to the auditorium to use.

To ensure you process onto the stage in the correct order it is important that you remain in your allocated seat until after the presentation.

Guest Arrival

- Large bags should be put into the complimentary cloakroom on Level 1 of the building.
- You must be seated in the auditorium by:
10.15am for the morning ceremony
2.15pm for the afternoon ceremony
- You will be asked to show your ticket and reception wristband to gain entry to the auditorium. (All tickets and reception wristbands are issued to the graduand at registration). Your ticket will have details of which entrance to the auditorium to use.

The Ceremony

- The doors to the auditorium will open at 9.30am/1.30pm
- Graduands must be seated by 10am/2pm
- Guests must be seated by 10.15am/2.15pm
- There will be no entry to the auditorium after 10.30am/2.30pm

What happens during the graduation ceremony?

The ceremony will begin promptly at 10.30am/2.30pm. Please ensure you switch off all mobile phones and pagers.

There will be a brief UCL Alumni presentation. Following this the audience is asked to stand as the Academic Procession enters the auditorium and processes onto the stage. The Provost/Vice-Provost will then formally welcome the audience.

Once the Provost/Vice-Provost has finished the opening address the presentation of graduands will begin. Graduands will be announced in the prescribed order. A member of the Student Support and Events Team will lead graduands to the front of the stage at the appropriate time.

Graduands please remember:

- ✓ to have with you the name card you were given at registration
- ✓ to leave your hat under your chair as these are not worn on stage

A member of staff will guide each graduand and tell them when to go on to the stage to be presented. Once on the stage the graduand will give their name card to the Dean who will announce their first and

last name. The graduand will then walk across the stage where the Provost/Vice-Provost will congratulate them with a handshake. They will then be guided back to their seat via the rear of the auditorium.

Once the ceremony has finished the graduates will be asked to join the Academic Procession to process out of the auditorium. We ask guests to wait until all of the graduates have left the auditorium until they leave.

The ceremony will last approximately 2 hours and you are asked to remain in the auditorium for the entire ceremony to avoid disturbing other guests or disrupting the ceremony proceedings.

Notes:

- Graduands and guests sit separately.
- Unfortunately, we are unable to admit latecomers once the ceremony has begun.
- Unauthorised filming of the graduation ceremony is not permitted.
- Please do not use flash photography during the ceremony.
- UCL reserves the right to refuse admission or re-admission to any graduand or guest.
- Graduation ceremonies are recommended for children aged 10 years and over as they are long, formal occasions. Children over the age of 5 must be accompanied by an adult. **Children under 5 years of age and babies will not be allowed into the graduation ceremony auditorium.** Everyone attending the graduation ceremonies, including children, must have their own ticket.

The Receptions

Following the graduation ceremony graduates and guests will be asked to make their way to the Green Bar and the Blue Bar on Level 4 of the building where drinks and canapés will be served.

The reception will include a variety of alcoholic and non-alcoholic drinks and a selection of canapés. We do try to provide a menu that is as inclusive as possible. Waiting staff can assist you with your selections. Waiting staff will only serve graduates and guests who are wearing their wristbands.

Academic Robe Hire

Academic dress is mandatory at UCL's Graduation Ceremonies. It is your responsibility to order the appropriate academic dress from UCL's appointed supplier, J. Wippell & Co Ltd. The easiest way to hire or buy your academic dress is online at www.wippellgownhire.co.uk. The academic dress hire fee for all degrees is **£42.00**.

All orders must be placed before midnight on **23 June 2014**. If you are unable to order online please contact J. Wippell & Co Ltd. on +44 (0)1392 254234 and they will post an order form to you which allows payment by cheque or postal order ONLY.

When you place an order you will need to provide the following information:

- Head circumference (details of how to measure your head are on the J. Wippell website).
- Chest and height measurements.
- Date and time of your ceremony.
- Qualification.
- Awarding institution (UCL or University of London). This information can be found on Portico in 'My Graduation' on the ticket application summary screen or by emailing grad_ceremonies@ucl.ac.uk.

If you order academic robes through J Wippell & Co. Ltd you can collect your order on the day of your ceremony from the desk located in the Foyer Level 2, Blue Side of the Royal Festival Hall building. Academic robes will be available for collection from 7.30am for the morning ceremony and 11.30am for the afternoon ceremony. Due to space restrictions only graduands will be permitted to enter the robing area.

Your academic robes must be returned to the robe return area outside your reception on Level 4 by 5.30pm.

Photography

The photography studios at the ceremonies will be located in the **Clore Ballroom (Level 2)** for the **Tempest Classic Service** and the **Green Side Sunley Pavillion (Level 3)** for the 'Studio b3' service.

Photography services are available **before** the ceremonies. If you would like to have photographs taken in the professional studios, to avoid disappointment, you should arrive leaving enough time to robe, register and have photographs taken. The studios will close 30 minutes before the ceremony begins.

Tempest Classic Service

The service offers conventional photography and will take place in a studio against a standard backdrop. This style of photography is traditional. These studios are located in the Clore Ballroom (Level 2) and will be open from 7.30am for the morning ceremony and 11.30am for the afternoon ceremony. As there are a large number of these studios you do not need to book in advance for this service, you simply queue on the day.

Studio b3

This is a bespoke service which will provide contemporary photography in a darkened studio with customised lighting. 'Studio b3' will offer graduands and their guests a personalised service with more studio time and a range of hand-crafted frames. To complete these bespoke frames graduands will be offered the choice of black and white or colour photographs, and black & white overlays.

'Studio b3' will be located in the Green Side Sunley Pavillion (Level 3) and is by pre-arranged appointment only. We advise you to make the appointment for the period before your ceremony to ensure you don't miss out on your reception. Please email the Student Support and Events Team at ***grad_ceremonies@ucl.ac.uk*** to book an appointment. These appointments are allocated on a first come first served basis, according to availability. Terms and conditions apply for this service and are listed on the booking form, please read them carefully before booking.

In all studios the photographer will take portrait style shots of you on your own or with a group and will then produce proofs so that you can see what your final photographs will look like. Once you have chosen your preferred image/images make your way to the sales desk where you can choose the photography package that you would like to purchase.

Please go to the H Tempest website to view the different styles and packages available, ***www.tempest-graduations.co.uk***.

If you have any questions about photography styles please contact H Tempest on +44 (0)1736 752 411 or email ***graduation-photographs@htempest.co.uk***.

DVDs and Merchandise

There is a wide range of UCL merchandise which can be purchased either in advance or on the day of your graduation ceremony. Please see enclosed leaflets for product and contact information.

On the day of your graduation ceremony we will have a 'Market Place' located in the Foyer on Level 2, Blue Side of the Royal Festival Hall building. Here you will be able to purchase merchandise and DVDs.

DVDs and handshake pictures

Graduation DVDs will be available for you to buy and take away on the day of your ceremony. In addition to the DVD you can purchase a 'Centre-Stage' photograph capturing the moment you are presented. See the enclosed leaflet for special deals if you pre-order.

Personalised Mementoes and T-Shirts

Personalised limited edition prints and other merchandise will be on sale at the merchandise sales point on the day of your ceremony. You will also be able to collect pre-ordered items from these sales points.

T-shirts will display the UCL logo on the front and the names of the graduates presented at your ceremony on the reverse. A limited number of T-shirts will be available on the day but orders can also be taken online in advance.

Eva London UCL Graduation Rings

Eva & Eva provide the official UCL graduation rings and personalised jewellery as a lasting gift to commemorate graduation and your time at University. See the enclosed leaflet for more information.

UCL Shop

The UCL Shop will have a stand in the 'Market Place' selling a variety of UCL branded teddy bears, ties, T-shirts, fleeces, and scarves. More information about products can be found on our merchandise webpage.

Further information about merchandise, including how to order items, can be found on our website www.ucl.ac.uk/graduation/merchandise.

Degree Certificates

UCL does not present degree certificates at the graduation ceremonies. All certificates are posted to you within six months of the date of your award. If you have not received your certificate and it has been longer than six months please contact the office responsible for producing your certificate using the contact details below:

UCL Degree

If you have been awarded a **UCL degree** and you have a query regarding your degree certificate please contact the **UCL Examinations Team** by email at examinations@ucl.ac.uk or call +44 (0)20 7679 2038.

University of London Degree

If you have been awarded a **University of London degree** and you have a query regarding your degree certificate please contact the **University of London Diploma Production and Despatch Office** by email at diploma.enquiries@lon.ac.uk.

To guarantee you receive your certificate it is essential you keep your 'contact' and 'home' address details up to date on your student record using Portico or, if you no longer have access to Portico, by emailing any changes to studentrecords@ucl.ac.uk.

Checklist for your Graduation Day

- ✓ Student I.D or another form of photo I.D
- ✓ E-mail confirming your academic robe hire order
- ✓ Hair grips for securing mortar board
- ✓ Safety pins for securing your hood
- ✓ Water
- ✓ If you have new shoes, ensure you have worn them before the ceremony to avoid blisters (bring plasters just in case!)
- ✓ Mobile phone for exchanging email addresses and phone numbers with friends
- ✓ Camera (please, no flash photography during the ceremony)

Planning Your Day (a suggested schedule)

You are strongly advised to plan your day so as to allow yourself sufficient time to enjoy all aspects of your graduation.

	For 10.30am ceremony	For 2.30pm ceremony
Collect academic robes from J. Wippell & Co. Ltd on Level 2, Blue Side foyer (ensure that you have ordered this in advance)	Open from 7.30am	Open from 11.30am
Graduands must collect their tickets and register at the Registration Desk on Level 1	Open from 7.30am – 10am	Open from 11.30am – 2pm
Have your photograph taken by the professional photographers in studios on Level 2 or Level 3 remember to book 'Studio b3' in advance	Open from 7.30am – 10am	Open from 11.30am – 2pm
Graduands take their seats in the auditorium	To be seated by 10am	To be seated by 2pm
Guests take their seats in the auditorium	To be seated by 10.15am	To be seated by 2.15pm
Graduation Ceremony	Running time 10.30am – 12.30pm (approx.)	Running time 2.30pm – 4.30pm (approx.)
Reception in the Blue Bar and the Green Bar on Level 4	Make your way to your reception where drinks will be served for approx. 1 ½ hours immediately after the ceremony	Make your way to your reception where drinks will be served for approx. 1 ½ hours immediately after the ceremony
Return academic robes to J. Wippell & Co. Ltd. in robe return areas opposite receptions on Level 4	Return by 5.30pm	Return by 5.30pm

Student Support and Events Team Contact Details

Should you have any queries or require further information regarding the ceremonies please do not hesitate to contact us. You can contact us by email at grad_ceremonies@ucl.ac.uk or telephone 020 7679 2051/3568.

We have lots of information available to view on our website so please make sure you have a look!

www.ucl.ac.uk/graduation

We look forward to welcoming you in July. We hope you thoroughly enjoy your special day and take away with you many happy memories of UCL.

Student Support and Events Team