



Summer 2019 Graduation Ceremony Terms & Conditions

It is the responsibility of the Student to read through and understand the Terms and Conditions below and to contact the Graduation Ceremonies Team if they have any queries. By applying to attend the Summer 2019 UCL Graduation Ceremonies the Student is agreeing to the following:

Location, Date and Time of Ceremony

- The Graduation Ceremonies and Receptions will take place at Royal Festive Hall, Southbank Centre, Belvedere Rd, Lambeth, London SE1 8XX ('Southbank Centre').
- The date and time of all Graduation Ceremonies and Receptions are **PROVISIONAL** and subject to change until the Student receives the Confirmation Mailing from the Graduation Ceremonies Team after the Student registration deadline of 12pm (midday) (BST) on Wednesday 24 April 2019. It is anticipated that the Confirmation Mailing will be sent by mid-May 2019. Students and any anticipated Guests are strongly advised not to make any travel or accommodation arrangements until the Confirmation Mailing is received. UCL is not responsible and accepts no liability for any costs including but not limited to travel or accommodation costs that are incurred by Students and Guests.

Student Registration for Tickets

- Attendance at a UCL Graduation Ceremony and Reception is not mandatory and has no impact on the awarding of a Student's degree. Degree certificates are not presented at Graduation Ceremonies – they are posted to Students up to three months following the awarding of their degree.]
- Student tickets for the Graduation Ceremonies and Receptions will only be issued to eligible Students. UCL strongly recommends Students look at the website for further information about eligibility: www.ucl.ac.uk/graduation
- In order to attend their Graduation Ceremony Students **MUST** register to attend their Graduation Ceremony before the **deadline of 12pm (midday) (BST) on Wednesday 24 April 2019** by logging into Portico and completing the form. Students who submit their application after the deadline are not guaranteed attendance at any UCL Graduation Ceremony or Reception. No Student Ticket will be reserved until the application has been completed in full by a Student. Students attend their Graduation Ceremony free of charge.
- Students that register before the deadline are guaranteed that up to **two (2)** Guest Tickets per Student will be available to purchase at a later date (set out in the Guest Tickets section below).
- Due to the year on year increase in the number of Students eligible to attend the Graduation Ceremonies and venue capacity restrictions, UCL is not able to offer the deferral of Graduation Ceremony attendance.

Guest tickets

- All Guest Tickets must be purchased through the Royal Festival Hall's website and Students must abide by the timeline of when tickets go on sale and when sales close.
- Guest Tickets will be sold in two waves – the first wave will provide every registered Student with the option to purchase a maximum of two (2) Guest Tickets through the Royal Festival Hall website. When this first

wave of ticket sales has closed, if there are still tickets available for a Graduation Ceremony, a second wave of tickets will go on sale, with Students having the option to purchase as many as they wish.

- First wave tickets: Students who registered to attend their Graduation Ceremony will be sent a Confirmation Mailing (anticipated to be sent by mid-May 2019) which confirms the Student has a place at the Graduation Ceremony, confirmation of the date and time of the ceremony, confirmation that two (2) Guest Tickets are available to purchase and associated instructions, including the link to the Royal Festival Hall's website and the deadline by which the allocated Guest Tickets must be purchased.
- Second wave tickets: Once the first wave ticket sale has closed UCL will confirm by email (anticipated to be sent by [date]) to all Students who registered to attend a Graduation Ceremony if there are additional Guest Tickets available for their Graduation Ceremony. If tickets are available for a Graduation Ceremony the email will also confirm the date upon which such tickets will go on sale and the weblink to the Royal Festival Halls website. There is no limit on the number of Guest Tickets a Student may purchase. These Guest Tickets are sold strictly on a first come first serve basis and sales will close when all Guest Tickets have been sold or two weeks before the week of a Graduation Ceremony, whichever occurs first.
- If, after the second wave tickets sales have closed, there are any tickets or boxes available for a Graduation Ceremony the relevant Students will be informed of this by email a week before the Graduation Ceremony. Such tickets will be available to purchase on the day of the Graduation Ceremony directly at the RFH. The box office at the RFH will be open from [time of the day]. Such tickets will be sold on a first come first serve basis. No tickets can be reserved prior to the tickets going on sale.
- All individual Guest Tickets costs £45 each whether purchased in the first wave or second wave or on the day of a Graduation Ceremony. During the second wave there is the option to purchase a box and/or upgrade previously purchased Guest Tickets to a box (such upgrade would require an additional charge). A box contains seating for up to four (4) Guests. A box costs a flat fee of £250. There are no concessions on any tickets.
- Full terms and conditions for the purchase of Guest Tickets (including refunds) shall be made available in the Confirmation Mailing and subsequent emails relating to the purchase of Guest Tickets.

Refunds & Transfers

- Students wishing to cancel any or all of their Guest Tickets must request a refund through the Royal Festival Hall ticket sales link (the same link that any Guest Tickets were initially purchased through and provided in the Confirmation Mailing). Each Graduation Ceremony has a specific refund request deadline, which is clearly stated in your Guest Ticket emails and this must be abided by.
- All tickets (both Student and Guest Tickets) are non-transferrable.

Academic Dress

- Academic dress for Students is mandatory at UCL Graduation Ceremonies. UCL has an approved supplier, J. Wippell & Co. Ltd. [and](#) students must hire or purchase their Academic Dress through this supplier. The terms and conditions including the charge to hire or purchase Academic Dress can be found at: [insert weblink to J. Wippell & Co. Ltd] is made directly to the Academic Dress hire provider.
- Students who have registered to attend their Graduation Ceremony will be provided more information on Academic Dress including the deadline for hire or purchase in the Confirmation Mailing.
- Students and Guests are expected to abide by the dress code that can be found here: www.ucl.ac.uk/graduation

Children and Babies

- UCL recommends that the Graduation Ceremonies are not suitable for babies or children under the age of five as they are long, formal occasions.
- Everyone attending the Graduation Ceremonies, including children aged 3 and over, must have their own Guest Ticket.
- Students should clearly indicate when they purchase Guest Tickets through the Royal Festival Hall website if any Guests Tickets are being purchased for a child under the age of five or if a Guest shall be bringing a child under the age of three years old so appropriate seating can be allocated.

Data Protection

- Please see our online student privacy notice ([link](#)) for more information about how UCL handle student data.
- To protect the privacy of student personal data, the Graduation Ceremonies Team can only discuss a Student's ceremony attendance with the Student.
- Students who attend a Graduation Ceremony will have their first name and surname announced. UCL is unable to use preferred or abbreviated names. All information will be taken directly from Portico (UCL's student record database). If a Student has a query about how their name will be announced they must contact the Graduation Ceremonies team before the ticket application deadline at 12pm (BST) on Wednesday 24 April 2019.
- Students who apply to attend a Graduation Ceremony will have their first name, initials, surname and degree title printed in the souvenir programme. It may also appear on some UCL merchandise. A Student must inform the Graduation Ceremonies team, in writing and before the ticket application deadline (12pm (BST) Wednesday 24 April 2019), if a Student would like their information withheld from the programme and merchandise. All information will be taken directly from Portico.

Tuition Fee Debts

- Student tuition fees debts to UCL must be settled in full prior to a Student's attendance at their Graduation Ceremony. If you are concerned how a tuition fees debt will affect your attendance please email the Student Fees team at: fees@ucl.ac.uk
- If any Student tuition fee debt has not been cleared in full within one week of a Student's Graduation Ceremony UCL reserves the right to refuse a Student and associated Guests entry to the Graduation Ceremony.

Filming and Photography

- Flash photography within the ceremony venue and video recording of the Graduation Ceremony by Students and Guests is strictly prohibited.
- All UCL Graduation Ceremonies are professionally recorded and footage may be used by UCL for media publications, including online postings.

Right to Refuse Entry

- Students must arrive, register, dress in Academic Dress and be seated in the auditorium before the start of the Graduation Ceremony. Guests must be seated before the start of the Graduation Ceremony. No Student or Guest will be allowed to enter a Graduation Ceremony once it has commenced.
- UCL reserves the right to ask any person to leave the Graduation Ceremony venue if they act in any manner which is disruptive to the proceedings or to other attendees.

- UCL reserves the right to refuse admission or re-admission to any Student or Guest to the Graduation Ceremonies and Receptions.

Accessible Seating

- The Student agrees that any Accessible Seating requirements for themselves should be clearly indicated when they register their attendance so that appropriate arrangements can be made.
- The Student agrees that any Accessible Seating requirements for Guests, such as wheelchair access, sight or sound facilities are submitted at the point of Guest Ticket purchase through the Royal Festival Hall website so that appropriate seats can be allocated to Guests.

Additional Terms

Additional information relating to Graduation Ceremonies and Receptions can be found here:

www.ucl.ac.uk/graduation

- The Southbank Centre is a non-smoking venue and no smoking is permitted in any areas comprised in the Southbank Centre (including balconies and courtyards).
- For other terms and conditions that in regard to the Southbank Centre, such as parking, access, cloakrooms and other facilities please see: <https://www.southbankcentre.co.uk/visit/facilities-access>
- UCL reserves the right to cancel any Graduation Ceremony and Reception for reasons beyond its control, including but not limited to by reason of war, fire, flood, storm, explosion, act of God, failure or shortage of power supplies, national emergency, labour dispute, strike, civil disturbance, acts or threats of terrorism or any other cause not within the control of UCL (including without limitation the actions of any authority or body whose approval or licence is required for the Graduation Ceremonies and Receptions, the evacuation of the whole or any part of the Southbank Centre by reason of emergency). In such circumstances, UCL shall not have any liability to the Students or Guests.
- UCL may updated these terms and conditions and any guidance on Graduation Ceremonies and Receptions at any time.

Failure to comply with any of the above Terms and Conditions may result in the Student and their Guests losing their places at the Graduation Ceremony and Reception.

When applying for tickets Students will be asked to accept the Terms and Conditions and will not be able to purchase tickets without doing this.

2019 Graduation Ceremony Glossary

Academic Dress or Robes - The collective term for the cap, hood and gown worn by Students and Academic staff. It is mandatory for Students to wear academic dress when they are presented on stage at their Graduation Ceremony.

BST - British Summer Time.

Confirmation Mailing - The correspondence sent to Students by email notifying them of the confirmed and final date and time of their ceremony and the number of Guest Tickets allocated, which will only be sent once all Student registrations have been processed.

Guest - a person who is a family member and/or friend of a Student who holds a Guest Ticket.

Portico – the UCL Student record system.

Student - A student who has met all the eligibility criteria and has been invited to apply to attend the UCL Graduation Ceremonies.

Student Ticket - A designated ticket to be used solely by the Student which is not transferable to any other Student or Guest.

Guest Ticket - A ticket that is purchased by the Student for a Guest through the Royal Festival Hall website.

NB. Tickets are non-transferrable. A Student who decides after the refund deadline date that they can no longer attend their Graduation Ceremony **cannot** give their Guest Tickets to another Student. Guest or Students Tickets **cannot** be transferred to Students who have not applied to attend.

Reception - The canapés and drinks celebration which takes place immediately after the Graduation Ceremony. Students and Guest Tickets grant access to this.

Accessible Seating - Students and/or Guests who have access requirements.