Graduation Guest Ticket Policy 2022

1. Guest tickets will be available to purchase at £25 per ticket and will admit the ticket holder to the Graduation ceremony in the Ivor Crewe Lecture Hall and entrance with the graduate to the departmental reception, which includes light refreshments. For some sold out ceremonies it may be possible to purchase reception only tickets (prices to be confirmed). Please note: **there is no automatic entitlement to two guest tickets in Phase 1. All tickets are sold on a first come, first served basis.**

2. **Babies and children up to the age of 5 will not be admitted into the ceremony.** Children aged 5 and over may attend the ceremony accompanied by an adult and must have a ticket purchased for them. There are no discounts for children's tickets. If a ticket has been purchased for a child under 5, then a cancellation request must be submitted to the Graduation and Awards Office (no. 9 below) as the child will not be admitted to the ceremony and money will not be refunded on the day.

3. Each student must book online to attend Graduation and can purchase up to 2 guest tickets each. The 2 guest ticket allocation is only reserved for students when purchasing during **Phase 1** of booking. In **Phase 2** of booking, any unsold guest tickets will be re-released for purchase and will not be guaranteed for any new bookings.

4. All guest tickets must be booked and paid for online. It is not possible to book tickets online without making a payment. Once a payment has been processed an email will be issued to the student and will include confirmation of attendance at Graduation, the number of guest tickets booked and the amount paid.

5. If an email confirmation has not been received within 2 working days, please contact the Graduation and Awards Office immediately at: **graduation@essex.ac.uk.** If a confirmation email is not received this will mean that a student's place at Graduation may not have been secured.

6. When all students have had the opportunity to complete a booking in Phase 1, any guest tickets that remain unsold will be available for purchase by students eligible to attend Graduation on a first-come first-served basis. Where tickets are available, they can be purchased online in. The availability of tickets for specific ceremonies will be advertised on the Graduation website when known and the number of extra tickets that can be purchased will be limited. It is likely that some ceremonies will sell out in Phase 1. Please note: **If you did not purchase two guest tickets in the first phase, there is no automatic entitlement to them in Phase 2.**

7. E-Tickets for graduation will only emailed to the student up to 5 days before Graduation. Tickets cannot be issued before then. Please make sure you keep the email safe as you will need the QR code contained in the ticked to access the ceremony.

8. The ceremony will be screened live at various locations across the campus. This facility is available for guests without tickets to watch the ceremony. There is no charge for this service; it is available on a first-come, first-served basis.

9. Students may cancel any guest tickets that they have purchased for a full refund before the cancellation deadline. Cancellation deadlines for each Graduation are noted in the Important Dates and Information document for each Graduation. Cancellation requests must be submitted in writing to the Graduation and Awards Office by the deadline at **graduation@essex.ac.uk.** Requests must be sent by the student and contain the student's full name, registration number and address, with details of the number of guest tickets that should be cancelled.
10. Refund requests received after the cancellation deadline, including no shows on the day, may not be eligible for a full refund. Requests after the deadline for refunds must be made in writing to graduation@essex.ac.uk for consideration by the Graduation and Awards Manager.

11. If you or your guests are unable to attend your Graduation due to COVID-19 symptoms of a positive test, then you should contact graduation@essex.ac.uk to request a full refund.

12. All refunds will be processed after the Graduation ceremonies have taken place, within 6 weeks. If the payment was made by credit or debit card, a refund will be made directly to the same card.

13. Students who have purchased guest tickets but subsequently become ineligible to receive an award, as determined by the Board of Examiners, will automatically have their booking cancelled and a full refund will be processed in line with the refund timeline described in Pt. 12.

14. Refunds will be off-set against any outstanding debt owed by the student to the University. Where the outstanding debt is higher than the sum of the refund, no refund will be given.

Tickets remain the property of the University of Essex and are non-transferable.

All graduation ceremonies will be subject to Government COVID-19 Guidance and recommendations. A University of Essex Graduation Covid policy will be published further details.