

# **University of Westminster - Graduation Terms and Conditions**

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## 1. Introduction

- 1.1. **Student responsibilities:** It is your responsibility to read and understand these Graduation Terms and Conditions. You must also advise your guests to familiarise themselves with these Terms and Conditions. You will not be able to book your place for Graduation without confirming you have read and agreed to the Terms and Conditions as part of the online registration task.
- 1.2. **Frequently Asked Questions:** If you have any queries, please read our Frequently Asked Questions on the [Graduation Webpages](#). If you are unable to find the answer you are looking for, please contact the Student Centre team via [COMPASS](#) or Live chat.
- 1.3. **Failure to comply** with these Terms and Conditions may result in you and your guests not being able to attend Graduation.

## 2. Definitions

- 2.1. The following definitions will be used in this document:
  - **Student/You/Your:** The graduating student
  - **University/We/Us:** The University of Westminster
  - **Graduation:** This refers to the ceremony and the reception
  - **Graduation Ceremony:** This refers to just the ceremony (not the reception)
  - **Online Registration Task** ('My Graduation Ceremony'): This is the system for reserving your place at graduation
  - **Venue:** The [Southbank Centre](#)

## 3. Graduation Cancellation

- 3.1. If a Graduation Ceremony is cancelled, delayed, or postponed due to circumstances outside the University's control, we will not be liable for any losses direct or otherwise incurred by you or your guests. This can include, but is not limited to, fire; explosion; terrorist act (actual or threat); act of God; pandemic; industrial action or dispute involving the venue at which Graduation is held.
- 3.2. If a Graduation Ceremony is cancelled or postponed, the University will make every effort to inform you via our website and any other suitable communication channels.
- 3.3. We will make every effort to re-schedule cancelled or postponed graduation ceremonies, where possible. The date and timing of any re-scheduled graduation ceremonies may not be suitable for everyone affected and those who are unable to attend will be offered a refund on their guest tickets.

## 4. Data protection and your personal information

- 4.1. **Student Data Privacy Notice:** Please see the University of Westminster's [Student Data Privacy statement](#) for more information about how we handle student data. In accordance with the Data Protection Act 2018, we can only discuss your Graduation attendance with you and no one else, unless you give us signed permission to do so.
- 4.2. **Use of Personal Data and Third parties:** Your contact details for Graduation will be taken from the University Student Records System. We may need to share some of that data with our partners who help us to deliver Graduation as well as the University's [Alumni team](#). You can opt out of this during the online registration process. In line with the Data Protection Act 2018, we only share the details needed to complete the necessary work and your details will not be passed on to any other third parties.
- 4.3. **Graduate Name, Photography and Filming:** Please also refer to the [Section on Graduate Name](#) and the [Section on Photography and Filming](#).

## 5. Contact Information

- 5.1. You must ensure that your contact details are kept up to date in [My Student Record](#) as we will send Graduation invites to your University and personal email addresses on your student record.
- 5.2. As part of the online registration process, you will be asked to confirm your contact email address.

## 6. Eligibility and Booking

- 6.1. **Eligibility criteria:** In order to graduate, you must meet the University's eligibility criteria which requires you to have been made an award and have no tuition fee debt. If you have an outstanding tuition fee debt to the University you will not be eligible for an award and will not be able to graduate. If you have a tuition fee debt, you should contact the Student Centre team by raising your enquiry via [COMPASS](#) or Live chat as soon as possible. **Please note that if your debt is paid late, there may not be time to confirm your award and invite you to Graduation. You will be invited to the next appropriate Graduation for your course once your debt has been cleared and your award confirmed.**
- 6.2. **Online registration task:** If you are potentially eligible to attend Graduation you will be invited to book via the online registration task. During online registration, you will be asked to confirm your name, contact details and whether you have any accessibility requirements on the day of Graduation. **Please note that accessibility requirements for guests can be requested via the Southbank Centre. Further information can be found on the Southbank's [Access and Accessibility webpage](#).**
- 6.3. **Results release:** Once results are released by the University, if you have not received an award, you will no longer be eligible to attend Graduation. Your booking will be

cancelled, and you will be invited to the next appropriate Graduation for your course, following the confirmation of your award.

- 6.4. **Registration deadline:** You must register your intention to attend Graduation by the published deadline. If you miss the deadline, you are not guaranteed a place at Graduation.
- 6.5. **Guest tickets:** Everyone admitted to Graduation must have a ticket, excluding children under the age of five. We are not responsible for any guests that arrive without having purchased a ticket. Guest tickets are not purchased through the University, and you will be advised how to book guest tickets via the Southbank Centre in your email invitation.
- 6.6. **Number of guest tickets:** You will be notified how many guest tickets are available to purchase when you receive your email invitation. **You are advised to only purchase any guest tickets which are required, as guest tickets are non-refundable.** Closer to the day of Graduation, additional tickets may become available to purchase, subject to availability. The University will inform you about this and these tickets will be sold on a first come, first served basis, and cannot be guaranteed. Please note that these seats may not be with your original guest seat allocation in the Southbank Centre.
- 6.7. **Guest tickets on the day of Graduation:** If there are spare guest tickets on the day of Graduation, these will be sold at the venue by the box office or online on a first come, first served basis, and cannot be guaranteed. Please note that these seats may not be with your original guest seat allocation in the Southbank Centre.
- 6.8. **Tickets are non-transferable:** Your ticket and your guest tickets cannot be transferred to another **Graduation** or to **another student**. Tickets which have been transferred from one person to another will not be accepted at Graduation.

Those purchasing guest tickets must adhere to the maximum number of guest tickets permitted. Purchasing additional tickets over the stated limit may result in ticket invalidation.

## **7. Deferring Your Graduation**

- 7.1. When you complete the online registration task, you can request to defer your Graduation for up to one calendar year. You will be invited to the next appropriate Graduation for your course.
- 7.2. You must attend the Graduation for your School. If you are unable to attend your allocated Graduation, you cannot attend an alternative Graduation during the same round of graduations.
- 7.3. If you defer your Graduation and do not receive an invitation to attend an alternative Graduation **at least six weeks prior to the Graduation date**, it is your responsibility to follow up with the Student Centre via [COMPASS](#) or Live chat.

## **8. Academic Appeals**

- 8.1. The period between the publication of results and Graduation is often very short. If you have submitted an [academic appeal](#), it may not be possible for this to be resolved in time for you to attend your scheduled Graduation.
- 8.2. You will be invited to the next appropriate Graduation for your course once your academic appeal has been processed and your award confirmed.

## 9. Travel and Accommodation Arrangements

- 9.1. You and your guests are responsible for making your own travel (flights, trains, car hire, etc) and accommodation arrangements and we cannot provide recommendations for you. When booking travel and accommodation, you are advised to consider the distance from the venue, allowing plenty of time to arrive before your scheduled Graduation.
- 9.2. We strongly advise that you do not make any travel or accommodation arrangements until you have booked your place, and your award has been confirmed. We cannot take responsibility for transport or accommodation costs incurred and you make these arrangements at your own risk.
- 9.3. In the instance of industrial action impacting travel, it is your responsibility to organise alternative travel, allowing plenty of time to accommodate for potential delays caused by the strike action.

## 10. Refunds

- 10.1. Please ensure you check the number of guest tickets you require before purchasing as they are non-refundable.
- 10.2. Information on gown hire refunds can be found in the [Section on Gown hire and dress](#).

## 11. Graduate name

- 11.1. **It is your responsibility to ensure your name is recorded correctly before the published deadline.** Names cannot be amended after an award has been confirmed, except in [exceptional circumstances](#). Please check your name in [My Student Record](#). If you need to change your name, please follow the guidance on our [Changing your Personal Details](#) webpage. Should you require further support, please contact the Student Centre via [COMPASS](#) or Live chat.
- 11.2. We use your full legal name for the graduation programme and for your certificate and transcript.
- 11.3. When completing the online registration task, you will be able to select whether you would like your full preferred name or full legal name to be announced as you walk across the stage. Please note that middle names are not read aloud, as the announcer

will read only your first name and surname. You will also have the choice between your full legal name or preferred name on official merchandise.

- 11.4. The level and name of your award (e.g. BA Honours Animation), will be announced at the Graduation ceremony and included in the Graduation programme. We do not announce the classification of your award, or any prizes received.
- 11.5. Only the names and awards of students attending a Graduation ceremony will be announced and included in the Graduation programme.
- 11.6. The final date for your name to be included in the Graduation programme or on official merchandise will be communicated in the Graduation invitation and online registration task.
- 11.7. The names and awards printed in the Graduation programme or used in official merchandise are accurate at the time of going to print in accordance with our records and the choices made by you whilst completing the online registration task.

## 12. Photography and filming

- 12.1. **University Publications:** By attending Graduation, students, staff, and guests give their consent to the recording and transmission of their images. These images may also be used for University publicity purposes (hard copy, social media, etc).
- 12.2. **Filming and photography:** The Graduation ceremonies are professionally photographed and filmed and will be live streamed via our [livestream website](#) by [First Sight Media](#).
- 12.3. **Personal Photographs:** You and your guests may take photographs during Graduation, but no cameras or phones are permitted to be used on stage. Please do not use flash photography or obstruct the view of others or affect the professional filming or photography.

## 13. Gown Hire and Dress

- 13.1. **Gown hire:** The University of Westminster has a concession contract with its gown supplier [Ede and Ravenscroft](#) to provide academic dress. However, you can hire your academic dress from another third-party provider if you choose. Further information is available on the [Graduation website](#). **Wearing an academic gown is encouraged but not compulsory.** You must hire your gown before the registration deadline if you are booking your gown with [Ede and Ravenscroft](#). After this deadline, gown hire with Ede and Ravenscroft cannot be guaranteed on the day and there will be an additional charge.
- 13.2. **Gown hire refund:** To request a refund, you must contact [Ede and Ravenscroft](#).
- 13.3. **Dress code for students:** Graduation is a formal occasion and as your clothes can be seen under your gown, we recommend that you wear smart, formal dress for your Graduation. You are very welcome to wear national dress.

- 13.4. **Dress code for guests:** There is no dress code for your guests but as the ceremony is a formal occasion, we recommend that all guests wear smart dress.

## 14. Degree Certificates

- 14.1. [Degree certificates and transcripts](#) are not presented at Graduation. Your printed degree certificate and transcript will be posted to your home address as recorded in [My Student Record](#) prior to the Graduation ceremony.
- 14.2. Attendance at Graduation is not compulsory and does not impact the award of the degree.

## 15. Attendance and Latecomers

- 15.1 **Arrival times:** You and your guests must arrive and be seated in the auditorium by the times published in your confirmation email.
- 15.2 **Late students:** If you arrive late, you must report immediately to the Registration Desk. We will try and get you into the auditorium to graduate, if possible, but we cannot guarantee you will cross the stage with your cohort.
- 15.3 **Late guests:** Please ensure that any late guests have been forwarded their e-tickets in advance to ensure entry. If your guests arrive late, they will be seated in the auditorium at an appropriate moment in the Graduation ceremony, but they may be asked to sit in different seats to those allocated to avoid causing disruption to others.

## 16. Children and Babies

- 16.1. Children and young adults (under 17) are welcome to attend Graduation if they are always accompanied by an adult **other** than the graduating student. Graduations are formal occasions and can feel quite long for very small children. **It is not possible for children to be seated with the graduating student in the auditorium.**
- 16.2. Guest tickets for children aged between 18 months and 12 years old are free. However, they must have a guest ticket, or they cannot be permitted access to the auditorium. These tickets are included in your overall ticket allocation.
- 16.3. Children under 18 months do not require a ticket and are **not** included in your allocation. They will need to sit on the lap of a ticketed guest as they do not have a seat in the auditorium.
- 16.4. We reserve the right to ask any adult to take their child out of the auditorium if the child becomes distressed or behaves in a way which is disruptive to the proceedings or to other guests. The Graduation ceremony will be [live streamed](#) on screens outside the auditorium so your guests will still be able to watch the Graduation ceremony.

## 17. Student Accessibility Requirements

- 17.1 When you complete the online registration task, you are required to notify us if you have any accessibility needs, such as wheelchair access, accessible seating requirements, sight and sound facilities or neurodivergence. We will do our best to accommodate and support these requests and inform you of any arrangements before the day.
- 17.2 Failure to inform us of any accessibility needs at least 3 weeks before Graduation may result in those requirements not being accommodated on the day of your Graduation.

## 18. Guest Accessibility Requirements

- 18.1 If your guests have accessibility requirements, they are expected to review the [Southbank Centre's Access and Accessibility Guide](#) before attending Graduation.
- 18.2 A hearing loop system is accessible during the ceremony. The Southbank Centre website provides further information on [access and facilities](#).
- 18.3 **If you or your guests are Deaf**, please make a note of this during the online registration task under the 'Accessibility Requirements' section. You are also advised to contact us in advance via [COMPASS](#) or Live chat so that we can ensure that a BSL interpreter is present on the day.

## 19. Behaviour

- 19.1 Graduation is a shared, happy celebration and we expect you and your guests to behave appropriately. Abusive, disruptive and threatening behaviour towards students, guests, staff from the University, the venue, or our suppliers prior to or on the day of Graduation **will not be tolerated**.
- 19.2 If you or your guests behave inappropriately, we reserve the right to refuse entry or ask anyone to leave the venue. If you or your guests are removed due to unacceptable behaviour, no guest ticket refunds will be available in these circumstances.
- 19.3 **Ceremony Etiquette:** You and your guests are required to remain seated in the auditorium until the end of the ceremony. This is to avoid disruption to the ceremony and to ensure that all our students' achievements are honoured equally. Please avoid using your phones during the ceremony and keep conversations to a minimum. A further guide on etiquette is available here: [Etiquette guide](#).

## 20. Health, Safety and Security

- 20.1 You and your guests must familiarise yourselves with the [Royal Festival Hall Visitor Information](#) prior to attending Graduation.



- 20.2 In the event of an emergency, please follow all instructions provided on the day by Southbank Centre and University staff.
- 20.3 If you see anything suspicious or concerning, please inform a member of the Southbank Centre or University staff.

Document updated (16 September 2025)  
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University of Westminster