

University of Westminster - Graduation Terms and Conditions

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1. Introduction

- 1.1. **Student responsibilities:** It is the responsibility of students to read and understand these Graduation Terms and Conditions. Students must also advise any guests to familiarise themselves with these Terms and Conditions. Students will not be able to book tickets without confirming they have read and agreed to the Terms and Conditions as part of the online booking task.
- 1.2. **Frequently Asked Questions:** If you have any queries, please read our Frequently Asked Questions on the [How to Book website](#). If you are unable to find the answer you are looking for, please email the [Student Centre](#).
- 1.3. **Failure to comply** with these Terms and Conditions may result in a student and/or guest not being able to attend Graduation.

2. Definitions

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

3. Disclaimer

- 3.1. If a 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 students or their 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 due to be held.
- 3.2. If a ceremony is cancelled or postponed, the University will make every effort to contact students to let them know via our web site and any other suitable communication channels.
- 3.3. The University will make every effort to re-schedule cancelled or postponed ceremonies, where possible. The date and timing of any re-scheduled ceremonies may not be suitable for all affected students 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 a Student's Graduation attendance with the student and no one else, unless the student gives us written permission to do so.
- 4.2. **Use of Personal Data and Third parties:** Your contact details for Graduation will be taken from the Student Records System. We may need to share some of that data with our partners who help us to deliver Graduation and the University's Alumni team. You can opt out of this during the online booking 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 the Student Lifecycle Team will send Graduation invites to your University and personal email addresses from your student record.
- 5.2. As part of the online booking 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. 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 [Credit Control Team](#) as soon as possible. Please note that if your debt is paid late, there may not be enough time to confirm your award and invite you to Graduation.
- 6.2. **Online booking task:** All students who are potentially eligible to attend Graduation will be invited to book via the online booking task. During online booking, you will be asked to confirm your name, contact details and the number of guest tickets required, along with any special requirements/accessibility needs for you and your guests.
- 6.3. **Results release:** Once results are released, 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 a future ceremony, following the confirmation of your award.
- 6.4. **Booking deadline:** You must book tickets by the published deadline to attend your Graduation. If you miss the deadline, you are not guaranteed a place at Graduation, or the option to purchase guest tickets.

- 6.5. **Guest tickets:** Everyone admitted to Graduation must have a ticket, excluding children under the age of four. The University is not responsible for any guests that arrive without having purchased a ticket.
- 6.6. **Number of guest tickets:** Students will be notified how many guest tickets are available to purchase when they receive their email invitation. **You are advised not to purchase any guest tickets which are not required, as guest tickets are non-refundable.** Once online booking has closed, we will notify you if there are additional tickets available for purchase. These will be sold on a first come, first served basis, and cannot be guaranteed.
- 6.7. **Guest tickets on the day of the ceremony:** If there are spare guest tickets on the day of the ceremony, these will be sold at the venue on a first come, first served basis, and cannot be guaranteed. Students are not able to reserve these tickets beforehand.
- 6.8. **Tickets are non-transferable:** Tickets for students and guests cannot be transferred to another ceremony or to another student. Tickets which have been transferred will not be accepted at Graduation.

7. Deferrals

- 7.1. When you complete the online booking task, you can request to defer your Graduation for up to one calendar year. You will be allocated to the next appropriate Graduation for your course. It is not normally possible to attend a different date in the same round of Graduations.
- 7.2. If you do not receive an invitation at least six weeks prior to the Graduation date, it is your responsibility to get in touch with the [Student Centre](#).

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](#) against your results, it may not be possible for an appeal to be resolved in time for you to attend your scheduled Graduation.
- 8.2. Once you know the outcome of your academic appeal and an award has been agreed, you will be invited to the next appropriate Graduation for your course.

9. Travel/Accommodation Arrangements

- 9.1. Students and guests are responsible for making their own travel and accommodation arrangements and the University cannot make recommendations. When booking travel and accommodation, you are advised to consider the distance from the venue.
- 9.2. We strongly advise that you do not make any travel (flights, trains, car hire, etc) or accommodation arrangements until you have booked your place and your award has

been confirmed. The University cannot take responsibility for transport or accommodation costs incurred and you make these arrangements at your own risk.

10. Refunds

- 10.1. Students are not required to pay for guest tickets until their awards have been confirmed, therefore we do not offer refunds on guest tickets. You should only book the number of guest tickets you require.
- 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 correct before your award has been confirmed.** Names cannot be amended after an award has been confirmed. Please check your name in [My Student Record](#) and contact the [Student Centre](#) if this is incorrect. You will need to provide official documentation to change your name on the Student Records System.
- 11.2. Your name will be used as it appears in the Student Records System. We use your full name for the graduation programme and your degree certificate. **Only your first name and family name will be announced at the graduation ceremony and used on the official merchandise.**
- 11.3. 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.
- 11.4. Only the names and awards of students attending a Graduation ceremony will be announced.
- 11.5. For students who book after the published deadline or are awarded after the results publication date, we cannot guarantee that their name will be included in the programme or on official merchandise. The names and awards printed in the programme or used in official merchandise are as accurate as possible at the time of going to print.

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 and social media).
- 12.2. **Filming and photography:** The Graduation ceremonies are professionally photographed and filmed. The Graduation ceremony will be live streamed via our website by [First Sight Media](#).

- 12.3. **Personal Photographs:** Students and guests may take photographs during Graduation. Please do not use flash photography or obstruct the view of others or affect the professional filming or photography. No cameras or phones are permitted to be used on stage.

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, students can hire their academic dress from another third party provider if they choose. Further information is available on the [Graduation website](#). **Wearing an academic gown is advised but is not compulsory.** Students must hire and make payment in full for their gown before the booking deadline if they are booking their gown with [Ede and Ravenscroft](#). After this deadline, gown hire cannot be guaranteed and there will be an additional charge.
- 13.2. **Gown hire refund:** If students are unable to attend and require a refund for gown hire, they must contact the gowning company, [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. Students are very welcome to wear national dress.
- 13.4. **Dress code for guests:** There is no dress code for 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 to students at Graduation.
- 14.2. Attendance at Graduation is not compulsory and does not impact on the award of the degree.

15. Attendance and Latecomers

- 15.1 **Arrival times:** Students and guests must arrive and be seated in the auditorium by the times published in your confirmation email.
- 15.2 **Late students:** Students who arrive late must report immediately to the Registration Desk. We will try and get you into the auditorium to graduate but this may not be with your cohort if they have already been called up to graduate. If the presentation of awards has been completed by the time you arrive, it will not be possible for you to receive your award on stage.
- 15.3 **Late guests:** If your guests are late, you must leave their tickets at the Queries Desk for them to collect upon arrival and they will need to show ID to collect them. Late arriving guests will be seated in the auditorium at an appropriate moment in the

ceremony, but they may be asked to sit in different seats to those allocated to avoid causing disruption to others.

- 15.4 **The Ceremony:** Students and guests are required to remain in the auditorium until the end of the ceremony. This is to avoid disruption to the ceremony and to ensure that all of our students' achievements are honoured equally.

16. Admittance of children/babies

- 16.1. Children and young adults (up to the age of 16) 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 student in the auditorium
- 16.2. Guest tickets for children aged 5 – 12 are free, however they must have a guest ticket or they will not be allowed access to the auditorium. These tickets are included in your overall ticket allocation.
- 16.3. Children under the age of 5 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 will not be allowed a seat in the auditorium.
- 16.4. When you complete the online booking task, please indicate under the special requirements section if you are bringing any children under the age of four. This will enable us to allocate appropriate seating.
- 16.5. 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 ceremony will be live streamed on screens outside the auditorium so you will still be able to watch the ceremony.

17. Special requirements/Accessible seating

- 17.1 You are required to notify us at the time of booking tickets, if you or your guests have any accessibility needs and/or special requirements such as wheelchair access, accessible seating and sight or sound facilities. We will do our best to accommodate these needs and will inform you of any arrangements beforehand.
- 17.2 A hearing loop system will be accessible during the Graduation ceremony. The Southbank Centre website provides further information on [access and facilities](#).
- 17.3 Failure to inform us of any accessibility needs and/or special requirements for you or your guests may result in those requirements not being accommodated on the day of your Graduation.

18. Behaviour

- 18.1 Graduation is a shared, happy occasion and we expect all students and guests to conduct themselves appropriately. Abusive 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.
- 18.2 We reserve the right to refuse entry to Graduation or to ask anyone to leave Graduation if they act in a manner which we deem to be offensive or disruptive to proceedings or to other attendees. No guest ticket refunds will be available in such circumstances.

19. Health, Safety and Security

- 19.1 All students and guests must familiarise themselves with the [Southbank Centre Safety Guidance](#) and the [Royal Festival Hall Visitor Information](#).
- 19.2 In the event of an emergency, please follow all instructions provided on the day by Southbank Centre and University staff.
- 19.3 If you see anything suspicious or concerning, please inform a member of the Southbank Centre or University staff.

Academic Registrar's Department
University of Westminster