

# **GRADUATION BOOKING POLICY**

## **Terms and Conditions – Academic Year 2025/26**

### **1. Eligibility**

To be eligible to graduate and attend a Graduation ceremony, students must have completed their programme of study, and their name must be published on a pass list by the deadline date given in any one conferment period (Winter, Spring or Summer).

Students must also have cleared any outstanding tuition fee related debts to the University before their pass list deadline date. An award cannot be conferred, nor can a student attend their Graduation ceremony until their financial account is settled, and any tickets purchased in advance of the debt being cleared is at the student's own risk.

Where a student has lodged an appeal, their eligibility to graduate is determined by their pass list results.

### **2. Attendance**

All eligible students will be invited to attend their School Graduation ceremony in July, but attendance is not compulsory.

If a student chooses not to attend their Graduation ceremony in the academic year that their pass list is published, they do not have a right to attend in a future year.

If a student is unable to attend their Graduation ceremony in the academic year that their pass list is published, they may defer their attendance by one academic year only. This will be subject to availability within the graduating class of that year.

All students must book their place and purchase their guest tickets for their July ceremony through the Summer Graduation registration task that will be sent to them by the Graduation team.

Students who graduated during Winter or Spring Graduation will need to complete a Summer Graduation registration task. Attendance cannot be guaranteed unless the summer task is completed during Phase 1 of ticket booking as outlined below.

### **3. Guest tickets and attendance**

Graduation ceremony tickets will be available to purchase as follows:

- For graduating students, their own ticket will be free of charge.
- *Whole event* guest tickets are £20 each. This includes a seat in the ceremony hall and admission to the festival area in the Sportspark grounds with live music post ceremony. Each graduating student can purchase up to three whole event guest tickets.
- *Festival only* guest tickets are £10 each. This includes admission to the festival area with a live screening of the ceremony and live music afterwards. There are 250 of these tickets available for purchase per graduation ceremony on a first come, first served basis.

Guests will not be permitted entry to a Graduation ceremony or the festival area without a Guest ticket.

Carer tickets are issued free of charge, subject to meeting the eligibility criteria (see section 5). They are only guaranteed if requested during phase 1 ticket sales, as part of the student's whole event ticket allocation. Any carer tickets requested in phases 2 or 3 of ticket sales are subject to availability.

### **4. Children attending Graduation**

Children under the age of 2 do not need their own ticket but must be sat on the lap of a guest aged 18 or over. Children over the age of 2 must have a whole event or festival ticket purchased for them. There are no discounts for children's tickets.

If a whole event or festival ticket is purchased for a child aged 2-12 years, they must be accompanied by an adult guest throughout the event. Unaccompanied children will not be permitted entry to the ceremony hall or the festival area, and any turned away on the day will not be eligible for a refund on tickets purchased.

Children aged 13-17 years with a whole event ticket do not need to be accompanied by an adult during the ceremony but do need to be accompanied during the post-ceremony celebrations in the festival area. They will remain the responsibility of the graduating student who has purchased their ticket. Children aged 13-17 years with festival only tickets must be always accompanied by an adult.

### **5. Applying for a Carer ticket**

To be eligible for a free carer ticket, you must submit evidence that a carer is attending to support either the graduating student or a guest. This can be any of the following:

- Entitlement to Disability Living Allowance/Personal Independent Payments (PIP) for either the graduating student or a guest, in the form of a letter from the Department of Work and Pensions stating that the benefit has been awarded.
- Attendance Allowance or Carer's Allowance letter of award relating to the graduating student or a guest.
- Employment and Support Allowance (ESA) letter notifying the recipient that incapacity benefit has been awarded.
- In the case of visual impairment, a registration card known as the BD8 or a Certificate of Visual Impairment (CVI).
- A recognised Assistance Dog ID Card.
- Credibility's Access Card.

## **6. Ticket booking process**

Ticket booking is in 3 phases, and the opening and closing dates for each phase of booking will be clearly communicated via email to all eligible students.

**Phase 1: Graduation registration task purchases.** During this phase, students can confirm their own place at their School ceremony and purchase up to 3 whole event Guest tickets. All those eligible to graduate, or who have expressed an interest in returning for their School ceremony as part of their Winter or Spring Graduation registration, will be sent a Summer Graduation registration task email shortly after the Easter break.

The purchase of up to 3 whole event Guest tickets per student is guaranteed during Phase 1.

If a student does not purchase their 3 whole event Guest tickets when they book their own space, but subsequently wishes to do so, they will need to contact the Graduation team directly at [Graduation@uea.ac.uk](mailto:Graduation@uea.ac.uk). The addition of up to 3 whole event Guest tickets allocated to a confirmed registration can only be guaranteed during this phase.

During Phase 1 of booking, it is not possible to purchase more than 3 whole event Guest tickets.

**Students who do not complete their Graduation Registration task during Phase 1 cannot be guaranteed their place at the School ceremony for that year. This will be subject to availability after Phase 2 has closed.**

If there is no availability in the School ceremony for that year, the student will graduate in absentia. They may be able to return for the School ceremony in the following academic year but this will be subject to availability.

**Phase 2: Whole event ticket booking via the online store.** Ticket booking will temporarily close as the system moves from Phase 1 into Phase 2 of booking, and additional whole event ticket availability is assessed.

Any whole event Guest tickets that remain unsold from Phase 1 of booking will be made available for purchase by students who completed their Summer Graduation registration task during Phase 1.

The additional release of whole event Guest tickets is entirely subject to availability, and availability will differ across ceremonies. It is likely that some ceremonies will sell out during Phase 1, and there will not be any additional whole event Guest tickets to release. In this instance, students will need to apply for festival only tickets during Phase 3.

Where additional whole event tickets are available, they can be purchased via the UEA's online store. Further details will be sent by email to students who completed Phase 1 of booking.

Phase 2 tickets will be sold on a first come, first served basis.

If an online store purchase of whole event Guest tickets is made by a student who has not completed the Phase 1 registration process, these tickets will not be issued, and a refund will be given.

**Phase 3: Festival only tickets.** This phase will begin after Phase 2 has closed. There will be 250 festival only tickets available for each ceremony and these will be sold on a first come, first served basis.

Festival only tickets will be made available for purchase by students who completed their Summer Graduation registration task during Phase 1. The release time of these tickets will be sent directly to those students only.

Festival ticket purchases will be limited to 5 tickets per student.

If an online store purchase of festival only tickets is made by a student who has not completed the Phase 1 registration process, these tickets will not be issued, and a refund will be given.

## **General Booking Information**

All Guest tickets must be booked and paid for online. Once booking and payment has been processed, a confirmation email will be sent to the external email address the student gave during Phase 1 of booking.

**If the confirmation email is not received within 2 working days of making a purchase, please contact the Graduation team at [Graduation@uea.ac.uk](mailto:Graduation@uea.ac.uk).** If a confirmation email has not been received it may mean that a student's place and/or Guest tickets have not been successfully booked.

Guests without tickets will not be permitted entry to the ceremony or to the festival area but may still attend campus on the day of Graduation.

All tickets will be sent via email to the student who has completed the booking process. Tickets will be issued one week prior to the ceremony.

All tickets contain a unique QR code that will be scanned at the point of entry to the event.

## **7. Cancellations and refunds**

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 given within 28 days of their ceremony.

Students may cancel their place at their Graduation ceremony at any point but must do so before the refund deadline to be eligible for a refund for any Guest tickets purchased. **For Summer Graduation 2026, this deadline is Friday 5 June 2026.** Cancellation requests for Guest tickets received before the cancellation deadline will have a full refund processed before the end of August.

Cancellation requests for Guest tickets received after the cancellation deadline will not be eligible for a refund unless exceptional circumstances are presented for consideration by the Head of Graduation Events.

Cancellation requests must be submitted in a written email to the Graduation Office – [Graduation@uea.ac.uk](mailto:Graduation@uea.ac.uk) . Requests must be sent by the student who booked the tickets and contain the student's full name, their student number, details of the number of Guest tickets to be cancelled and the reason for the cancellation.

Students who have purchased Guest tickets but are ineligible to receive an award or attend their Graduation ceremony because of outstanding debts to the University will have any refunds due off set against the outstanding debt owed by the student. Where this debt is higher than the sum of the refund, no refund will be given.

Force Majeure: The University of East Anglia reserves the right to postpone or cancel Graduation ceremonies if any unforeseeable circumstance which is beyond the control of the University, or any unavoidable event, even if foreseeable, is identified. Such circumstances include, but are not limited to, any strike, factory closure, explosion, maritime peril, natural disaster, act by a public enemy, fire, flood, accident, war, riot, insurgence, or any other similar event.

Policy Owner: Louisa Griffiths, UEA Head of Graduation Events

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