

## **Terms & Conditions for bookings for all tickets for King's College London Graduation Ceremonies**

By making an online booking, or submitting a booking form to the office, the student accepts the following Terms and Conditions:

- I agree to arrive at the venue sufficiently in advance of the ceremony start time; to collect my tickets at least 40 minutes in advance of the start of the ceremony and to be seated at least 15 minutes prior to the start of the ceremony.
- I agree that both my ticket and any guest tickets purchased are not transferable to another ceremony, or to another student.
- I agree to notify the graduation team by email if I need to cancel my place, or any of my guest ticket(s). Refunds will be issued for tickets cancelled by email up until 17.00 on Monday 16<sup>th</sup> May 2022 (for all Class of July 2020, January 2021, July 2021 & January 2022 bookings). Refunds are subject to a £5 administration fee per ticket and will be issued after 5 September 2022. Note that refunds will not be issued for tickets cancelled after the appropriate refund deadline.
- I agree to hire my academic dress before the deadline of three weeks prior to the ceremony (Gown hire information is available [here](#)) Academic dress and smart dress are compulsory. The College reserves the right to refuse admission to those students who do not comply with these requirements.
- I agree to bring Photo ID to the ceremony venue. Photo ID is required by all students in order to collect tickets for both themselves and their guests, and to collect their gowns. ONLY the student can collect the tickets and gowns.
- To enable the College to ensure that students and guests are able to participate fully in ceremonies, I agree to let the College know in advance if I or my guest(s) have any special requirements. Please note that by making an online booking, or submitting a booking form to the office, students and their guests consent to the College passing relevant details of an individual's special requirements to the Royal Festival Hall to enable any appropriate adjustments to be made.
- I agree to pay any outstanding debts to the College in full at least ten working days prior to the relevant Examination Board. I ACKNOWLEDGE THAT FAILURE TO CLEAR MY DEBTS PRIOR TO MY EXAMINATION BOARD MAY MEAN THAT MY AWARD WILL NOT BE RATIFIED AND I WILL NOT BE ABLE TO ATTEND THE CEREMONY.
- I agree to the taking of still and video images for publicity purposes, and to the publication of my name in the ceremony programme. Further information about photography at the ceremonies is available on the [Photography and filming at your graduation ceremony pages](#). Further information about filming at the ceremonies is available on those pages.
- (Undergraduate and graduate taught students) I agree that if for reasons beyond the control of Students & Education my award has not been ratified by the appropriate deadline, my place will be cancelled and all graduation guest tickets purchased will be refunded in full. (Please see the Force majeure statement below)

- (Graduate research students) I agree that if my award has not been ratified by the appropriate deadline, my place will be cancelled and all graduation guest tickets purchased will be refunded in full. (Please see the Force majeure statement below)

Failure to comply with any of the above terms and conditions will result in the student losing their place at the ceremony. There will be no late admittance to a ceremony.

Where possible, entry to the next available ceremony will be permitted.

The College reserves the right to refuse admittance to a ceremony.

The College reserves the right to ask any person to leave the ceremony and/or ceremony venue if the College considers they are causing a disruption to the ceremony or other guests.

## **Tickets**

Should you need to cancel your place for the ceremonies please re-enter the booking task and select the 'cancel your place' option. At this stage you can choose to either cancel your place and not attend a future ceremony, or cancel your place and defer attendance to the next set of ceremonies.

If you have purchased guest tickets these will also be cancelled when you cancel your place. Any refund due to you will be issued directly back to the card you used to make your initial payment.

Refunds will be issued for tickets cancelled by email up until 17.00 on Monday 16<sup>th</sup> May 2022 (for all Class of July 2020, January 2021, July 2021 & January 2022 bookings).

Refunds are subject to a £5 administration fee per ticket (this covers costs associated with the administration required by the College in respect of cancellations) and will be issued after 5 September 2022. Note that refunds will not be issued for tickets cancelled after the appropriate refund deadline.

If you need a refund for other services, e.g. gown hire, please refer to the information below on gown and merchandise refunds.

## **Refunds for gowns & merchandise**

If you ordered your gown online you may cancel the order via the same website:

[www.gownhire.co.uk](http://www.gownhire.co.uk) but please note that this MUST be done no later than 7 days in advance of the ceremony. To cancel robes booked by telephone you will need to make your cancellation in writing, either by emailing Ede and Ravenscroft at [customer.services@edeandravenscroft.co.uk](mailto:customer.services@edeandravenscroft.co.uk) or writing to:

Ede & Ravenscroft Ltd, Unit A Denny Industrial Centre, Waterbeach, Cambridge CB5 9QD

Please note that the refund will be minus a £1.50 administration fee.

**Attending a future ceremony**

If you will be re-sitting examinations and you intend to come to a future ceremony, please notify Ede and Ravenscroft that you wish your booking and payment to be retained and transferred to a future ceremony. You will need to let the company know the date of the next ceremony as soon as you can.

If you do not intend to come to a future ceremony after re-sitting your exams no refund will be made.

**Data Protection statement**

Graduands are reminded that King's College London graduation ceremonies are regarded as public events.

Still and video images are recorded of the ceremony and may be purchased or used for publicity purposes.

**Force majeure**

If the graduation ceremonies cannot take place or are delayed due to circumstances beyond the control of the College, including (without limitation) fire, explosion, terrorist act (or threat of terrorist act), act of God, pandemic, or as a result of any industrial action or dispute involving the College, or the venue at which the ceremonies are due to be held, the College will not be liable for any losses direct, or otherwise, incurred by graduates or their guests.

The College will, where at all possible, make alternative arrangements for any graduates affected, but graduates and their guests should ensure that they have sufficient insurance protection to cover any losses they might suffer as a result of a ceremony being cancelled or delayed.