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, spring 2020). All guest tickets will be available to purchase online from 10am on 23 April to 5pm on 11 June 2020. 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 by the deadline (no. 8 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 2020 between the 23 April and 11 June and can purchase up to 2 guest tickets each. A student may access the system twice in order to purchase the maximum number of 2 guest tickets per student.

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 2020, 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 Office immediately at: graduation@essex.ac.uk. If a confirmation email is not received this will mean that a student's place at Graduation has not been booked and guest tickets will not be available on the day of Graduation.

6. The ceremony will be screened live in the Lakeside Theatre. This facility is available for additional guests without tickets to watch the ceremony. There is no charge for this service; it is available on a first-come, first-served basis.

7. When all students have had the opportunity to complete a booking in Phase 1 (between the 23 April and 11 June 2020) any guest tickets that remain unsold will be available for purchase by students eligible to attend Graduation 2020 on a first-come first-served basis. Where tickets are available, they can be purchased online in Phase 2 from 10am on (18 June to 3 July 2020). 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.

8. Students may cancel any guest tickets that they have purchased for a full refund providing that the cancellation request is received in writing (letter or email), by the Graduation Office no later than 5pm on 3 July 2020.

9. Cancellation requests must be submitted in writing and sent via email or post to the Graduation Office (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. All refunds will be processed in August 2020 after the Graduation ceremonies have taken place. If the
payment was made by credit or debit card, a refund will be made directly to the same card. In exceptional circumstances, a cheque can be issued and will be sent to a student's permanent home address unless an alternative address has been provided. It is very important that students keep their home address up to date via myEssex.

11. The Graduation Manager may, in exceptional circumstances, approve a refund in respect of cancellation requests received after 5pm on 3 July 2020.

12. 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 August 2020.

13. 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.

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

Graduation Office, May 2020