

Terms and Conditions for the Allocation and Purchase of Additional Tickets for University of Cumbria Degree and Award Ceremonies

All the information for graduating students is published at www.cumbria.ac.uk/graduation, including booking procedures and deadlines that must be adhered to (the 'Website Information').

These Terms and Conditions (the 'Terms') apply to all allocations of Graduand Places, complimentary guest tickets ('Complimentary Tickets') and purchases of additional guest tickets ('Additional Tickets') (together, 'Guest Tickets') for a University of Cumbria ('We'/the 'University') Degree and Award Ceremony ('Ceremony'). Guest Tickets are only available to the guests of those graduating students who have had an appropriate award confirmed by the University Assessment Board ('You/Graduand/Graduands').

Please read these Terms and the Website Information carefully and make sure You understand them before using the Online Store to purchase Additional Tickets. Any purchases made via the Online Store will be subject to the terms and conditions of the Online Store [here](#) (the 'Online Store Terms'). If You cannot use the Online Store, please contact the Ceremonies Team on 01524 384237 or ceremonies@cumbria.ac.uk before the day before the type of Additional Ticket you wish to purchase goes on sale.

1. Guest Tickets

1.1. There are two types of Guest Tickets available:

1.1.1. Tickets to attend the Ceremony in the main venue and to attend the Celebratory Reception ('Main Venue Tickets'); and

1.1.2. Tickets to view the Ceremony via live video link in the Lecture Theatre at Tullie House Museum and Art Gallery, and to attend the Celebratory Reception ('Live Video Link Tickets').

1.2. Additional Tickets cannot be split and it is not possible to purchase an Additional Ticket to attend or view the Ceremony only or the Celebratory Reception only.

1.3. All Graduands who wish to be allocated a Graduand Place, and Complimentary Tickets if required, must book by the deadline published in the Website Information for Graduand Places (the 'Published Deadline') and specify if they wish to have one or two Complimentary Tickets. All Complimentary Tickets are Main Venue Tickets.

1.4. All Graduands who book their Graduand Place by the Published Deadline will normally have the opportunity to purchase a maximum of four Additional Tickets, being two additional Main Venue Tickets and two additional Live Video Link Tickets, subject to these Terms and availability.

1.5. Additional Tickets must be purchased by the relevant deadlines published in the Website Information for Main Venue Tickets and for Live Video Link Tickets.

- 1.6. Purchases of Additional Tickets must, unless otherwise agreed with the University, be made using the Online Store and in accordance with the Online Store Terms.
- 1.7. Additional Tickets are sold on a first-come, first-served basis. The quantities of Additional Tickets available for purchase is at the discretion of the University and, for some Ceremonies, there may be no, fewer or more Additional Tickets available.
- 1.8. Additional Tickets may be available on the day of the Ceremony but the University cannot guarantee this to be the case.
- 1.9. Graduands who have not had an appropriate award confirmed by the University Assessment Board by the day before the Additional Tickets go on sale, due to outstanding assessment within the award or academic related debt, will not be able to purchase any Additional Tickets.
- 1.10. No Guest Tickets or Graduand places are transferrable to another Graduand or Ceremony.

2. Refunds

- 2.1. Additional Tickets will only be refundable:
 - 2.1.1. in the case of Additional Tickets purchased using the Online Store, in line with the Online Store Terms; or
 - 2.1.2. if the Graduand is no longer eligible to attend the Ceremony due to an outstanding academic award, in which case an automatic refund will be issued following the Ceremony.
- 2.2. The Assessment, Awards & Compliance Manager will be required to approve all refunds.

3. Collection of tickets

- 3.1. A 'Ticket Collection' email will be sent to Graduands one week before the Ceremony and Graduands or Guests must bring a copy of this email on the day of the Ceremony to collect any Guest Tickets.
- 3.2. Guest Tickets must be collected on the day of the Ceremony, from the location and within the time-frame published in the Website Information. Failure to collect Guest Tickets in time may result in guests being denied access to the Ceremony (whether in the main venue or by Live Video Link) and/or to the Celebratory Reception.
- 3.3. No refunds will be made for Guest Tickets which are not collected as set out in this clause 3, or which are lost.

4. Accessibility and Dietary Requirements

- 4.1. Graduands must provide details in writing of any accessibility or dietary requirements (including food allergies or intolerances) of them or their Guests, such as wheelchair access, sight or sound requirements, before, as relevant, the Published Deadline or the deadline for Main Venue Tickets or Live Video Link Tickets expires. All relevant dates are stated in the Website Information.
- 4.2. The University will endeavour to accommodate all accessibility and dietary requirements but this may not be possible in all cases.
- 4.3. If the University has not been notified of guest access or dietary requirements as set out in clause 4.1, it may not be possible to make appropriate arrangements and in such circumstances no refund will be issued.

5. An Event Outside Our Control

- 5.1. An Event Outside Our Control means any act or event beyond Our reasonable control, including without limitation strikes, lock-outs or other industrial action by third parties, civil commotion, riot, invasion, terrorist attack or threat of terrorist attack, war (whether declared or not) or threat or preparation for war, fire, explosion, storm, flood, earthquake, subsidence, epidemic or other natural disaster, or failure of public or private telecommunications networks.
- 5.2. Should the Ceremony be unable to take place or be delayed due to An Event Outside Our Control, the University will not be liable for any losses direct, or otherwise incurred by Graduands or their guests. The University will, where at all possible, make alternative arrangements for any affected Graduands, and if it cannot make alternative arrangements it will refund any Additional Tickets, but Graduands or their guests should ensure they have appropriate insurance protection to cover any losses they may incur as a result of the Ceremony or Celebratory Reception being cancelled or delayed.