

Award Ceremonies – Frequently Asked Questions

This FAQ document has been created to provide you with as much information as possible about our Awards Ceremonies, what to expect on the day and how to prepare beforehand. Find your question below and click for the answer.

Top 10 questions	3
When are the Award Ceremonies?	3
Where are the Award Ceremonies being held?	3
How much will it cost to attend?	3
How and when will I receive my invitation?	3
How do I know if I'm eligible to attend?	3
How do I register to attend or get guest tickets?	3
I'm not coming, do I need to do anything?	3
How do I hire my gown?	3
When will I get my tickets?	3
When will I get my certificate?	3
Registering	3
Do I have to attend the ceremony?	3
I have outstanding fees – can I still register to come to the ceremony?	3
I'm not coming to the ceremony, why do I still need to register?	3
How do I register?	4
What will happen when I register?	4
When should I register?	4
Can I cancel or change my booking?	4
If I cancel any guest tickets will I get a refund?	4
Problems with Registering	4
I can't register, it says / surname not recognised / ID not recognised	4
It says my payment hasn't been processed	5
I need to change my email address on the Registration site	5
What does it mean about publishing your name?	5
Tickets	5
How do I request guest tickets?	5
How much are the tickets?	5
When will I receive my tickets?	5
When will I know how many guest tickets I definitely have?	5
Can children come to the ceremony?	6
Specific / Additional requirements	6
How do I tell you if I (or my guests) have special requirements?	6
What arrangements can be made for people with additional requirements?	6
Seating arrangements	6
Wheelchair access	6
Parking permits/blue badge holders	6
Assistance for deaf or hard or hearing	6
Assistance for blind people	6
Gown Hire	7
Do I have to wear a gown at my Award Ceremony?	7
How do I hire my gown?	7
Where do I collect my gown?	7
What should I wear with my gown?	7
I've forgotten to order my gown	7

How do I contact the gown suppliers?	7
What if I still have questions about hiring a gown?	7
Photography	7
Do I have to have professional photos taken?	7
How do I book the professional photography service?	7
When should I have my photos taken?	7
How do I contact the Photographers?	7
What if I still have questions about Photography?	8
Memorabilia and Souvenirs	8
What memorabilia and souvenirs are available to purchase?	8
DVD's	8
Is it possible to get a DVD of the ceremony?	8
Who do I need to speak to about the DVD of the ceremony?	8
Watching ceremonies online	8
Will the ceremonies be shown online?	8
Can I watch a previous ceremony online?	8
Your Certificate and Diploma Supplement	8
What will I get at the award ceremony?	8
What should I do with my certificate and diploma supplement?	8
What name will be on my certificate?	8
How do I make sure my name is right on my certificate?	8
I'm not coming to the ceremony – how do I get my certificate?	9
Dates	9
Important dates for your Award Ceremony	9
Assessment Board cut-off date	9
Student Registration	9
Gown Hire	9
Photography	9
What will happen on the actual day?	9
Timetable for the day	9
What do we have to do when we cross the stage?	9
Venue Information	9
Where are the Award Ceremonies being held?	9
What parking is available?	9
What accommodation is available?	10
Post-Ceremony Receptions	10
What is the post-ceremony reception?	10
VISAs	10
How do I get a VISA letter?	10
Graduation Ball	10
When and where is Graduation Ball?	10
What happens at Graduation Ball?	10
How do I get a ticket for the Graduation Ball?	10
When is the entertainment line-up announced	10
How do you get to the O2 Academy?	10
What is the dress code for the Graduation Ball?	10

Top 10 questions

When are the Award Ceremonies?

For a full list of dates and times of each Ceremony please visit our [Awards Ceremonies Dates](#) web page.

Where are the Award Ceremonies being held?

The Award Ceremonies and Post-ceremony Receptions are hosted every year at the [Bournemouth International Centre \(BIC\)](#).

How much will it cost to attend?

Your ticket is free and includes entry to the ceremony, an award ceremony souvenir programme and entrance to the post-ceremony reception. All guest tickets are £15 each and include entrance to the awards ceremony and post-ceremony reception. Gowns must be worn and are normally a minimum of £40.00 to hire. The prices vary dependant on your award so please check with our official gown suppliers.

Optional and additional costs include professional photography, additional souvenir booklets, parking, food and drinks at the venue and your ticket to the Graduation Ball.

How and when will I receive my invitation?

Invitations will be emailed to your BU and personal email address in the summer once you become eligible to attend. Please make sure we have the right contact details for you and keep an eye on your inbox.

If you have not received your invitation yet and think you should have please [contact us](#).

How do I know if I'm eligible to attend?

If you have been granted an award by a BU Assessments Board by 25 September 2015 then you should be eligible to attend the ceremony.

How do I register to attend or get guest tickets?

You should register your attendance and request your guest tickets via the Graduation Registration website [Graduation Registration](#)

I'm not coming, do I need to do anything?

Yes. It is important that you register to say you are not coming via the Graduation Registration website. This way we can ensure that you receive your certificate after the event.

How do I hire my gown?

All gown hire should be arranged via Ede & Ravenscroft, Bournemouth University's official gown supplier. Please see www.gownhire.co.uk for booking and all related information. Please book at least 3 weeks before your ceremony.

When will I get my tickets?

We will let you know how and when you will receive your tickets closer to the awards ceremonies.

When will I get my certificate?

If you attend the ceremony you will receive your certificate after crossing the stage. If you are not attending please register to receive your certificate after the ceremonies. We do not automatically issue certificates to those who do not register.

Registering

Do I have to attend the ceremony?

No. The Award Ceremonies are celebratory events for you to formally receive your award in front of guests and fellow graduates. However, whether you attend the ceremony or not we still need you to register. *If you choose not to register your name will not be in the award ceremony souvenir booklet.*

I have outstanding tuition fees – can I still register to come to the ceremony?

If you have any tuition fees owing to the University, you can still attend the ceremony but your certificate will be withheld until these have been cleared.

I'm not coming to the ceremony, why do I still need to register?

If you are not coming to the awards ceremony it is important you register so that we know to send your certificate to you after the ceremonies. If you do not register we will not automatically send your

certificate out to you. We will also not be able to publish your name in the award ceremony souvenir booklet because you have not given us permission to publish your name.

How do I register?

Register your attendance or non-attendance online via the [Graduation Registration](#) website. On your first login you will need to create an account in order to continue with your registration. This site is separate from all BU accounts and sites.

What will happen when I register?

You should register to:

- **Attend the ceremony** with or without guests, including notifying us of any special requirements for you or your guests.
- **Not Attend** known as Graduating in Absentia, where you don't come to the ceremony and your certificate will be issued to you following the Award Ceremonies. Certificates sent via post will be issued via recorded delivery and require a signature on delivery.
- **Defer your graduation** to [next year](#). This option is only available in exceptional circumstances and proof of these circumstances may be required. If you request to defer you will not receive your certificate until you attend that ceremony. It is not guaranteed that requests to defer will be accepted. Please see our [deferrals policy](#) for more information.

If you are **attending the ceremony**, as part of the registration process you can:

- Request and pay for your **guest tickets**
- Tell us if you or your guests have any **special requirements**
- Confirm if you are happy for your name to be published

An automatic email confirmation summarising your booking will be sent to the email address you registered with.

When should I register?

You won't be able to register until you are eligible to attend. This means that you will have been granted an award by BU before 25 September 2015.

You should register as soon as possible after you receive your results and you must register by Sunday 11 October 2015 at the very latest.

Can I cancel or change my booking?

You can access and amend your booking up until the registration deadline date, Sunday 11 October 2015. You will receive a confirmation email of any changes you make.

If I cancel any guest tickets will I get a refund?

Cancellations that result in a refund are reviewed and processed on a weekly basis by Bournemouth University.

No refunds will be offered after the registration deadline date except in cases of unavailability of extra tickets and exceptional circumstances.

If you think you should have received a refund for any cancelled tickets and haven't please [let us know](#).

Problems with Registering

I can't register, it says / surname not recognised / ID not recognised

If you are experiencing problems in registering please check the following before contacting us:

- **Have you created a new account** – *this website is separate from all BU accounts so any BU logins won't work and you will need to create a new account*
- **Does the spelling of your name match our records?** – *If you think we have your name spelt differently on our record system please let us know as this may prevent you from registering*
- **Have you entered your student ID correctly?** – *7 digits long beginning with a 4 or 9*
- **Are you eligible for an award ceremony?** – *You must have been granted an award from BU by 25 September 2015 to be eligible to attend. If you are not sure please contact your Programme Administrator.*
- **Have you registered for the correct ceremony?** – *you may be trying to register for the incorrect ceremony- please check that the date and time of the ceremony you are trying to book for matches the ceremony on your invite.*

It says my payment hasn't been processed

Please double check the card details you entered when you created your account.

Please note: The Graduation Registration system does not accept payments made by Electron or American Express.

All tickets must be paid for before they can be issued to you.

I need to change my email address on the Registration site

When you create an account on Graduation Registration you will be asked to provide an email address as part of your login details. Booking confirmations will be automatically sent to this address. If you need to change your registered email address please [let us know](#) and confirm your:

- Full name
- Student ID
- Current email address registered with
- Home address

Please remember to login using this new email address. Your password will remain unchanged.

Any old email correspondences will be automatically re-sent to your updated email address.

What does it mean about publishing your name?

As part of the registration process you will have been asked to select **Yes** or **No** as to whether you were happy for your name to appear in the award ceremony souvenir booklet and any other related publications. Other publications include the local paper and the commemorative hoodies/t-shirts.

The answer to this question defaults to 'Yes' in agreement with having your name published. You can change this to 'No' if you would prefer for your name not to be published.

For legal reasons we carefully monitor all records where students do not wish to have their names published. Once this information is set to our suppliers ahead of the ceremonies we are unable to make changes.

You will be able to access and amend your booking via Graduation Registration up until the registration deadline date, Sunday 11 October 2015.

Tickets**How do I request guest tickets?**

You can request and pay for guest tickets as part of the registration process once you have registered on the [Graduation Registration](#) website.

Each guest attending the ceremony will need a ticket. Your first 2 purchased guest tickets are guaranteed. Other tickets are subject to availability until after the registration site has closed on 11 October. You will receive an email from the Graduation Team the week after online registration has closed confirming how many tickets you have. In the unlikely event that you cannot have your full number of requested tickets, you will be given a refund.

How much are the tickets?

Your own ticket is free of charge and includes attendance at your award ceremony, an award ceremony souvenir programme and attendance at your post-ceremony reception.

All guest tickets (including the 2 guaranteed tickets) are £15 each and include attendance at the award ceremony and at the post-ceremony reception.

When will I receive my tickets?

We will let you know how and when you will receive your tickets closer to the awards ceremonies.

How many guests can I bring?

There is no limit to how many tickets you can request. However, to be fair to all of our students, only your first 2 guest tickets are guaranteed until the registration deadline has passed.

When will I know how many guest tickets I definitely have?

Guest tickets are subject to availability and are not guaranteed on application. We will endeavour to meet all requests for guest tickets. Until we have reached the registration deadline date, 11 October 2015 we are unable to give advice on the status of any extra tickets requested as we will not be able to ascertain the number of guest tickets available.

We will send an email, to the email address you used when you registered week commencing 12 October confirming how many guest tickets you have.

Can children come to the ceremony?

Our Awards Ceremonies are quite long (normally at least 2 hours) and are not tailored for young children. Additionally, due to the length of the ceremony and for health and safety reasons, we **do not** recommend having children on your lap for the ceremonies. This is in-line with the venue's terms and conditions.

If you decide to bring children with you, anyone occupying a seat will need a ticket. No tickets need to be purchased for children under two years of age **unless** they intend to occupy a seat separate to the one occupied by the adult accompanying them. It is helpful to us if you provide children's ages when booking to help with seating arrangements.

The guest seating area is in a separate part of the hall from the graduates' seating area.

Specific / Additional requirements

How do I tell you if I (or my guests) have special requirements?

At the time of registering please let us know if you or your guests have special requirements. We need to be aware of such as:

- You or your guests require a BSL Interpreter (only available upon request)
- Wheelchair user
- Guide/Assistance dog user
- Bringing pram(s)
- Mobility difficulty
- Visual impairment
- Hearing impairment
- Pregnancy
- Temporary disability (i.e. broken leg)
- Individual needs or access requirements

We may contact you prior to the day to discuss any special arrangements with you.

What arrangements can be made for people with additional requirements?

Seating arrangements can be made to meet any additional requirements.

Student seating is located on the flat floor area in front of the stage. Guest seating is normally on the tiered area behind the students so it is important we know of any mobility issues to help us allocate seating.

Wheelchair access - A lift is available to help you access the stage to receive your award; otherwise steps are used to get on and off the stage. If use of the lift is required please let us know when registering on-line and we will contact you to confirm arrangements for the day.

If you or your guests require the loan of a wheelchair for the day, your local [British Red Cross](#) may be able to assist you. Their wheelchair hire is usually free of charge but may require a refundable deposit.

Parking permits/blue badge holders - Dedicated parking for holders of special permits and blue badges are available at the BIC.

Assistance for deaf or hard of hearing – BSL interpreters are available only upon request. Please let us know when you register if you would like BSL interpreters at the ceremony and if you or your guests would like to be seated in clear sight of them.

The BIC are also able to supply additional equipment to anyone who is deaf or hard of hearing in order to make use of their induction loop system. Please let the [BIC](#) know in advance if you wish to use this service.

Assistance for blind people - Assistance dogs are permitted into the BIC. Should special seating or any other arrangements be required please let us know when registering to graduate. Water for assistance dogs is available from the First Aid Room, located on the ground floor of the BIC.

Please let us know when you register if you would like the Award Ceremony Programme to be made available in Braille.

Gown Hire

Do I have to wear a gown at my Award Ceremony?

Yes, you must wear the correct academic dress for your award if you attend the Award Ceremony.

How do I hire my gown?

Please order with [Ede and Ravenscroft](#) as far in advance as possible as Bournemouth University recognises this company as their supplier of graduation gowns. Please make sure that you order your gown at least 3 weeks before the ceremony. You should also bring your confirmation details with you on the day.

When booking your gown you will need the following details:

- Height
- Hat size (circumference of your head taken just above your ears)
- Chest/bust measurements
- Qualification
- Date and time of your ceremony

Please see www.gownhire.co.uk for booking and all related information.

Where do I collect my gown?

Ede and Ravenscroft will be at your Award Ceremony in the [Solent Hall](#) at the [Bournemouth International Centre \(BIC\)](#) for you to collect your gown. Your gown will need to be returned before you leave the BIC.

What should I wear with my gown?

Your clothes are still clearly visible under your gown and it is expected that everyone will dress formally as is appropriate to the occasion.

On the day you may find it useful to bring a couple of safety pins and hair grips to help secure your gown and hood.

Guests should also dress formally as appropriate to the occasion.

I've forgotten to order my gown

You will only be able to pre-order your gown up to 3 weeks before the ceremonies start. After this date please contact the gown suppliers directly. They will advise you to turn up as early as possible on the day and this could lengthen your preparation time.

How do I contact the gown suppliers?

[Ede and Ravenscroft](#)

Telephone: +44 (0)1223 861 854

Email: student@edeandravenscroft.com

What if I still have questions about hiring a gown?

Before contacting Ede and Ravenscroft, see if their [Frequently asked questions - gown hire](#) can help.

Photography

Do I have to have professional photos taken?

No, the professional photography service is completely optional. You and your guests can take your own photos at any time – please note that all guests must remain seated in the hall during the ceremony.

How do I book the professional photography service?

Success Photography will be available throughout your Award Ceremony in the [Solent Hall](#) at the [Bournemouth International Centre \(BIC\)](#). If you would like to use this optional service, please order as far in advance of the ceremony as possible and bring your confirmation with you on the day. Please see <http://www.successphotography.com> for booking and all related information about what packages are available.

When should I have my photos taken?

Success Photography will be available at your Award Ceremony in the [Solent Hall](#) at the [Bournemouth International Centre \(BIC\)](#) before and after your ceremony to take your picture. We recommend you have your pictures taken before the ceremony in order to avoid queues.

How do I contact the Photographers?

[Success Photography](#)

Telephone - 01293 822 211 (+441293 822 211)

Email - info@successphotography.com

What if I still have questions about Photography?

Before contacting Success Photography, see if their [Frequently asked questions - photography](#) can help.

Memorabilia and Souvenirs

What memorabilia and souvenirs are available to purchase?

Commemorative items including T-shirts and hoodies can be purchased on the day or in advance by visiting [Graduation 2015](#). Additional BU souvenir items such as wine glasses and teddy bears can also be purchased on the day.

Please note that not all sizes and colour combinations will be available on the day and should be pre-ordered on the website by Thursday 15th October 2015.

DVD's

Is it possible to get a DVD of the ceremony?

Our Award Ceremonies are recorded on a DVD by our official photographers, Success Photography.

Please see <http://www.successphotography.com> for ordering and further information.

Who do I need to speak to about the DVD of the ceremony?

Success Photography will be available in the [Solent Hall](#) at the [Bournemouth International Centre \(BIC\)](#) before and after your ceremony.

[Success Photography](#)

Telephone - 01293 822 211 (+441293 822 211)

Email - info@successphotography.com

Watching ceremonies online

Will the ceremonies be shown online?

Yes, all of our Award Ceremonies will be broadcast LIVE via the University website for anyone to watch at www.bournemouth.ac.uk/graduationstream

Can I watch a previous ceremony online?

Yes, please visit our [YouTube page](#) where all graduation ceremonies will be uploaded for graduates and guests to enjoy. Additionally, you can view previous years' graduation ceremonies on our YouTube page to gain more of an understanding of what is expected of you on the day and how to receive your award.

Your Certificate and Diploma Supplement

What will I get at the award ceremony?

You will receive your [award certificate](#) which will have the seal and signatures of the University.

What should I do with my certificate and any other documents?

Keep them in a safe place as they are important and your certificate is a unique legal document. These documents can be used as proof of your studies and you will need them for job applications, visa applications and any further study in particular.

What name will be on my certificate?

Your certificate and other Award Ceremony documentation will be produced using the name that is held on the BU student record system. This is the name you advised us of when you completed your enrolment and should match your passport.

How do I make sure my name is right on my certificate?

Please tell your Programme Administrator as soon as possible if you don't think your name is right. If you are unsure whether we have the correct name listed for you, please [contact us](#) to check at your earliest convenience.

If you have any special characters in your name which are not recognised in the standard English alphabet, please ensure that you [notify us](#) immediately so that we can make sure your documents are correct.

I'm not coming to the ceremony – how do I get my certificate?

Please make sure you register your non-attendance via Graduation Registration. This will mean that we know you are not attending and will receive your certificate after the ceremonies.

Dates

Important dates for your Award Ceremony

Dates for our Award Ceremonies can be found [here](#). All BU Awards Ceremonies take place at the [Bournemouth International Centre \(BIC\)](#). Dates and timings are subject to confirmation.

Assessment Board cut-off date

Friday 25 September 2015 – In order to be eligible to attend the 2015 Award Ceremonies, the Assessment Board for the course you are studying needs to have taken place on or before this date. After this date you will be eligible to attend our 2016 Award Ceremonies. If you're not sure when your Assessment Board takes place, please contact your School Administrator.

Student Registration

Sunday 11 October 2015 – You should register to attend to confirm your attendance **and non-attendance** by this date at the very latest via the [Graduation Registration](#) website.

Gown Hire

At least 3 weeks before Award Ceremony – Please order with [Ede and Ravenscroft](#) as far in advance as possible and at least 3 weeks before the ceremony. Please bring your confirmation details with you on the day.

Photography

At least 2-3 days before Award Ceremony – A professional photography service is available at the graduation ceremony. If you wish to use this service please order with [Success Photography](#) as far in advance of the ceremony as possible.

What will happen on the actual day?

Timetable for the day

Please see our [step by step guide](#) to the awards ceremonies for a suggested timetable.

What do we have to do when we cross the stage?

We have a video from a previous ceremony to show you exactly [what happens when you cross the stage](#).

Venue Information

Where are the Award Ceremonies being held?

BU will be hosting the Award Ceremonies and Post-ceremony Receptions at the [Bournemouth International Centre \(BIC\)](#).

Bournemouth International Centre
Exeter Road
Bournemouth
Dorset
BH2 5BH

What parking is available?

The car park at the BIC is a public pay-and-display car park and isn't reserved exclusively for this event. Please visit the [BIC website](#) for more details on the parking facilities available (including charges and facilities for the disabled).

More information on parking (including charges and car park locations) in the local area can be found on the [Bournemouth Borough Council parking website](#).

When booking parking please consider that the duration of our Ceremonies varies.

What accommodation is available?

Local hotels may have special rates available for graduation. For general information on accommodation please [contact Bournemouth Tourism](#) (Tel: 0845 051 1700) or email: info@bournemouth.gov.uk

Post-Ceremony Receptions**What is the post-ceremony reception?**

After each ceremony you and your guests can celebrate your award in the Post Ceremony Reception area at the BIC. Entrance is included in your ticket and you can get a free drink, listen to live music, enjoy the canapés on offer and use the cash bar.

VISAs**How do I get a VISA letter?**

If you require a VISA letter please contact [askBU](#) to arrange this.

Graduation Ball**When and where is Graduation Ball?**

Graduation Ball 2015 is going to take place on Saturday 7th November at the O2 Academy, Bournemouth. If you've not been there before it is a beautiful Victorian theatre venue, the perfect glamorous setting to make an entrance.

What happens at Graduation Ball?

Graduation Ball is by far the smartest and most glamorous of all the big events you will go to during your time in Bournemouth. It is also really your first 'BU reunion' type event (of many we hope) since completing your course. Graduation Ball is an evening dress occasion and you're expected to look your very best, so it's a good excuse to go shopping for a suit or that special dress. Your Graduation Ball is organised by the Students' Union at Bournemouth University and all the event information and online tickets are available at [Graduation Ball](#)

How do I get a ticket for the Graduation Ball?

Early bird tickets will go on sale from Mon 1st June. You can order tickets online from [Graduation Ball](#) and these will get posted out from July onwards. The early-bird price won't go on forever so order early! You can order up to 4 tickets per person and bring guests but all ball-goers must be over 18. You will receive your tickets in the post well before the event so please do keep them in a safe place.

When is the entertainment line-up announced?

This will get announced as soon as we have it all ready on the SUBU Facebook page. (usually by early September) The bands & DJ's won't be quite to the scale of Summer Ball but you can be sure of a fantastic party and the James Bond style casino overlooking the dance floor always goes down a storm. Make sure you join the event on fb.com/sububournemouth to keep up with the latest news.

How do you get to the O2 Academy?

The O2 Academy Bournemouth is located at: 570 Christchurch Road, BH1 4BH. A taxi or bus is usually the best way there especially if you're staying in central Bournemouth.

What is the dress code for the Graduation Ball?

Gentlemen: Black tie or your smartest suit.

Ladies: Beautiful ball-gowns or that little black dress.