

## GRADUATION 2022 – FREQUENTLY ASKED QUESTIONS

**These questions were updated on 17 July 2022.**

### **Where is Graduation 2022 taking place?**

All ceremonies will be at the Sportspark on UEA (University of East Anglia) campus.

### **Given heat warnings for the week commencing Monday 18 and Tuesday 19 July, will ceremonies go ahead? What provisions have been made for the hot weather?**

Graduation ceremonies planned for Monday 18 and Tuesday 19 July are scheduled to go ahead as planned.

With an amber warning for heat in Norwich, and many parts of the country under a red warning, we are making additional provisions to allow graduation ceremonies to continue.

This includes:

- Bottled water available. Bottled water may also be taken into the ceremony hall
- Extra shade and seating in the Festival Area
- Sunscreen stations for those in the queue and in the Festival Area

The graduation ceremony hall is air conditioned and we have medical professionals on site throughout. Our graduation staff are also available to help.

We ask all attendees to allow extra time for travel to campus and to come prepared with hats, sunscreen and water.

Please take note of NHS heat advice, particularly if you are attending with elderly guests, young children or anyone with pre-existing health conditions. The guidance includes:

- Trying to stay out of the sun between 11am and 3pm and avoiding strenuous activity during those times
- Staying in the shade where possible and wearing a hat
- Drinking plenty of water

Please note that this is subject to change at short notice if national Government or NHS guidance is updated.

### **When do we need to arrive?**

Please arrive two hours before your ceremony start time, gates to the event will close 30 minutes prior to the ceremony start time (so 09:00, 13:00 and 17:00).

There will be 500 graduates and around 1,500 guests attending each ceremony and you need to go through a ticket check, collect your gown, and have your official photo taken if you have ordered a photography package. You will then need to queue for entry into the ceremony hall. Doors to the hall will open one hour before your ceremony start time and will close 20 minutes before the ceremony begins. By this time, all graduates and guests must be in their allocated seat.

Please allow ample time for travelling to campus.

We are aware of the shortage of taxis available for travel to and from campus. We encourage everyone to be proactive and plan their journey to leave ample time to travel to campus.

There are currently roadworks on the A11 south of Norwich which may cause delays for those travelling by road. Find out more here <https://nationalhighways.co.uk/our-roads/east/a11-concrete-surface-repairs-and-maintenance/>

### **Social Distancing/Face Coverings/Covid Passports**

We are complying with the current Government guidance which no longer requires social distancing, face covering or covid passports to be used at events. Hand sanitiser stations and supplies of face coverings will be located throughout the hall for those who wish to use them. The hall will be cleaned between each ceremony.

### **How will you look after people with additional support needs?**

The ceremony hall is accessible and includes spaces for wheelchair users or those who wish to transfer into one of the hall seats. We are aware that graduates, students and/or their guests may require additional support in terms of accessibility or disabilities (physical or hidden) to ensure everyone enjoys the day. We aim to ensure that all requests are accommodated. As part of the registration process, graduates and students were asked to include this information for themselves and/or their guests. We have contacted all those who completed this section of the process. If you did not include this information on the registration form or are now aware that additional support is required, please email [graduation@uea.ac.uk](mailto:graduation@uea.ac.uk) with details of the ceremony you are attending and the support you require.

### **Where can I park?**

We have limited onsite accessible parking available which will be offered to wheelchair users and located in the main University car park. Access to these spaces will be via the Bluebell Road entrance.

All other cars must be parked at the Park & Ride site on Long Lane in Costessey (postcode NR9 3LX).

A frequent bus service from the Park & Ride site to the Sportspark will operate throughout the day with a temporary accessible bus stop created outside the venue. This service will be free of charge and buses will commence at 07:15. Buses will run every 4 minutes throughout the day until 20:30, and from 20:30- 21:00 they will run every 8 mins. The last bus leaving campus will be at 21:02, with the exception of 20 July when the last bus will leave campus at 17:30.

We will be unable to accommodate those who arrive on the day without having notified us that an accessible parking space is required. This should have been noted as part of the registration process or if you are now aware that one is required email [graduation@uea.ac.uk](mailto:graduation@uea.ac.uk) with details of the ceremony you are attending.

Additional accessible parking will also be available at the Costessey Park and Ride which includes an accessible toilet. There will also be a designated drop-off point outside the venue for those arriving by taxi.

**How long is my ceremony?**

Ceremonies can last up to two hours.

**Will my certificate be given to me during the ceremony?**

No, we will not be giving out certificates during your ceremony. If you graduated at a previous postal only event, you have already been sent your certificate. You do not need to bring it back for your ceremony. If your award is being conferred in July, your certificate will be posted out to your registered address in August.

**Do I need to pay for my tickets?**

No. Tickets are free of charge. They will be sent out by email in the week prior to the event.

If you are a current student, your name must be on a pass list no later than 7th July 2022. Any ticket request will be cancelled if your name is not on a pass list or if you have tuition fee related debt for your award. If you have a query about your pass list, you must contact your Teaching Hub. The Graduation Office cannot answer pass list queries.

**Do children need tickets?**

Children under the age of two can sit on a lap and do not need a ticket. Buggies and car seats must be left outside the ceremony hall. Children aged two years and older must sit on their own seat and have a ticket.

**Do my guests need their own tickets?**

It is very important that you forward/give your guest/s their tickets as you will be entering the ceremony hall via a different door and your guest/s will need to be able to locate their allocated seat/s as detailed on their ticket.

Entrance to the entire event is by ticket only. Any guest without a ticket will be refused entry.

**Can I bring my luggage to the event?**

We do not have the capacity to store any luggage. For security reasons, you will not be permitted to enter the event area with suitcases or large bags, and you must find suitable storage for your belongings before you come to the Sportspark.

**Will the ceremony be live streamed?**

We appreciate that there are many people who still feel hesitant to return to large-scale events and given the demand for tickets and limited capacity we are unable to offer social distancing seating. However, we will be having a live stream available for each ceremony which will be available to

watch via most digital platforms. This will be free of charge. The live stream link for each ceremony can be found at <https://iamagraduate.co.uk/uea/>

**Will there be somewhere on campus to watch the live streaming?**

Yes. If you have guests coming to campus who do not have event tickets, they can watch your ceremony in the SU BAR in the Square.

**Will there be any ceremony souvenirs?**

Each graduate will receive a complimentary download of their ceremony. This will be available after 26 July and you will be contacted separately about your download. University merchandise will be for sale at The Shop stand in the post-ceremony area.

**When can I order my gown and my official photograph?**

All gowns must be pre-ordered. Your ticket and proof of gown hire must be shown to gain entry to the Sportspark. If you wish to have an official photograph taken this is optional but photography packages must also be pre-ordered. Information on how to order gowns and photography has been sent to all those who have registered to attend.

Please direct all queries relating to gown and photography orders to our official gown and photography supplier, Ede & Ravenscroft.

**Will I get a gown or photograph refund if I can no longer attend my ceremony?**

If you need to cancel your attendance you must contact Ede & Ravenscroft directly to arrange your refund. Full details of their refund policy can be found at [Terms and Conditions | Ede & Ravenscroft \(edeandravenscroft.com\)](#).

**Is there a School photograph after the ceremony?**

Due to circumstances outside of our control we are no longer able to take photographs by School. We do have informal areas in the post-ceremony area where small groups can gather to take their own photographs.

**When must I return my gown?**

Your gown must be returned to the gown return stand located near the exit of the event area. Please make sure that you return your gown to avoid an additional hire charge. You may take your gown onto campus for photographs, but the gown, hood and mortar board must be returned before you leave.

### **What happens after the ceremony?**

There will be a post-ceremony area where you will be able to relax with your family and friends and begin your celebrations. Live music will be provided by The City Folk, and The Nashville Heat, and a wide variety of food and drink will be on offer from local caterers:

- Florenco's Coffee (florencoscoffee.co.uk)
- Squilla & Squidge | Sensational Street Food | Norwich | Norfolk (squilla-squidge.com)
- Zaks - Everyone's favourite Authentic American Diners - Zaks
- <https://www.instagram.com/amorstreetfood/?hl=en>
- <https://thepulledpig.com/>
- Crabb & Fox Mobile Bar Hire (@crabbfoxmobilebar)
- Instagram photos and videos
- East Coast Pizza Company - <https://www.facebook.com/EastCoastPizzaCompany/>

We will be operating a cashless site.

### **Is there a Graduation Ball?**

Yes, there are two Graduation Balls taking place on Saturday 16th July and Saturday 23rd July. Tickets can be booked at events (uea.su)

### **Are animals permitted into the event?**

Registered guide dogs, assistance dogs and therapy animals are welcome into each ceremony. We would appreciate if you could notify us if you will be attending with any of these animals to ensure we can offer any support you might need. If you did not include this on your registration form, please email [graduation@uea.ac.uk](mailto:graduation@uea.ac.uk) with the details of the ceremony you are attending along with any support you require. We are unable to accept any other animals.

### **Is there any accommodation on campus?**

Graduation guests may wish to stay at Broadview Lodge, our on-campus guest accommodation. Broadview Lodge offers comfortable, affordable, en-suite rooms, right in the heart of campus in Nelson Court. For further information and to check availability and book online please visit [www.broadviewlodge.co.uk](http://www.broadviewlodge.co.uk)

### **Can I get a letter of invitation for my guests from overseas?**

Please contact the Student Information Zone at for help with letters of invitation. Student Information Zone (uea.ac.uk)