

## **GRADUATION 2022 – FREQUENTLY ASKED QUESTIONS**

*These questions were updated on 21<sup>st</sup> June 2022*

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

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

### **How much time do I need to allow before the ceremony?**

You must arrive at the Sportspark two hours before your ceremony start time. 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, have your official photo taken and be seated in the ceremony hall no later than 20 minutes before your actual ceremony time.

### **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 service will operate throughout the day with a temporary accessible bus stop created outside the venue. This service will be free of charge.

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?**

All ceremonies will last approximately 70 minutes.

**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 7<sup>th</sup> 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.

**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 2 years and older must sit on their own seat and have a ticket.

**When will I hear about my ballot tickets?**

The ballot has taken place and all applicants have been notified.

**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.

A link to the live stream will be published nearer to the event.

**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 \(uea.ac.uk\)](http://uea.ac.uk)

### **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 \(edeandravenscroft.com\)](https://edeandravenscroft.com/terms-and-conditions).

### **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 groups can gather to take their own photographs.

### **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 two local bands, *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 \(florencoscoffee.co.uk\)](https://florencoscoffee.co.uk)
- [Squilla & Squidge | Sensational Street Food | Norwich | Norfolk \(squilla-squidge.com\)](https://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 - Home | Facebook](#)

Please contact your School for details of any other events and activities.

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

Yes, there are two Graduation Balls taking place on Saturday 16<sup>th</sup> July and Saturday 23<sup>rd</sup> July. Tickets can be booked at [events \(uea.su\)](https://uea.ac.uk/events)

### **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)