

University of Northampton Award Ceremony Terms and Conditions

By booking to attend an Award Ceremony you, the student, acknowledges that you have read, understood and agreed to the terms and conditions set out below.

1. Inclusion of Student Names and Images

By booking to attend an Award Ceremony or accepting a guest ticket students and guests are agreeing to the following:

- a. Roving photography throughout our venues which may be used for marketing purposes and shared on social media
- b. Photographs of students captured as they cross the stage during the ceremony, available after the ceremony to view and purchase
- c. Live streaming of the ceremony via an external supplier affiliated with the University of Northampton
- d. Streaming of the ceremony via the University of Northampton YouTube channel and StageClip.
- e. Student names and awards displayed in the commemorative programme
- f. Student names announced on stage during the ceremony

2. Bookings and Attendance

- a. Students who are sent an invitation to an Award Ceremony in advance of completion of their award are subject to the following conditions:
 - i. Students are only eligible to attend if they have been formally awarded by a specified date
 - ii. Students who do not receive notification of their award or who do not successfully complete their award by the published deadline, will have their booking rescinded and any costs incurred for gowning, photography and guest tickets will be refunded
 - iii. The University of Northampton is not responsible for reimbursing or compensating students or their guests for any costs incurred relating to travel, accommodation, visa applications or any other items where a booking is rescinded in 3.d.
- b. Communication regarding booking attendance at the Award Ceremony will be by email and on the ceremony webpages.
 - i. All eligible students will be sent regular booking information emails until they confirm whether they will or will not be attending. These emails will be sent to personal and university email addresses.
 - ii. It is possible to unsubscribe from these emails by emailing ceremonies@northampton.ac.uk but please note this will mean you do not receive any further ceremony or certification information
 - iii. If a student has not received the invitation email it is the responsibility of the student to follow this up with the ceremonies team by contacting us at ceremonies@northampton.ac.uk
 - iv. Once the initial booking deadline has passed we will not be able to register students who claim they have not received the invitation email.
- c. In order to attend a University of Northampton Award Ceremony a student must satisfy the following criteria:
 - i. Booked via the online system **and** received a confirmation of booking email before the published booking deadline

- ii. Have received formal notification from the University of Northampton Award & Status Board that their award has been ratified prior to the deadline specified in the invitation
 - d. Invitations to students are sent based on projected end of course dates. There are a variety of factors that could affect this date including, but not limited to:
 - i. The completion of the University of Northampton's required quality assurance processes, such as marking and moderation of assessment
 - ii. A successful application for mitigating circumstances
 - iii. The requirement to re-sit assessment due to failure
 - e. The University of Northampton does not permit individual students who submit assessment early to be awarded earlier than their scheduled University of Northampton Award & Status Board to facilitate attending an earlier ceremony
- 3. Refunds and deferrals
 - a. Students have the right to request a refund for any/all purchased items while booking is open
 - b. As part of the booking information students are provided with the closing date for all online bookings and refunds
 - c. After the published deadline refunds will only be granted in exceptional circumstances. Requests should be directed to ceremonies@northampton.ac.uk. Requests will be considered on a case by case basis; the University of Northampton reserves the right to decline requests which could have reasonably been made within the specified deadline. The University is only able to refund guest ticket costs. Requests for refunds of gowning and photography costs must be directed to the gowning and photography supplier.
 - d. Students who do not meet the criteria to attend the ceremony outlined in 2.a. and 2.b. above will be automatically refunded
 - e. Students have the right to request that their invitation to a ceremony be deferred to a later ceremony date a maximum of two times.
 - f. Any bookings made prior to a deferral request cannot be transferred to the requested future ceremony. Students must request a refund in accordance with the terms listed above.
- 4. Debts
 - a. In accordance with the University of Northampton's policies and financial regulations any student with an outstanding will not be presented with their certificate at the Award Ceremony until their account is cleared
 - b. Students are responsible for ensuring they respond to any department at the University of Northampton who contacts them regarding outstanding debts on their account. Students who have outstanding tuition fee debts at the point of graduation will have their certification withheld until such time as the Assessment, Ceremonies & Examinations team is notified by Credit Control that the debt has been cleared
- 5. Behaviour and Dress Code
 - a. The University of Northampton does not tolerate abusive, violent or disrespectful behaviour towards its staff. Neither will the University of Northampton tolerate this behaviour towards our students, their guests or members of the public
 - b. The University of Northampton has a security presence at all locations used for ceremony activities and reserves the right to remove any student or guest in line with 5.a.

- c. Students and/or guests who display disruptive or inappropriate behaviour during the Award Ceremony will be asked to leave the event
 - d. Students wearing clothing which displays offensive or derogatory slogans or writing will be refused entry to the ceremony on the day
 - e. The Award Ceremony is a formal occasion. Students and guests should dress accordingly
 - f. By confirming your attendance at the Award Ceremony you confirm that you agree to wear the official University of Northampton academic robes hired by our robing company
6. Children
- a. Family areas will be provided by the University of Northampton, on campus, for viewing the ceremonies live stream. We have no crèche facility and therefore no children should be left unattended. These viewing areas are subject to technical capacity and may be withdrawn in certain circumstances
 - b. Children under the age of five are not permitted in the ceremony itself but can be part of the associated activities
 - c. Refunds will not be given on the day of the event for guest tickets purchased in error for anyone under the permitted age
7. All Attendees who enter the Ceremonies venue (including all surrounding land, car park and facilities which are under the ownership and/or control of the operator) shall:
- a. Read and comply with [NHS guidance](#) on how to avoid spreading Covid-19
 - b. Comply with any health checks required by the venue and/or operator prior to being given access to the venue
 - c. Observe all social distancing protocols and wear any PPE (such as masks or other face coverings) in accordance with the Government guidance in place at the time
 - d. Only use any hand sanitiser, disinfectant wipes or other personal hygiene products made available at the venue for the purpose for which they have been provided and shall not remove these from the locations in which they are provided
 - e. Follow all applicable signage and instructions from university staff, venue staff, the police or other emergency services present at the venue at all times
 - f. Only attempt to access those areas for which they are entitled under their ticket
8. Liability/COVID-19
- a. The University of Northampton shall not be liable to the customer for any losses, (including but not limited to travel and accommodation expenses and visa application fees) incurred should the event need to be delayed or postponed due to any cause beyond the University's reasonable control
 - b. Both parties acknowledge the ongoing Covid-19 crisis in the UK and beyond and accept their obligation to comply with any official guidance from the UK Government. The parties agree to communicate without delay any issues they may have in performing their obligations under this agreement. The customer acknowledges that Covid-19 may require to take one or more of the following measures for the safety of the venue staff and all attendees;
 - i. Impose maximum delegate numbers at the event,
 - ii. Alter seating allocation once tickets have been sent if changes to social distancing
 - iii. Limit food and drink availability
 - iv. Limit and planned entertainment or photo opportunities
 - v. Designate alternative entrance and exit routes

- c. The onus is on the customer to ensure they are compliant with any travel advice issued by the relevant countries Governments, prior to and following the event including factoring in any relevant quarantine periods needed
9. Changes to the Terms & Conditions
- a. The University of Northampton reserves the right to add to or amend these terms and conditions
 - b. Where a change is required after booking has opened for a ceremony the University of Northampton will undertake to notify all students affected

10. Disclaimer

If the award ceremonies cannot take place or is delayed or the ceremony time needs to change due to circumstances beyond the control of the University of Northampton, including (without limitation) fire, explosion, terrorist act (or threat of terrorist act), act of God, pandemic, national mourning (any member of the royal family), student registration exceeds our capacities, delays to the assessment process or as a result of any industrial action or dispute involving the University of Northampton or the venue in which the award ceremony is due to be held, under no circumstances shall the University be liable for any actual or alleged loss by the graduand or guests arising from the cancellation or postponement of the event. This includes, but is not limited to, travel, accommodation and subsistence costs or any loss of business or earnings. Graduands and their guests should ensure they have sufficient insurance protection to cover any losses they may incur as a result of postponement or cancellation.

If you have any questions or concerns regarding the terms and conditions please contact the Assessment, Ceremonies and Examinations team on 01604 893474 or at ceremonies@northampton.ac.uk