

## Guest Ticketing Policy 2024

### For the graduation ceremonies at the University of Suffolk on the Ipswich Waterfront from Saturday 19 October to Thursday 24 October 2024

1. Each graduating student attending the ceremonies can purchase up to three guest tickets in the initial allocation.
2. All guest tickets are priced at £5 each and must be purchased in advance via the Marston Events booking portal.
3. Children under 5 years of age will not require a ticket but must be accompanied by an adult guest upon whose lap they can sit during the ceremony. A guest ticket must be purchased for any children aged 5 years and over and any children aged under 5 years who will not be sitting on an accompanying adult guest's lap during the ceremony. No discount is available.
4. All students who wish to attend the graduation ceremonies must complete the online graduation registration form in OASIS by noon on Tuesday 24 September 2024.
5. Within seven days of completing the online graduation registration form, the details of students who have been cleared to attend their graduation ceremony will be sent to Marston Events to enable access to the Marston Events student booking portal for the purposes of ordering tickets, academic dress and, if desired, photography packages.
6. Students will receive an email from Marston Events to let them know when they are able to access the booking portal to place their order. Students will not be able to access the portal until they have received this notification email.
7. All tickets must be purchased through the Marston Events booking portal using a credit or debit card. The deadline for purchasing the initial allocation of guest tickets is noon on Tuesday 8 October 2024.
8. Once the deadline for purchasing initial guest tickets has passed, any unpurchased and surplus guest tickets may be offered for sale to eligible students as additional tickets on a first come, first served basis from noon on Wednesday 9 October 2024.
9. There is no guarantee that additional guest tickets will be available for any ceremony.
10. All students who have already ordered tickets for their graduation ceremony will be notified about the availability of additional tickets by email from Marston Events on Tuesday 8 October 2024 and, if applicable, provided with details of how to purchase any additional tickets required and whether there are any limits on the number of additional tickets that each student can purchase.
11. Additional guest tickets will be sold on a first come, first served basis and must be purchased through the Marston Events booking portal. Subject to availability, tickets will be on sale from noon on Wednesday 9 October until noon on Friday 11 October 2024.
12. Booking will close early for individual ceremonies if all available additional tickets have been purchased. The portal will close for all orders at noon on Friday 11 October 2024.

13. In the event that additional tickets remain after the booking portal closes at noon on Friday 11 October 2024, the University reserves the right to offer a limited number of tickets for sale on a first come, first served basis on the day. There is no guarantee that any tickets will be available on the day for any ceremonies and tickets cannot be reserved. All students are therefore advised to purchase tickets for all guests who they want to attend their ceremony in advance before the portal closes at noon on Friday 11 October 2024. Only guests with a valid ticket will be allowed into the ceremony.
14. All refunds must be requested via Marston Events. Requests for refunds on tickets should be made as soon as possible and no later than Thursday 31 October 2024. The refund will be made to the credit/debit card that made the original payment. No refunds will be permitted after Thursday 31 October 2024.