

## Degree Ceremony Terms and Conditions

### Introduction

It is the responsibility of the Graduate to read and understand the Terms and Conditions below and to contact the Ceremonies Centre if they have any queries.

By registering to attend an Open University (OU) ceremony, the Graduate agrees to the Terms and Conditions in this document.

### 1. Ceremony booking, ticketing and seating

- 1.1 Graduates will not be charged to attend their degree ceremony.
- 1.2 Graduate and guest places are limited and will be allocated on a first-come, first-served basis.
- 1.3 Guest tickets must be paid for at the time of booking and are non-refundable. Current prices will be advised prior to booking opening on the [ceremonies website](#). Children aged 3 or under can attend free of charge, but must be seated on an adult's lap. There are no price concessions for children over 3 years old, Senior Citizens or otherwise.
- 1.4 There are a maximum number of guest tickets that can be purchased per graduate for each ceremony, this will be advertised on the [ceremonies website](#).
- 1.5 Extra guest tickets are subject to availability and will be sold on a first-come, first-served basis.
- 1.6 Guests and Graduates will be seated separately during the ceremony.
- 1.7 The Open University reserves the right to allocate seats as appropriate. Seats with restricted view may be used where ticket demand is high or where the venue (e.g. Cathedral) has an unconventional layout.
- 1.8 The Open University reserves the right to cancel and/or change the date and time of a ceremony if deemed necessary. Alternative arrangements will be put in place and all Graduates contacted and informed of any changes. If Graduates are unable to attend due to changes made by The Open University a full refund will be issued.

### 2. Presentation of graduates

- 2.1 Graduates who attend a ceremony will have their first name and surname announced as taken from their Open University student record. If Graduates would like a preferred forename to be used, this can be indicated at the time of booking.
- 2.2 Graduate Presenters will endeavour to pronounce Graduate names correctly on stage but this cannot be guaranteed and The Open University accepts no liability for any disappointment an incorrect pronunciation may cause.

### 3. Cancellation, withdrawals and deferrals

- 3.1 In the event that a Graduate wishes to cancel, withdraw from or defer their ceremony attendance, please contact the Ceremonies Centre on 01908 541079 or by emailing [ceremonies@open.ac.uk](mailto:ceremonies@open.ac.uk) at the earliest opportunity.

#### 4. Academic dress, filming and photography

- 4.1 Academic dress/photography is not compulsory and the decision to hire/buy is at the Graduate's discretion.
- 4.2 Graduates wishing to hire academic dress or purchase a photography package must do so by contacting the official suppliers (details provided at time of booking) at least 21 working days before the ceremony. The supplier's Terms and Conditions will apply to any bookings made.
- 4.3 The Open University academic dress does not permit mortar boards to be worn inside the auditorium, hall or Cathedral where the ceremony is taking place.
- 4.4 Open University ceremonies are professionally filmed and the footage will be uploaded to YouTube approximately 10 working days after the ceremony. It is in the Open University's legitimate interest to film and broadcast ceremonies, so student success can be shared more widely. However, should the Graduate wish to opt-out, they should contact the Ceremonies Centre directly on 01908 541079 at the earliest opportunity or alert a member of staff at Registration on the day of the ceremony.

#### 5. General Data Protection Regulation

- 5.1 In accordance with the General Data Protection Regulation, Ceremonies Centre staff can only discuss details of the booking with the Graduate. Information cannot be disclosed to anyone other than the Graduate.
- 5.2 At the time of booking, Graduates will be asked whether they agree to publicity. If the Graduate agrees, their full name (as stated on our records) will be printed in the Souvenir Programme under the qualification they have gained. If the Graduate does not agree, their name will not appear in the Souvenir Programme. Two copies of the Souvenir Programme will be provided to each Graduate at Registration on the day of the ceremony.
- 5.3 The Open University Student Association (OUSA) produces a t-shirt that will be sold on the day of the ceremony. If Graduates agree at the time of booking, their first name and surname will be forwarded to OUSA and will be printed on the t-shirt.
- 5.4 Our Development Office would like to stay in touch, you will be contacted when you graduate with further details. Please see the [Alumni and Supporters privacy notice](#) for information.
- 5.5 We collect and process a broad range of your personal data to manage our operations and deliver our services. Your ceremony attendance will be permanently recorded on your student record against the qualification for which you are presented.

Additional information requested by the Ceremonies Centre and provided by the Graduate, will not be recorded on the student record and will only be used for the purpose of supporting the ceremony experience, where possible and within the limits of the venue. This information will be destroyed within 12 months of ceremony attendance.

For more information on how The Open University handles your personal data, and your rights, please see [Privacy at the OU](#).

## 6. Disclaimer

- 6.1 If the ceremony cannot take place or is delayed due to circumstances beyond the control of The Open University, including (without limitation) fire, explosion, terrorist act (or threat of terrorist act), natural disaster, pandemic, or as a result of any industrial action or dispute involving The Open University, or the venue at which the ceremony is due to be held, The Open University will not be liable for any losses, direct or otherwise, incurred by graduates or their guests. The Open University will, where possible, make alternate arrangements for any Graduates affected, but Graduates and their guests should ensure that they have sufficient insurance protection to cover any losses they might suffer as a result of a ceremony being cancelled or delayed.