

Terms and Conditions and Graduation Waiting List Protocol

Waiting List Protocol

- 1 Those on the waiting list who did not successfully manage to get any extra tickets in the first offering, will be allocated any remaining tickets first. The maximum number of extra tickets students will receive will be two each. Students will be offered the extra tickets in the order of when the Graduation Co-ordinator received the request for the extra tickets.
- 2 After this allocation, should there be any tickets remaining, then those on the waiting list who would like further, extra, tickets, will be allocated these remaining tickets (up to a maximum of 2 further tickets) in the order of when the Graduation Co-ordinator received the request for these further, extra, tickets.
- 3 Due to numbers, and time constraints, it will not be possible for the Graduation Co-ordinator to contact those on the waiting list who are unsuccessful in being offered extra tickets. If you have not heard from the Graduation Co-ordinator by **lunchtime on 16 September**, then please take it that you have been unsuccessful in gaining any extra tickets from the Waiting List.

Disclaimers

1 **Selecting your guaranteed 2 tickets:**

Please be aware that it is your responsibility to ensure that, if you want the maximum 2 guaranteed tickets, you need to make sure that you have selected both tickets and that they are in your basket. Students have the option to select 0, 1 or 2 guaranteed tickets, so it will be important that you make the right selection to gain the right amount of tickets that you require. The College will issue the number of tickets that you select and cannot be held responsible if you do not make the right selection of tickets that you require. If you don't select your guaranteed tickets, then you won't receive any of the guaranteed tickets.

2 **Access to your online graduation account at peak, busy times:**

It is likely that there will be a surge of students trying to logon at the time of release of the extra tickets. Due to the nature of this extra ticket process, it is not possible for the College to guarantee that you will be able to access the system at that time, particularly if it is very busy and the portal is overloaded. The ticketing system is hosted by a third party, on behalf of the College, and the College cannot, therefore, be held responsible, should the system be overloaded by a surge of ticketing requests, and you are unable to get logged on, and that you then find all the tickets are sold when you do get logged on.

The links to the online portal are tested before it goes live to ensure that everything is working correctly. The College cannot be held responsible, therefore, if you are having problems with your own computer equipment, or problems accessing the internet, that means you are unable to logon to the portal.

Please remember, the extra ticketing process is a lottery, so there is no guarantee that your application will be successful.

3 **Seating numbers at the venue:**

The venue for the Graduation is Perth Concert Hall, which is the largest venue in Perth. The Concert Hall has a set seating capacity and this means that it may not be possible to offer extra tickets. The College priority is to ensure that as many students have the opportunity of graduating as wish to and, depending on that number, and the uptake of the 2 guaranteed guest tickets, means that the venue could be at capacity. We appreciate that students will want as many family and friends to attend this event as possible, but due to the constraints of the seating capacity, this may not be possible. **For this reason we do advise that you do not make any arrangements for your guests to attend the ceremony; be they accommodation, travel, photography or otherwise, until you have purchased their tickets.**

4 **Your contact details:**

Please note, it is your responsibility to ensure you have kept your mobile number and address details up-to-date, as these are the details we use to keep in touch with you regarding graduation matters.

Your contact details are downloaded from 'Student Journey' on 31 July for using in contacting you regarding graduation. **If your contact details change AFTER 31 JULY** please advise the Graduation Co-ordinator by emailing:

graduationcoordinator@perth.uhi.ac.uk

If you have not kept your details up-to-date on 'Student Journey', or you do not advise the Graduation Co-ordinator of any changes occurring after 31 July, then the College cannot be held responsible if we are unable to contact you regarding any matter relating to graduation.