

Plymouth Marjon Graduation Ceremonies

Terms and Conditions

Effective from: July 2026

Congratulations on reaching this important milestone. We are delighted to celebrate your achievement with you.

These Terms and Conditions explain the arrangements for attending a Plymouth Marjon University Graduation Ceremony (“Ceremony”). By booking your place, you agree to these terms and confirm that any guests attending with you will also follow them.

1. Eligibility and Ticket Applications

Who can attend as a graduand?

To attend a Ceremony as a graduand, you must have successfully completed all elements of your course and have been formally awarded your qualification by the progression and awards board.

If you have not yet achieved the required credits for your award or have outstanding tuition fee payments, you will not be eligible to attend as a graduand.

When you apply

By submitting your graduation booking, you agree that:

- Any accessibility or special requirements you provide for yourself or your guests may be shared with the venue to help us make suitable arrangements.
- Photographs and video footage taken during the Ceremony may be used by the University for promotional and marketing purposes. This may include crowd shots featuring graduands and guests.
- Your name and award title may be included in the official Graduation Programme.

Ticket bookings

- Your graduand ticket is complimentary.
- Applications must be submitted by the published registration booking deadline.
- Each graduand is guaranteed up to **two guest tickets**, provided these are requested before the deadline.
- Additional guest tickets may become available after the booking deadline, subject to venue capacity and demand.

- Requests for extra tickets are not guaranteed until confirmed by the University.
 - If additional tickets are offered, payment instructions will be provided and tickets will only be confirmed once payment has been received.
 - All tickets are subject to availability.
 - Tickets will be sent electronically to your Marjon email address or the email address held on your student record approximately one week before the Ceremony.
 - Graduands and guests should not contact University staff to seek preferential access to additional tickets.
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2. Ticket Cancellations and Refunds

If you can no longer attend, please contact the Graduation Team as soon as possible.

Guest ticket refunds

- We require 6 working days' notice from the start of the first ceremony to action a guest ticket refund ie (16th October at 23:59)
- Requests received after this date may not be eligible for a refund.
- To attend a ceremony as a graduand, you must have successfully completed all elements of your course and have been formally awarded your qualification by the progression and awards board. If you book and then are unsuccessful, you will not be allowed to graduate, and all payments will be refunded shortly after the graduation date.

If any further information is required in regard to your refund we will be in contact directly.

Academic dress

All gown hire cancellations, amendments and refunds are managed directly by **Marston Events Ltd** and are subject to their own terms and conditions.

Your right to cancel

Under consumer protection legislation, you may cancel your intention to attend within 14 calendar days of making it, provided the cancellation occurs before the Graduation registration closes, date as published by the University.

To exercise this right, please email the Graduation Team with a clear request to cancel your booking.

3. Attending the Ceremony

Important information

- Attendance at a Graduation Ceremony is optional and does not affect the awarding of your degree.
- Degree certificates are normally sent separately to the home address held on your student record.
- If you choose to graduate **in absentia**, please note that you will not normally be eligible to attend a future graduation ceremony for the same award. However, appeals may be considered in exceptional circumstances and will be reviewed on a case-by-case basis.

Arrival and seating

To ensure the Ceremony runs smoothly:

- Graduands must arrive, register, collect and wear their academic dress, and be seated 15 minutes before the Ceremony begins.
- Guests must also be seated 15 minutes before the start time.
- Late admission cannot be guaranteed and may be refused once the Ceremony has begun.

Academic dress

Academic dress is mandatory for all graduands and must be hired through the University's appointed supplier, Marston Events Ltd.

Behaviour and conduct

We want everyone to enjoy the day.

The University reserves the right to refuse entry, refuse re-entry, or ask any person to leave the Ceremony or reception if their behaviour is considered disruptive, unsafe, inappropriate, or negatively affects the experience of others.

Please ensure mobile phones are switched to silent during the Ceremony.

Ticket conditions

- All tickets are non-transferable.
- Tickets cannot be transferred to another person or another Ceremony.
- A graduand who is unable to attend may not pass their ticket to another student.

Personal belongings

Attendees are responsible for their own personal belongings. The University cannot accept responsibility for lost, stolen, or damaged items, including mobile phones, cameras, bags, or other valuables.

4. Changes, Delays or Cancellation of a Ceremony

While every effort is made to deliver Graduation Ceremonies as planned, circumstances beyond the University's control may occasionally require a Ceremony to be postponed, rearranged, or cancelled.

Examples include, but are not limited to:

- Severe weather
- Fire or flooding
- Industrial action
- National emergencies
- Acts or threats of terrorism
- Public health emergencies or pandemics
- Failure of essential services
- Any other event outside the University's reasonable control

If this happens, the University will make every reasonable effort to:

- Inform students as quickly as possible;
- Publish updates through appropriate communication channels; and
- Arrange an alternative ceremony where feasible.

Students are responsible for informing their guests of any changes.

Liability

Where a Ceremony is cancelled and cannot be rearranged, or where a student cannot attend a rearranged date, the University's liability will be limited to refunding any guest ticket fees paid.

The University is not responsible for:

- Travel costs;
- Accommodation costs;
- Loss of earnings;
- Other indirect or consequential expenses arising from cancellation, postponement, rearrangement, or non-attendance.

Students and guests are strongly encouraged to arrange appropriate travel insurance or booking arrangements that allow cancellation or amendments.

5. Privacy

The University processes personal information in accordance with its Privacy Policy.

By providing information during your booking, you confirm that:

- The information you provide is accurate;
 - You have permission to provide information relating to your guests where necessary; and
 - You consent to the University processing this information for the purpose of organising and delivering the Graduation Ceremony.
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6. General Terms

- These Terms and Conditions form an agreement between you and Plymouth Marjon University.
- Guest attendees do not have a separate contractual relationship with the University.
- The University may transfer its rights and responsibilities under these Terms to another organisation where necessary, provided this does not affect your rights.
- If any part of these Terms is found to be invalid or unenforceable, the remaining provisions will continue to apply.
- Any delay by the University in enforcing its rights under these Terms does not mean those rights have been waived.

Governing Law

These Terms and Conditions are governed by the laws of England and Wales. Any disputes arising from them will be subject to the non-exclusive jurisdiction of the courts of England and Wales.