

# GRADUATION BOOKING GUIDE.



# STEP 1. HAVE THE BELOW INFORMATION TO HAND BEFORE OPENING THE BOOKING SITE.



1. Your Student ID number.
2. Your ceremony date and time.
3. Your head circumference and your height. Your head circumference should be taken from 2.5cm above your eyebrows and be level around your head. You may need assistance to measure this.
4. The phonetic spelling of your name. Information on how to provide the phonetic spelling of your name can be found in the 'Providing name pronunciation step-by-step guide' drop-down on the [Tickets Page here.](#)
5. Who you plan to bring as your up to two complimentary guests for your ceremony. This is because we will need to know any accessibility requirements your guests have.

# STEP 2. OPEN THE EDE AND RAVENSCROFT BOOKING SITE.



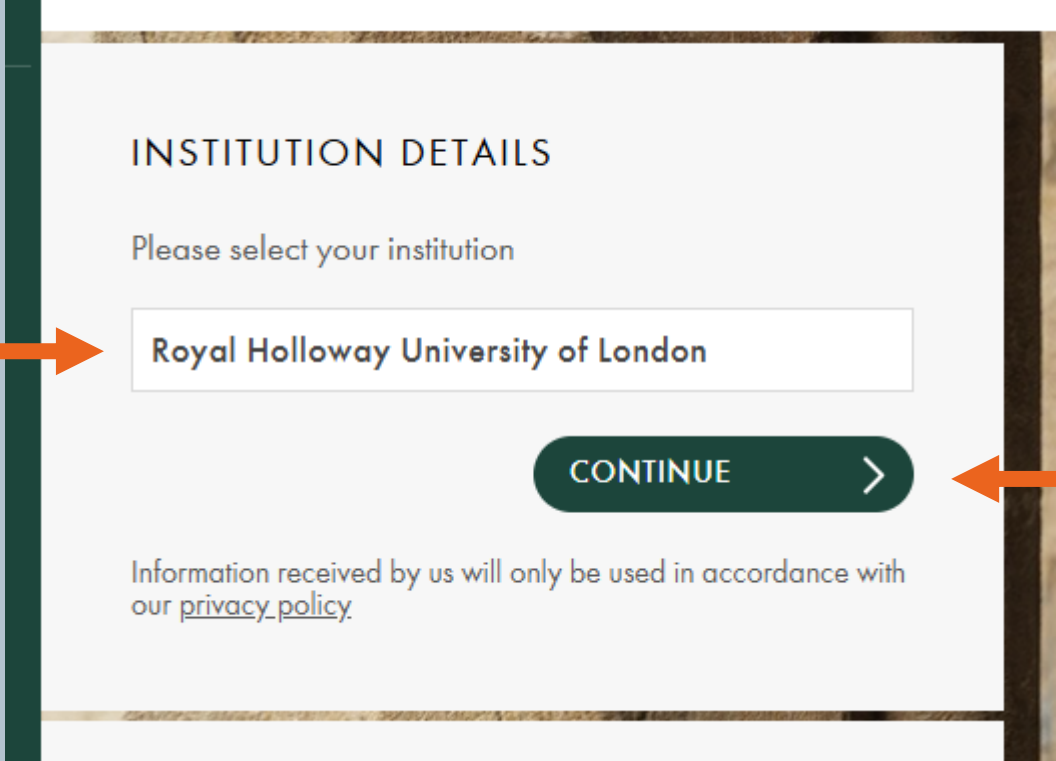
We highly recommend using a desktop PC or laptop to make your booking. If you don't have a personal laptop or desktop, you can access them for free in the Computer Lab or Emily Wilding Davison Building on campus.

A screenshot of a web browser displaying the 'Graduation Services | Ede & Ravenscroft' website. The browser's address bar shows 'www2.edeandravenscroft.com/graduation/'. The website has a dark green header with navigation links: 'MENSWEAR', 'WOMENSWEAR', 'ACADEMIC', 'CEREMONIAL', 'LEGAL', and 'CONTACT'. A left sidebar contains 'GRADUATION' and 'FAQS'. The main content area is titled 'LOGIN / REGISTER' and includes a sub-header 'For the hire and purchase of academic dress, tickets, photography and events'. Below this is a large background image of a woman in academic regalia. The form is divided into two sections: 'INSTITUTION DETAILS' with a text input 'Enter institution name\*' and a 'CONTINUE' button, and 'EXISTING CUSTOMER' with 'Email Address\*' and 'Password\*' inputs, a 'Forgotten your password?' link, and a 'LOGIN' button. A '\* Required' note is at the bottom left of the form. A small accessibility icon is in the bottom right corner.

## STEP 3. SELECT ROYAL HOLLOWAY.

Under 'institution details' on the left side of the screen, type in the box to search for Royal Holloway University of London.

After selecting Royal Holloway, click continue.



INSTITUTION DETAILS

Please select your institution

Royal Holloway University of London

CONTINUE >

Information received by us will only be used in accordance with our [privacy policy](#).

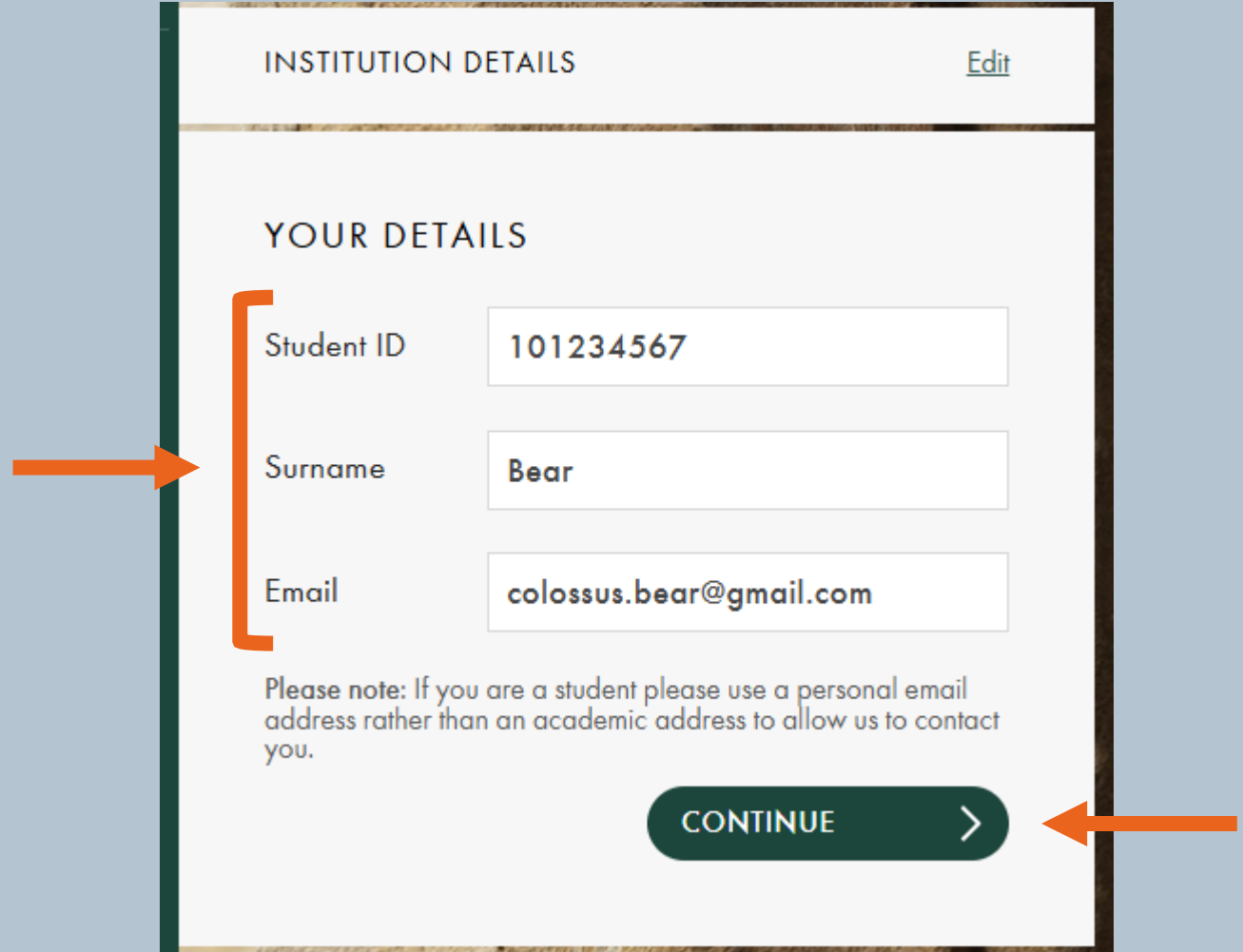


# STEP 3. SELECT ROYAL HOLLOWAY.

In the 'your details' box on the left side of the screen, input your student ID number, your surname as registered with the university, and a personal (not university) email address.

After filling in your details, click Continue.

The next slide contains common errors for this page and how to fix them.



The screenshot shows a web form titled 'INSTITUTION DETAILS' with an 'Edit' link. Below the title is a section 'YOUR DETAILS' containing three input fields: 'Student ID' with the value '101234567', 'Surname' with the value 'Bear', and 'Email' with the value 'colossus.bear@gmail.com'. A large orange bracket on the left side of the form groups these three fields, with an orange arrow pointing to it from the left. Below the fields is a note: 'Please note: If you are a student please use a personal email address rather than an academic address to allow us to contact you.' At the bottom right is a dark green 'CONTINUE' button with a right-pointing arrow. An orange arrow points to this button from the right.

INSTITUTION DETAILS [Edit](#)

YOUR DETAILS

Student ID 101234567

Surname Bear

Email colossus.bear@gmail.com

Please note: If you are a student please use a personal email address rather than an academic address to allow us to contact you.

CONTINUE >

# COMMON ERRORS AND SOLUTIONS WHEN COMPLETING YOUR DETAILS.



1. If you are not registered with an official surname on your student record, please input a full stop “ . ” in the surname field.
2. If you are registered with multiple surnames, you must input all of them.
3. Your student ID number must be correct otherwise you will not be able to access your account. You can check your student ID number on your student ID card or Campus Connect.
4. If your surname contains special characters, i.e. umlauts, accents, etc., the booking site does not support these. Please use the most appropriate British English letter in place of special characters.
5. Make sure you are eligible to graduate! It may sound silly, but students who are not eligible every year attempt to book. You must be in your final year of study on an Undergraduate or Postgraduate Research degree or be a January finish Taught Masters Student.

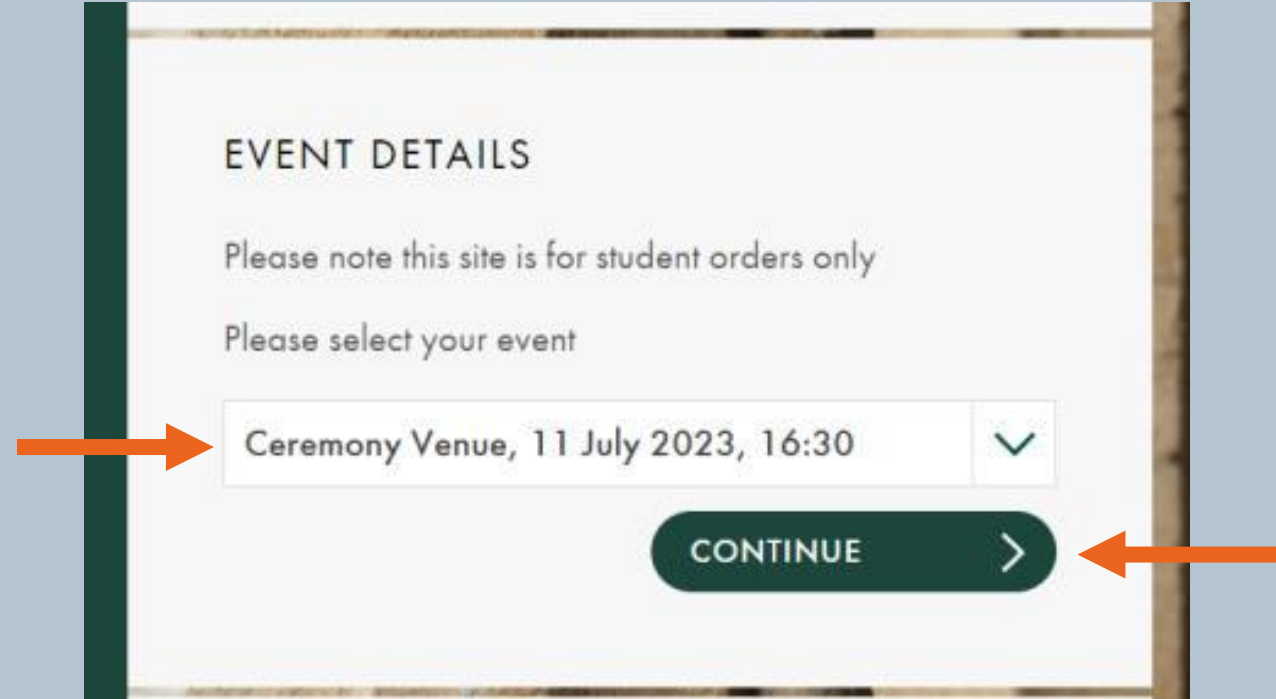
If you still cannot access your account, please contact us at [graduaton-ceremonies@rhul.ac.uk](mailto:graduaton-ceremonies@rhul.ac.uk)

# STEP 5. CHECK THE EVENT DETAILS.

All graduands have been automatically assigned to their ceremony; however, you should still double-check check your details are correct. Then, click continue

You can do this by checking [the Ceremony Timetable here.](#)

If anything is incorrect, please exit the booking site and contact us immediately at [graduation-ceremonies@rhul.ac.uk](mailto:graduation-ceremonies@rhul.ac.uk).



EVENT DETAILS

Please note this site is for student orders only

Please select your event

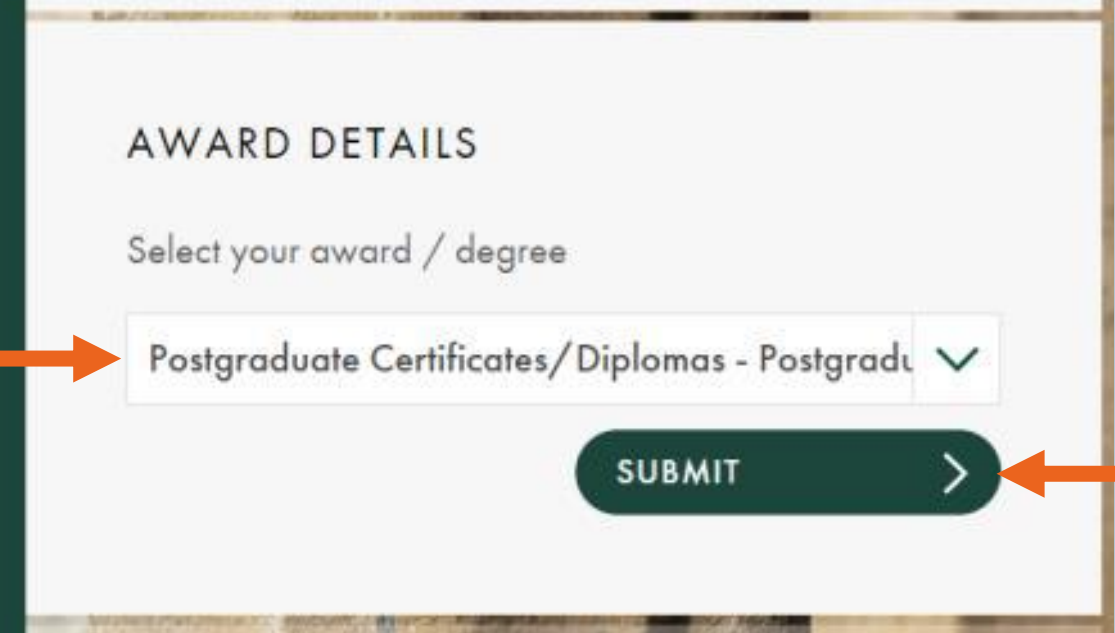
Ceremony Venue, 11 July 2023, 16:30 ✓

CONTINUE >

## STEP 6. CHECK YOUR AWARD DETAILS.

All graduands have been automatically assigned with their award details; however, you should still double-check check your details are correct. Then, click submit.

If anything is incorrect, please exit the booking site and contact us immediately at [graduation-ceremonies@rhul.ac.uk](mailto:graduation-ceremonies@rhul.ac.uk).



AWARD DETAILS

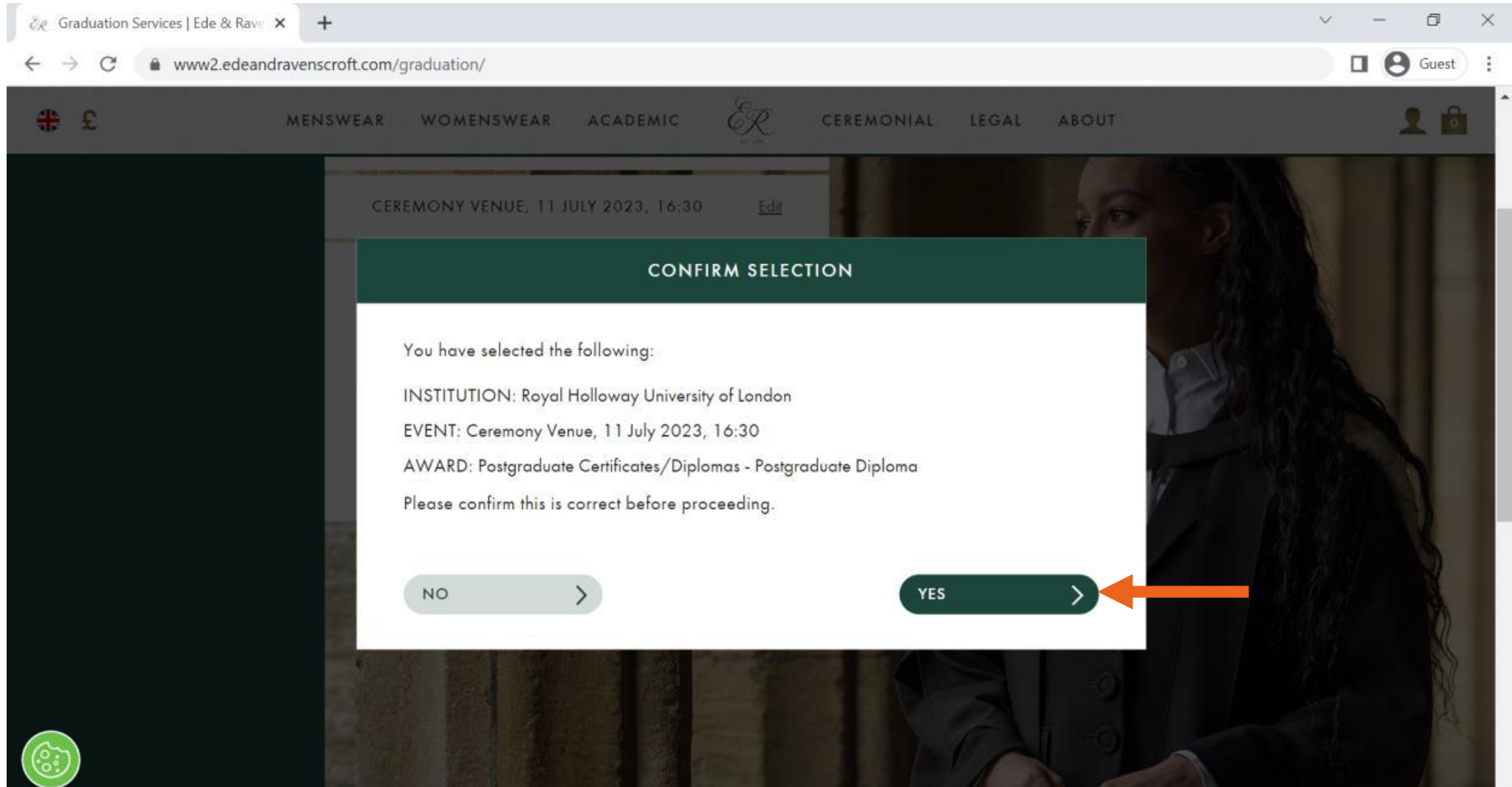
Select your award / degree

Postgraduate Certificates/Diplomas - Postgradu ✓

SUBMIT >



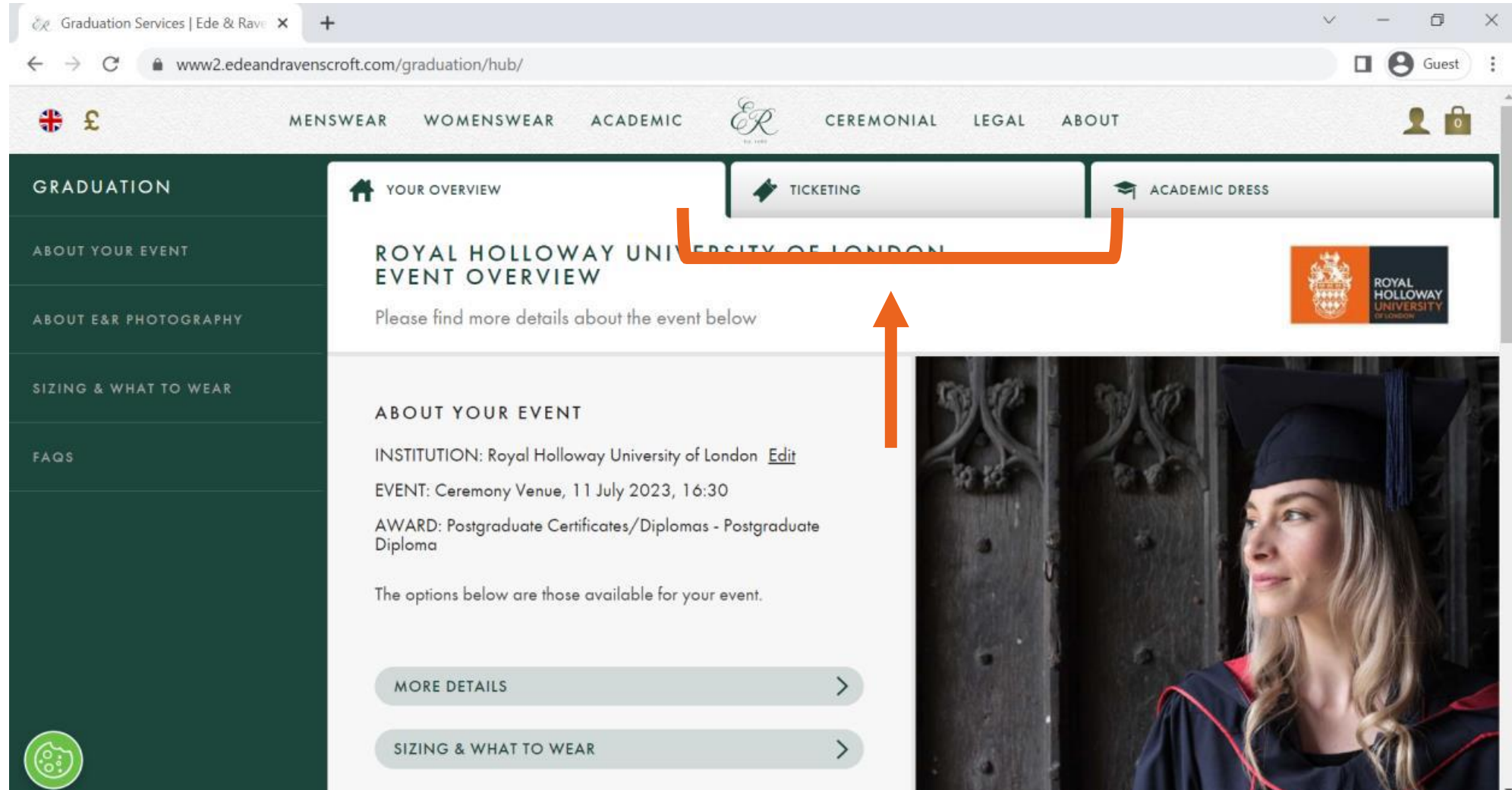
# STEP 7. CHECK ALL DETAILS AGAIN, THEN CLICK 'YES'.



# STEP 8. NAVIGATE TO THE TICKETING TAB.



This is the button near the top of the screen in the middle, to the right of 'Your Overview'.

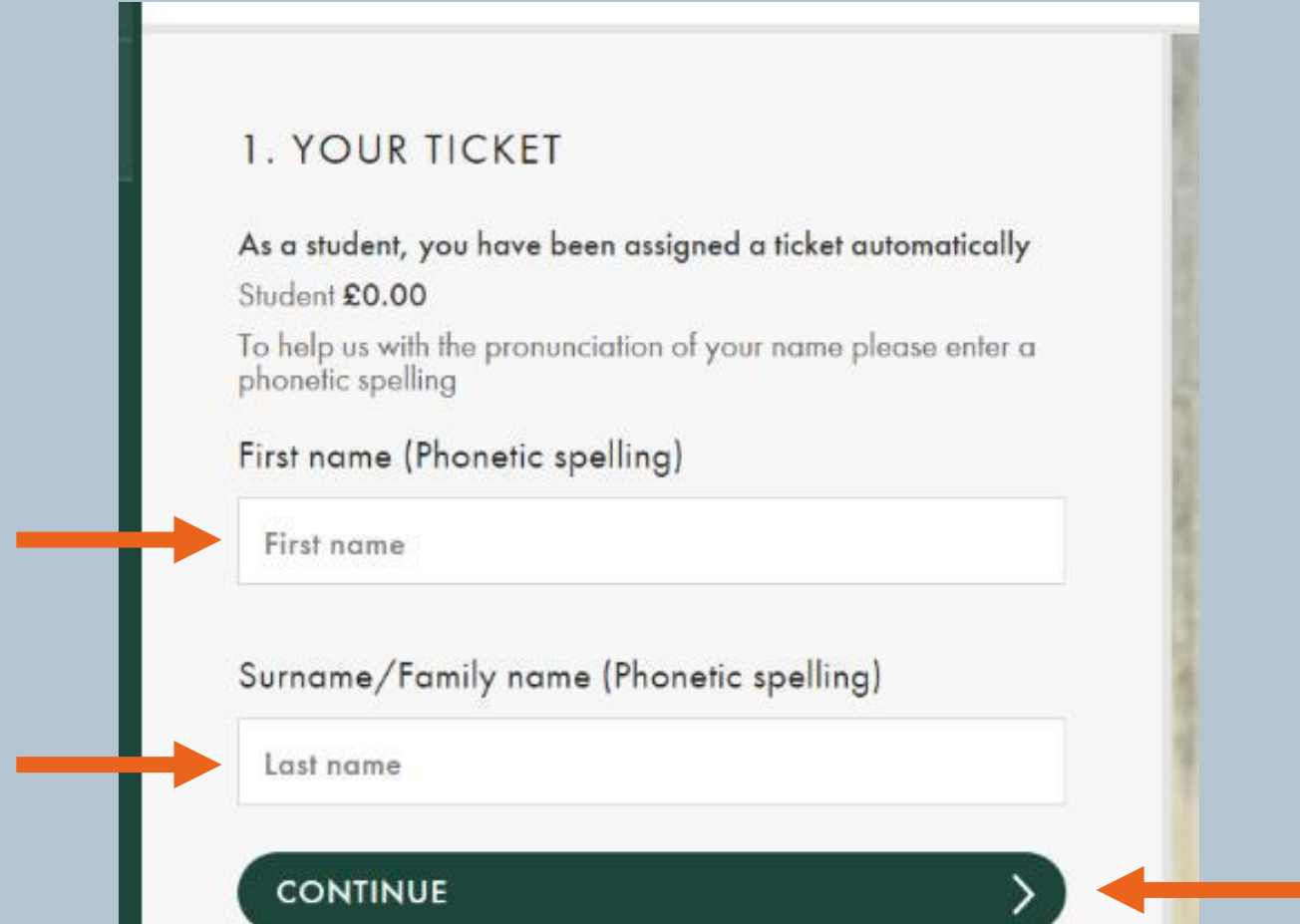


# STEP 9. PROVIDE NAME PRONUNCIATION.

Provide the phonetic spelling of your first and last names (how it is spoken out loud).

Please **do not** just repeat your registered name spelling, as this could lead to the orator mispronouncing your name in the ceremony.

Find out more about how to provide written name pronunciation on the [Tickets Page here.](#)



1. YOUR TICKET

As a student, you have been assigned a ticket automatically  
Student £0.00

To help us with the pronunciation of your name please enter a phonetic spelling

First name (Phonetic spelling)

First name

Surname/Family name (Phonetic spelling)

Last name

CONTINUE >

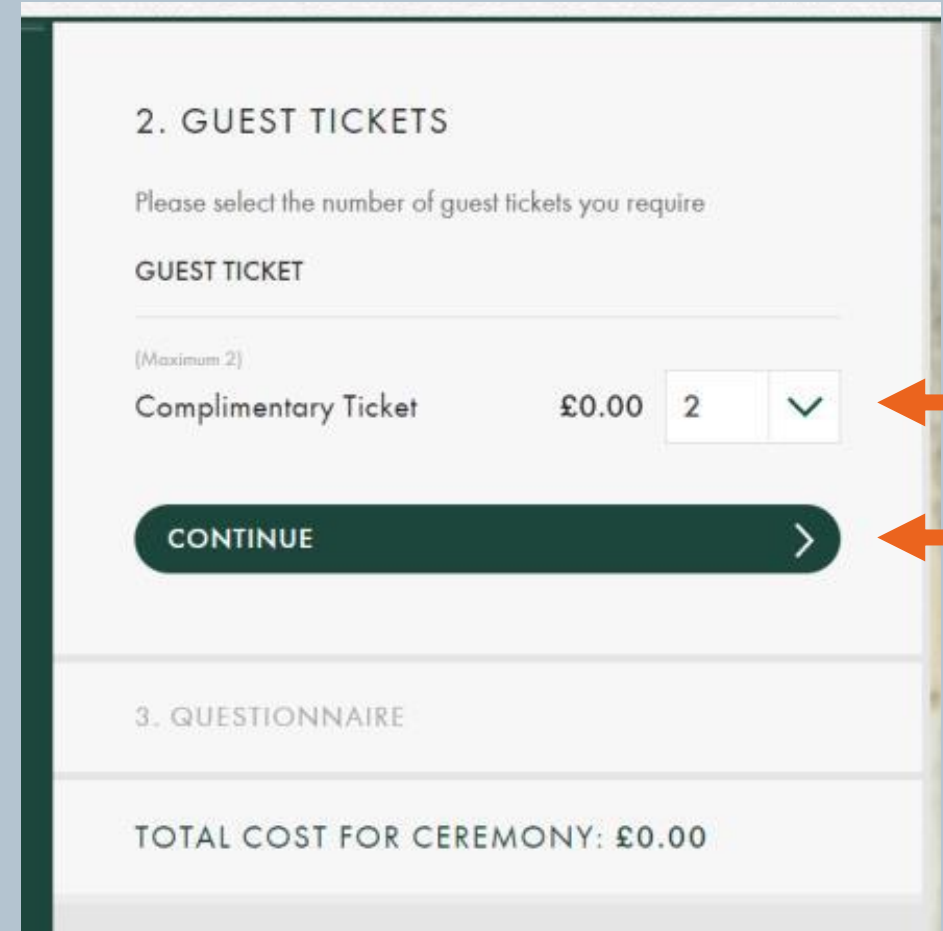
# STEP 10. SELECT YOUR GUEST TICKETS.

All graduands are provided up to two free guest tickets.

Select 0, 1 or 2 tickets depending on how many guests you wish to bring.

You must claim these tickets when registering now, as we cannot assign them to you at a later date.

You cannot book any more than two guest tickets at this stage.



2. GUEST TICKETS

Please select the number of guest tickets you require

GUEST TICKET

(Maximum 2)

|                      |       |   |   |
|----------------------|-------|---|---|
| Complimentary Ticket | £0.00 | 2 | ✓ |
|----------------------|-------|---|---|

CONTINUE >

3. QUESTIONNAIRE

TOTAL COST FOR CEREMONY: £0.00

Prices shown are for tutorial purposes only.



# STEP 11. COMPLETE THE QUESTIONNAIRE.



It is important that you answer all questions as accurately as possible so we can support you on the day if needed.

Questions shown are for tutorial purposes only and may differ.

A screenshot of the Royal Holloway University of London graduation ticket ordering system. The page is titled "ROYAL HOLLOWAY UNIVERSITY OF LONDON ORDER TICKETS" and includes a navigation bar with links for MENSWEAR, WOMENSWEAR, ACADEMIC, CEREMONIAL, LEGAL, and CONTACT. The main content area shows three steps: 1. YOUR TICKET, 2. GUEST TICKETS, and 3. QUESTIONNAIRE. The questionnaire step is active, displaying five questions. An orange arrow points from the left sidebar to the questionnaire section. A large image of a smiling male graduate in a black cap and gown is visible on the right side of the page.

GRADUATION

< BACK

ORDER TICKETS

FAQS

YOUR OVERVIEW

TICKETING

ACADEMIC DRESS

ROYAL HOLLOWAY UNIVERSITY OF LONDON ORDER TICKETS

Please complete all three steps below to order your tickets

1. YOUR TICKET [Edit](#)

2. GUEST TICKETS [Edit](#)

3. QUESTIONNAIRE

1. How do you pronounce your name? When you collect your scroll on stage, your Head of Department or representative will read your name. So we get this right, please tell us how your name should be pronounced eg Chamoli is "chuh-MOH-lee" Nguyen is "n-wen" or if your name rhymes with a common word, you can add in the phonetic spelling and rhymes within brackets. Rachel Weisz "Ray-chul Vice (rhymes with mice)" \*

2. Are you happy for Royal Holloway to contact you via email? \*

Please Select

3. Please confirm your personal email address (Please note your student email ending in .ac.uk will close six months after your course end date) \*

4. Are you happy for Royal Holloway to contact you via phone \*

Please Select

5. Please let us know the best personal number to contact you on \*



# STEP 12. PROCEED TO GOWN HIRE

Scroll to the bottom of the page and click 'proceed to gown hire'.

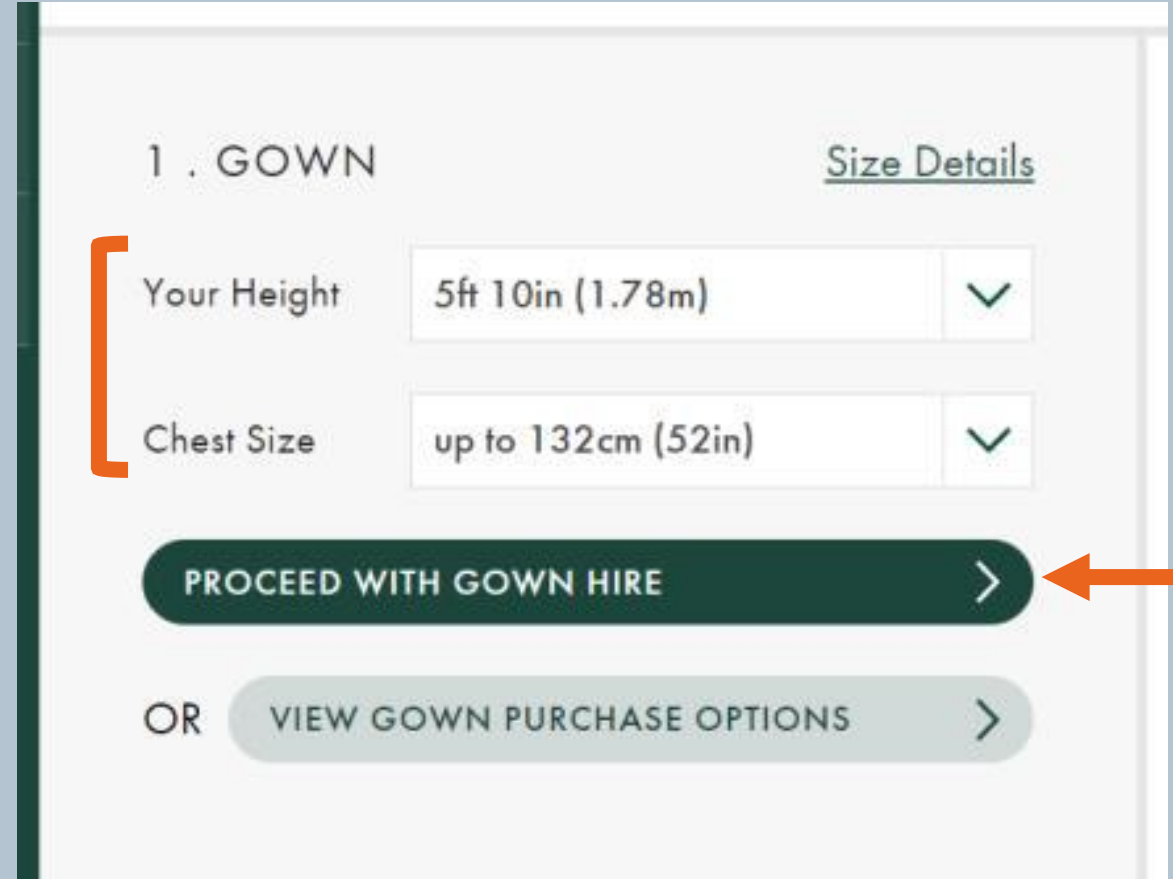


Prices shown are for tutorial purposes only.

# STEP 13. INPUT YOUR GOWN DETAILS.

Select your height and chest size from the drop-down gown boxes provided, and then click "proceed with gown hire."

If you wish to purchase any part of your gown, you can explore those options here.



1 . GOWN Size Details

Your Height 5ft 10in (1.78m) ✓

Chest Size up to 132cm (52in) ✓

**PROCEED WITH GOWN HIRE** >

OR VIEW GOWN PURCHASE OPTIONS >

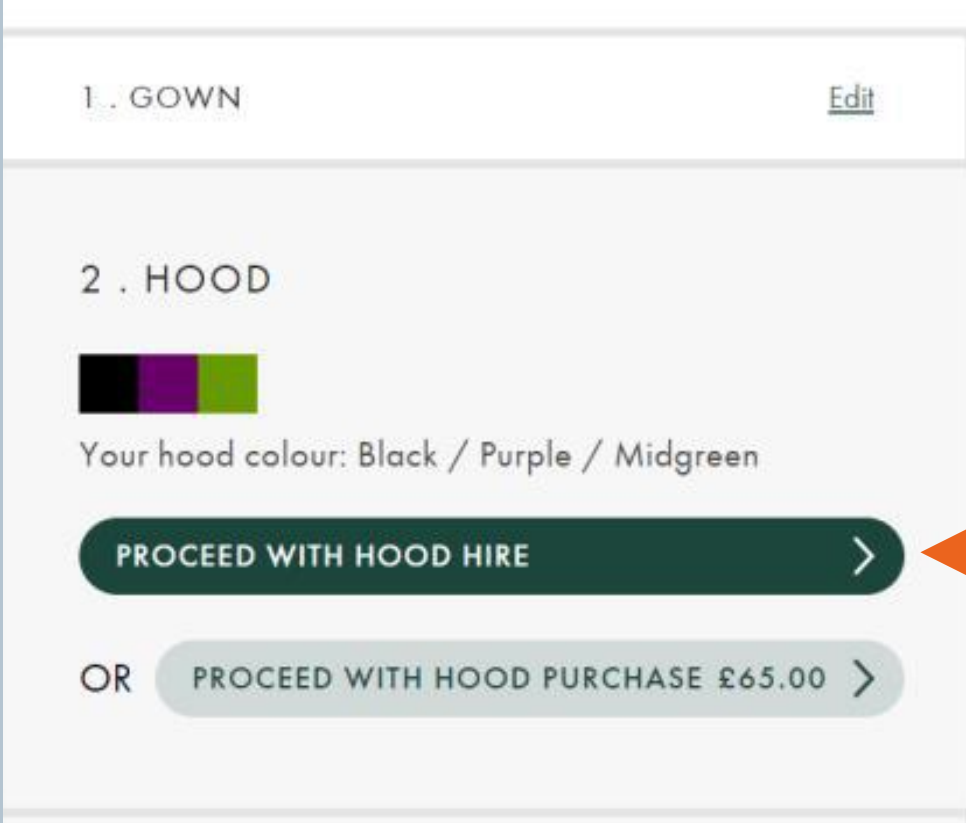
An orange bracket highlights the height and chest size fields. An orange arrow points to the 'PROCEED WITH GOWN HIRE' button.

# STEP 14. PROCEED WITH HOOD HIRE.

Your correct hood colours have already been allocated based on your confirmed degree. Please click "proceed with hood hire."

You can find out what your hood colours look like on the [What To Wear Pages here.](#)

If you wish to purchase your hood, you can explore that options here.



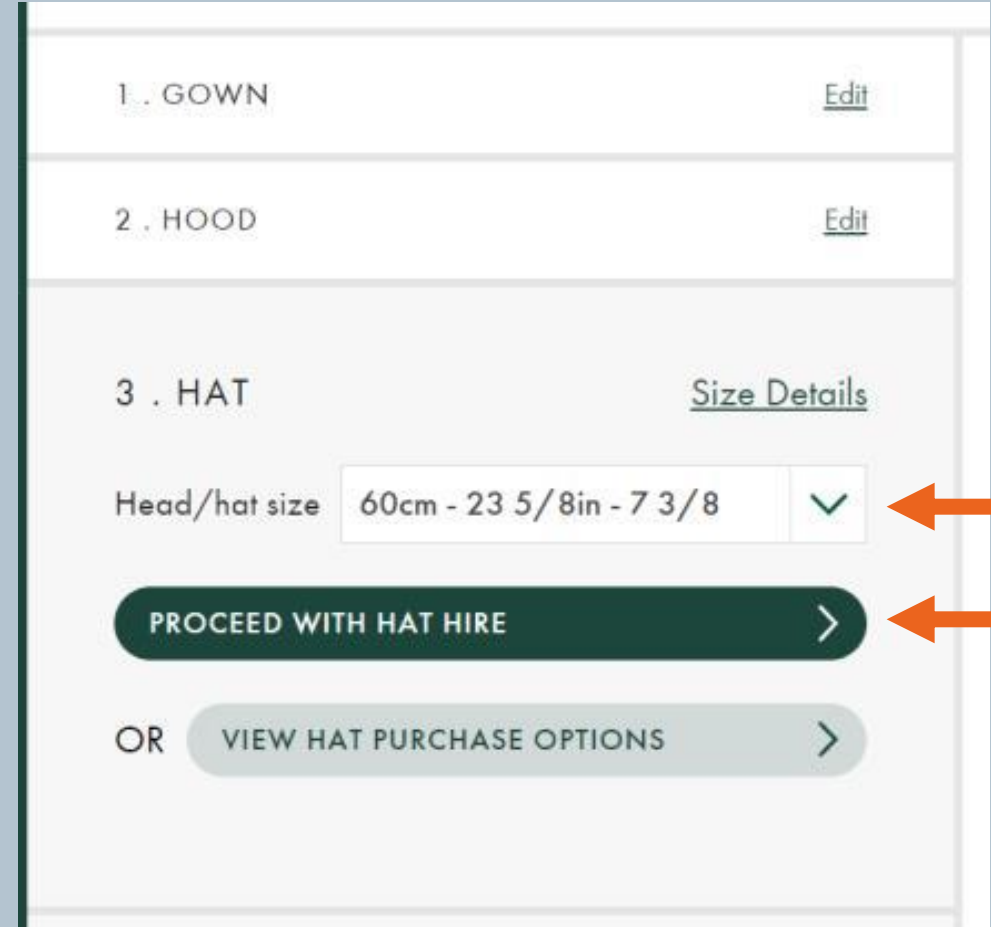
The screenshot shows a web interface for selecting hood colours. It has two sections: '1. GOWN' with an 'Edit' link, and '2. HOOD' which displays three color swatches (black, purple, and midgreen) and the text 'Your hood colour: Black / Purple / Midgreen'. Below this are two buttons: a dark green 'PROCEED WITH HOOD HIRE' button with a right arrow, and a light grey 'OR PROCEED WITH HOOD PURCHASE £65.00' button with a right arrow. An orange arrow points to the first button.

# STEP 15. PROCEED WITH HOOD HIRE.

Select your hat size from the drop down options.

If you need help with hat sizing, click the 'size details' button on the page above the drop down box.


If you wish to purchase your hat, you can explore that options here.





1 . GOWN [Edit](#)

2 . HOOD [Edit](#)

3 . HAT [Size Details](#)

Head/hat size 60cm - 23 5/8in - 7 3/8 

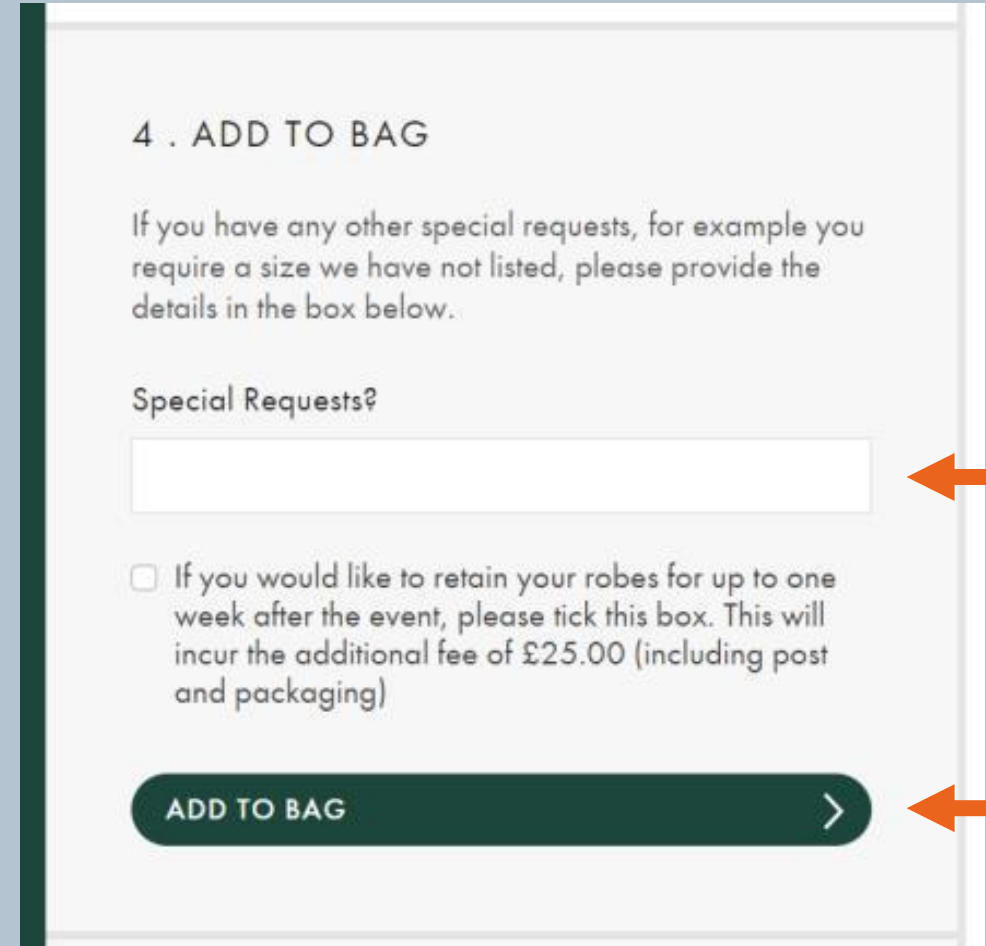
[PROCEED WITH HAT HIRE](#) 

OR [VIEW HAT PURCHASE OPTIONS](#) 

# STEP 16. ADD TO BAG.

If you require a hat size that isn't listed, you can request that in the comment box on this page.

If you would like to keep your robes, you can also select that option here.

A screenshot of a web form titled '4 . ADD TO BAG'. The form contains a text input field for 'Special Requests?' and a checkbox option for retaining robes. An orange arrow points to the text input field, and another orange arrow points to the 'ADD TO BAG' button. The button is dark green with white text and a right-pointing chevron.

4 . ADD TO BAG

If you have any other special requests, for example you require a size we have not listed, please provide the details in the box below.

Special Requests?

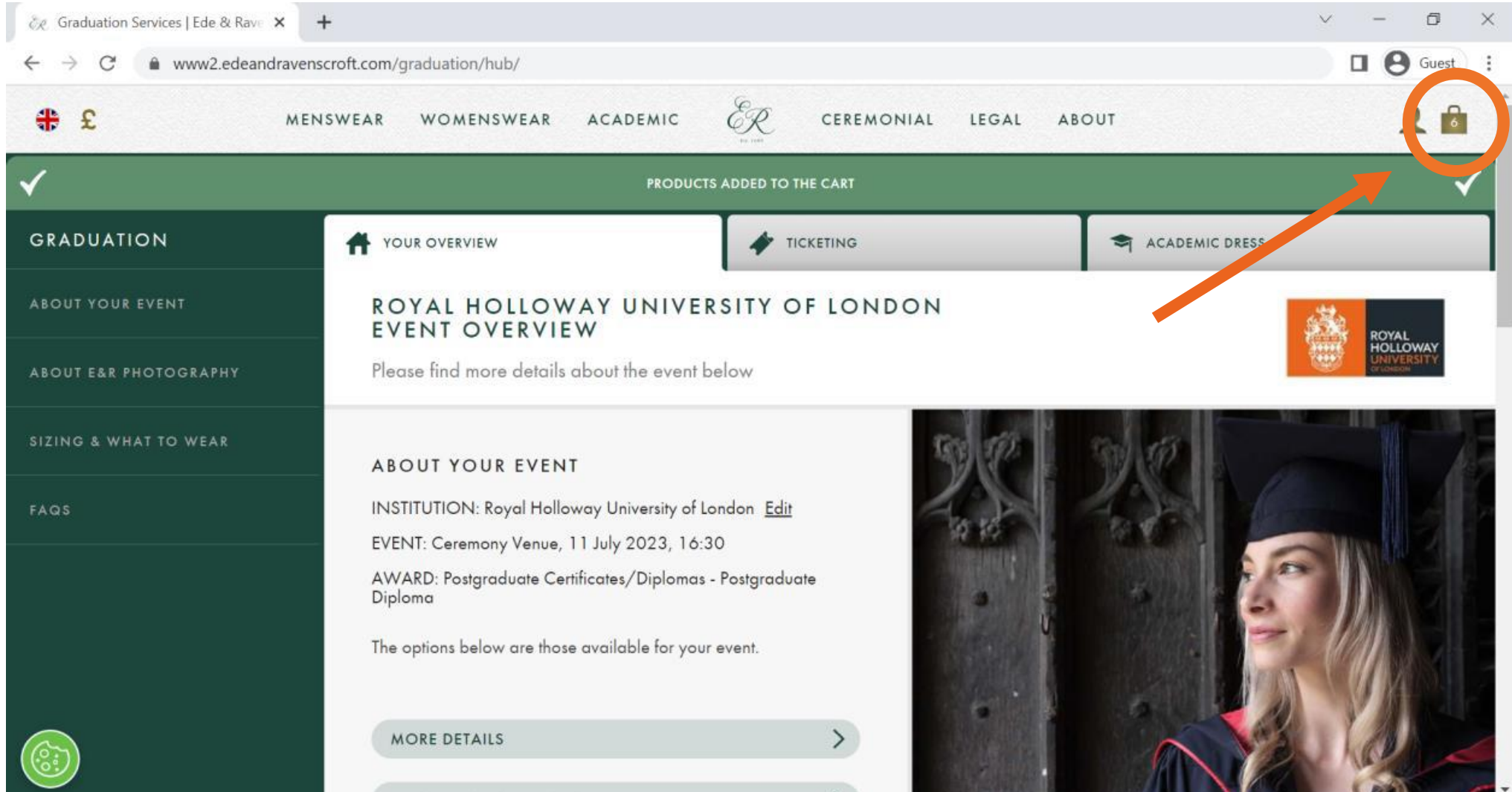
☐ If you would like to retain your robes for up to one week after the event, please tick this box. This will incur the additional fee of £25.00 (including post and packaging)

ADD TO BAG >

Prices shown are for tutorial purposes only.



# STEP 17. NAVIGATE TO YOUR SHOPPING BAG AND CLICK PROCEED TO CHECKOUT.



# STEP 18. COMPLETE THE FINAL QUESTIONNAIRE.

Complete the final questionnaire as accurately as possible, then click 'submit' at the bottom of the form.

We strongly recommend using public transport or taxis on your graduation day, as parking on campus is very limited.

Please complete the questionnaire below and click submit

### QUESTIONNAIRE

Your academic institution requests you answer the following questions:

1. Please let us know how many cars you are planning to bring on campus. This is to help us gauge the number of spaces required on campus \*

☐ 1

☐ 2

☐ More than 2

2. How did you hear about graduation? \*

☐ Direct email

☐ Student newsletter

☐ Instagram

☐ From a friend

☐ From lectures

☐ From a staff member

**SUBMIT** >



Questions shown are for tutorial purposes and may differ.

# STEP 19. REVIEW YOUR ORDER AND CLICK PROCEED TO CHECKOUT.



Shopping Bag | Ede & Ravenscroft

www2.edeandravenscroft.com/checkout/cart/



UK

£

MENSWEAR WOMENSWEAR ACADEMIC CEREMONIAL LEGAL ABOUT

Guest

SHOPPING BAG (6 ITEMS)

| ITEM   |  | QTY | SUBTOTAL |
|--|--|-----|----------|
|   | <b>UNDERGRADUATE GOWN</b><br>Academic Dress: Gown<br>Purchase Type: Hire<br>Height: 5ft 10in (1.78m)<br>Availability: Hire items can be collected on the day at the event.<br><a href="#">Edit Academic Dress - Gown</a>       | 1   |          |
|  | <b>BLACK FLEXIBLE MORTARBOARD HAT</b><br>Academic Dress: Hat<br>Purchase Type: Hire<br>Circumference: 60cm<br>Availability: Hire items can be collected on the day at the event.<br><a href="#">Edit Academic Dress - Hats</a> | 1   |          |

PROCEED TO CHECKOUT

ORDER SUMMARY

TOTAL

£0.00

ORDER TOTAL

£0.00

(TAX

£0.00)

PROCEED TO CHECKOUT

UPDATE QUESTIONNAIRE ANSWERS

Continue Shopping

UNIVERSITY OF ROYAL HOLLOWAY LONDON

# STEP 20. CREATE AN ACCOUNT.

You **must** create an account to check out.

## NEW CUSTOMER

Creating an account has many benefits:

- Track order history
- Check out faster

CREATE AN ACCOUNT

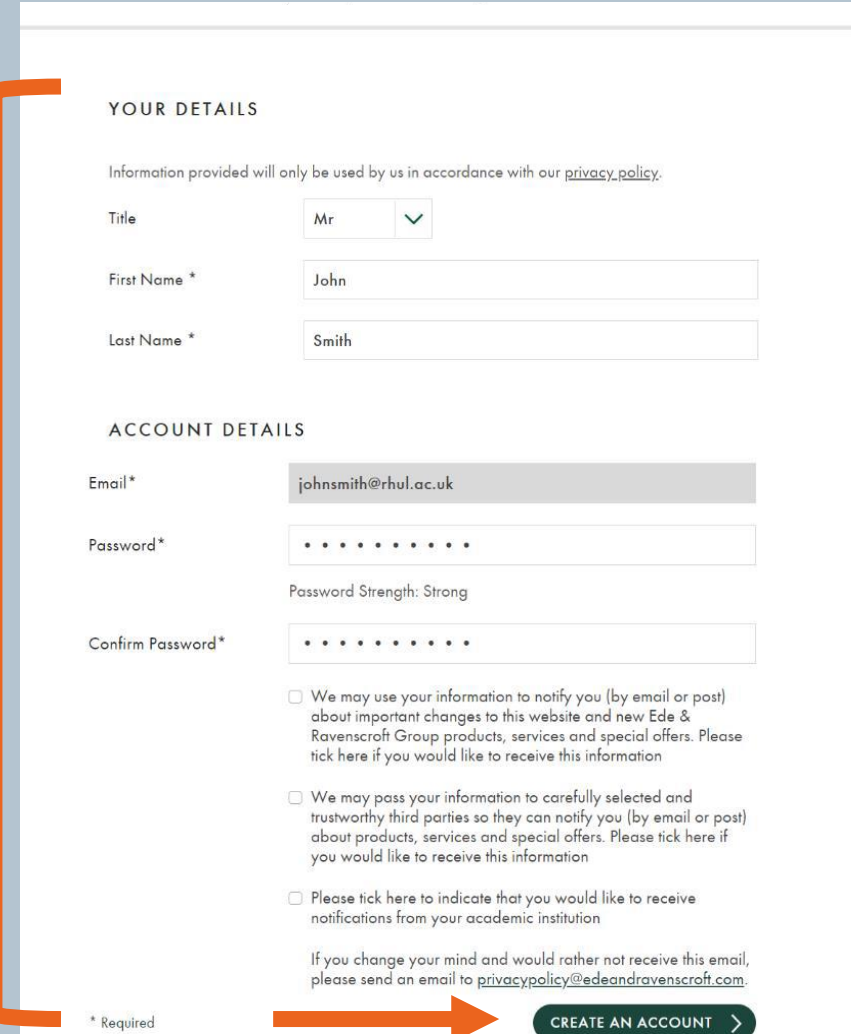


# STEP 21. CREATE AN ACCOUNT.

Fill in your details and click 'create an account'.

Please note your email and password for the account you created.

We will not receive your booking if you do not create an account!



**YOUR DETAILS**

Information provided will only be used by us in accordance with our [privacy policy](#).

Title  ✓

First Name \*

Last Name \*

**ACCOUNT DETAILS**

Email \*

Password \*

Password Strength: Strong

Confirm Password \*

☐ We may use your information to notify you (by email or post) about important changes to this website and new Ede & Ravenscroft Group products, services and special offers. Please tick here if you would like to receive this information

☐ We may pass your information to carefully selected and trustworthy third parties so they can notify you (by email or post) about products, services and special offers. Please tick here if you would like to receive this information

☐ Please tick here to indicate that you would like to receive notifications from your academic institution

If you change your mind and would rather not receive this email, please send an email to [privacypolicy@edeandravenscroft.com](mailto:privacypolicy@edeandravenscroft.com).

\* Required

**CREATE AN ACCOUNT** ➔



# STEP 22. ENTER YOUR PAYMENT INFORMATION.

Fill in your phone number, and then click 'enter payment information'.

**VERY IMPORTANT:**  
Please enter your mobile number (+ international dialling code if applicable). We will only use this number to send you information about your order.

Phone Number \*

Information received by us will only be used in accordance with our [privacy policy](#).

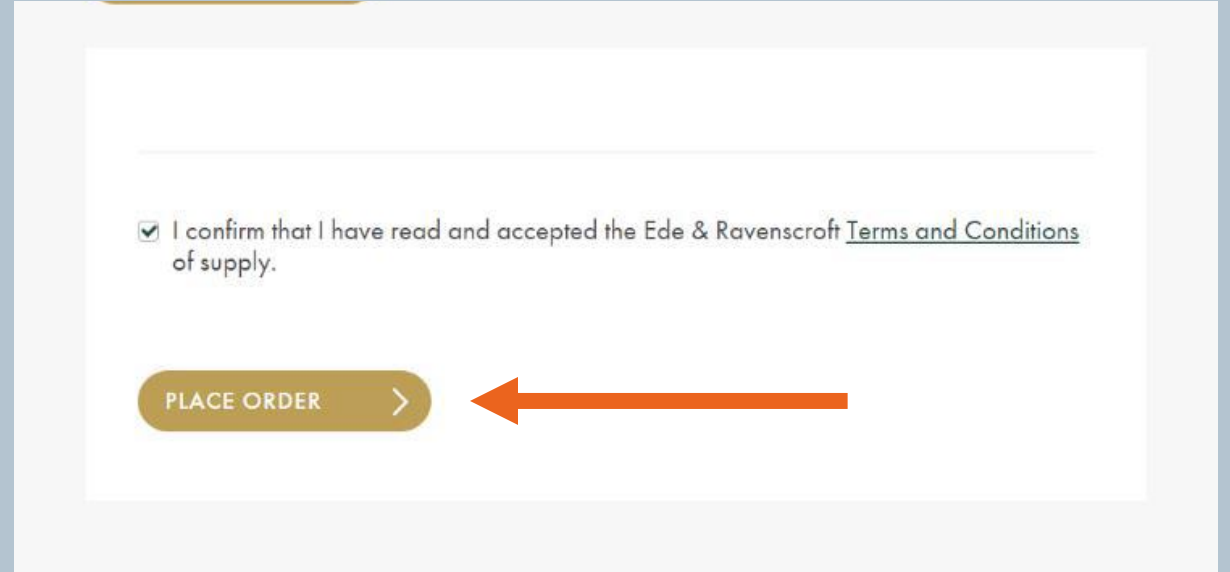
**ENTER PAYMENT INFORMATION >** ←

# STEP 23. COMPLETE YOUR ORDER.

Please complete one final check of all your details and agree to the terms and conditions.

Then, click 'place order.'

You will then receive a confirmation email to the email address you registered with when creating an account.

A screenshot of a web form. At the top, there is a horizontal line. Below it, a checkbox is checked, followed by the text "I confirm that I have read and accepted the Ede & Ravenscroft Terms and Conditions of supply." Below this text is a gold-colored button with the text "PLACE ORDER" and a right-pointing chevron. A large orange arrow points from the right towards the button.