

Awards Ceremonies 2019

Frequently Asked Questions

Getting around

How do I find my way around the Royal Festival Hall?

The Royal Festival Hall is divided into two sides – one half of the building has blue signs and the other half has green signs.

Where are the toilets?

Toilets can be found on both the green and blue sides of the building at all levels.

Where are the lifts?

There is a large lift on the blue side that will take you to all levels. There are also lifts on the green side, but they often get busy.

How do we get help for someone with a disability?

Speak to a Royal Festival Hall host or a UAL marshal (wearing a blue sash) and we will do our best to assist.

Registration and tickets

Where do I register?

Go downstairs to the lower ground floor if you're a graduate – marshals will guide you. Guests are not allowed in the registration or robing areas.

Where do I get my tickets?

Graduates must collect all tickets (including for their guests) on the lower ground floor upon registration.

Where can I find a cash machine?

There is a cash machine on the Thames side of the building on the ground floor. Ask a Royal Festival Hall host if you are unsure how to find it.

Graduation robe

Where do I get my robe?

When you register, you will be given a yellow card, along with any guest tickets purchased. Take this to the robing area on level 2 (ground floor, blue side).

I haven't booked my robe. What can I do?

Register first and then go to the robing area on level 2 (ground floor, blue side). You will be directed to a separate queue to hire your robe.

The ceremony

What time do I need to arrive?

You should arrive at the very latest one hour before the ceremony starts. Full details of timings can be found on the 'Information for Graduates' and 'Information for Guests' documents.

What time do we need to be in the auditorium (graduation hall)?

Graduates must be in their seat in the auditorium half an hour before the ceremony starts. Guests may take their seats from 45 minutes before the ceremony starts and should all be seated 30 minutes in advance.

What can I take into the auditorium?

Graduates may not take bags or other possessions, including mobiles, into the auditorium. These should be given to guests until after the ceremony or left in the cloakroom.

Where can we leave or store suitcases or large bags?

There is a cloakroom on the lower ground floor. Large bags will not be allowed into the auditorium and must be checked into the cloakroom.

Where do I get a programme?

Guests will be given a programme when they enter the auditorium. Graduates will receive theirs when they have crossed the stage.

How long is the ceremony?

The ceremony will last between an hour and a half and two hours.

Photography and reception

Is photography allowed in the auditorium?

Guests may take still photographs during the ceremony, but only with hand-held cameras and from their seats. The taking of private videos is not allowed in the auditorium.

Will there be an official photographer?

There will be official photographs of the ceremonies and signs will direct you to the photographers. You can have your photos taken both prior to and after the ceremony. We recommend booking your photography in advance of the ceremony to ease congestion on the day. For further information visit <https://www.edeandravenscroft.com/graduation-services/photography/>

Where is the reception afterwards?

Guests will be invited to the reception in the area closest to where they are seated. Hosts will guide them. Graduates should meet them there.

How do I meet guests after the ceremony?

Please arrange where to meet afterwards in advance as you may not necessarily exit from the same doors as your guests, and you will not have your mobile with you.

Where can I get more detailed information?

Please refer to the 'Information for Graduates' and 'Information for Guests' documents.