



Looking forward to seeing you

Please read the below guide to help you book your place to attend a graduation ceremony, or amend an existing order via the Ede and Ravenscroft website.

You must complete **all steps** for any items required, ensuring you complete your order correctly by the [booking deadline](#), otherwise your place and any items are not secured.

Click on the relevant section from the contents below for more help.

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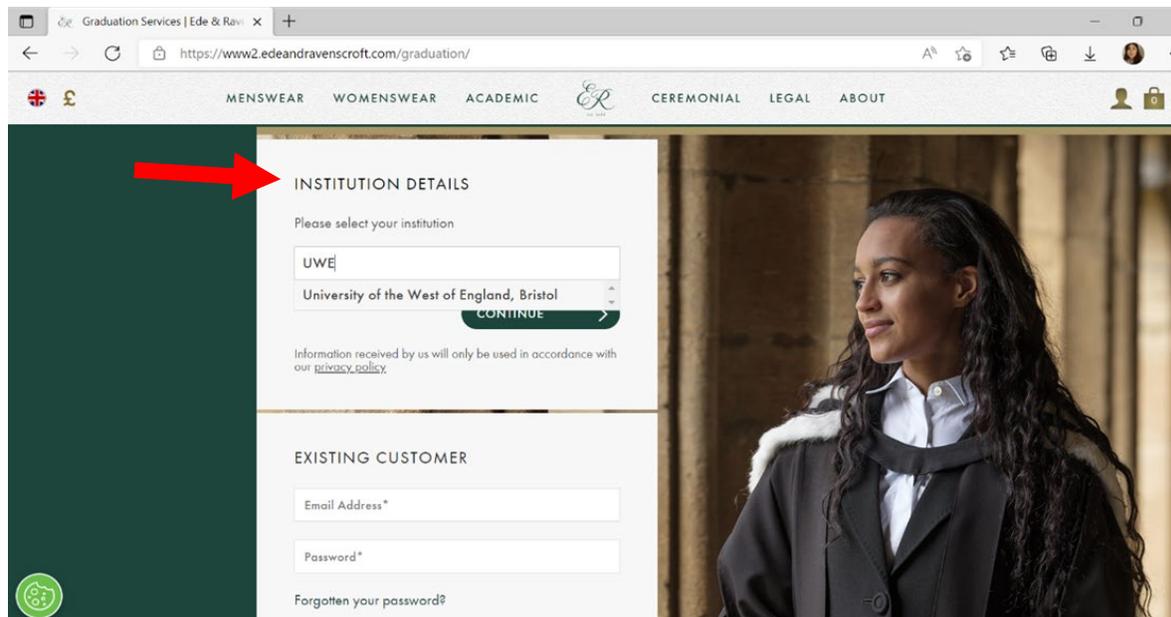
Logging in for the first time

1. Open the Ede and Ravenscroft website using the link in your Invitation email.

- Please open the Ede and Ravenscroft website: [Graduation Services | Ede & Ravenscroft \(edeandravenscroft.com\)](https://www2.edeandravenscroft.com/graduation/)

2. Select your Institution

- In the box under 'Institution Details' please enter 'UWE Bristol' and select 'University of the West of England, Bristol' (as per the picture below).
- Press 'continue'.
- Do not attempt to log in as an existing customer.



The screenshot shows a web browser window with the URL <https://www2.edeandravenscroft.com/graduation/>. The page features a navigation menu with links for MENSWEAR, WOMENSWEAR, ACADEMIC, CEREMONIAL, LEGAL, and ABOUT. The main content area is titled 'INSTITUTION DETAILS' and contains a form for selecting an institution. A red arrow points to the text input field where 'UWE' has been entered. Below this field is a dropdown menu showing 'University of the West of England, Bristol' as the selected option. A green 'CONTINUE' button is positioned to the right of the dropdown. Below the form, there is a section for 'EXISTING CUSTOMER' with input fields for 'Email Address*' and 'Password*', and a link for 'Forgotten your password?'. A privacy policy notice is also visible: 'Information received by us will only be used in accordance with our [privacy policy](#).' The background of the page features a woman in a graduation gown.

3. Enter your details

- Where prompted, enter your **UWE Student ID, Surname** and **Email address**
- Your UWE student ID is 8 digits
- Please enter your surname **exactly** as it appears on your UWE record and in your invitation email.

4. Event Details

- Under 'Event Details', please ensure the selected date of event is the same as the date in your award ceremony invitation and press 'continue'.
- If this does **not** match, please contact the UWE Graduation Team.

5. Award Details

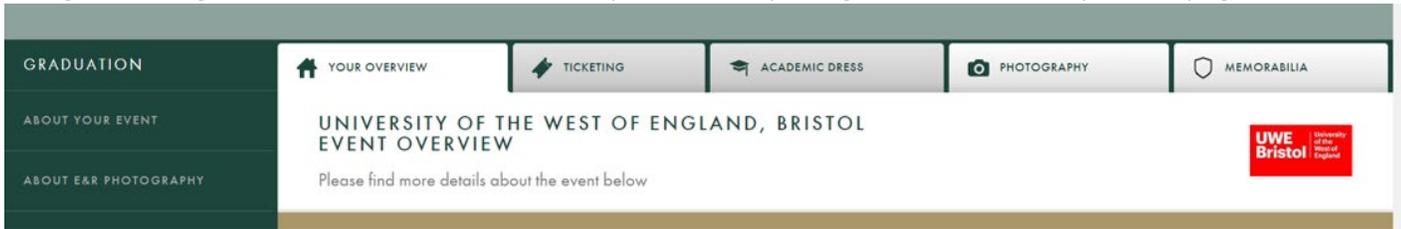
- Under 'Award Details' please ensure the level of award shown is correct. Then, press 'submit'.
- Please note it will display the level of award you have achieved and not the title of your specific award, as your robes are determined by their level (e.g. Bachelor of arts, Masters etc)
- If the level shown is **not** correct, please [contact the UWE Graduation Team](#).

6. Confirm Selection

- Please read through all details to ensure your **Institution, Event** and **Award** are correct.
- Select 'yes'.

7. Add items to your order

- Navigate through the website and add items to your order by using the tabs at the top of the page.

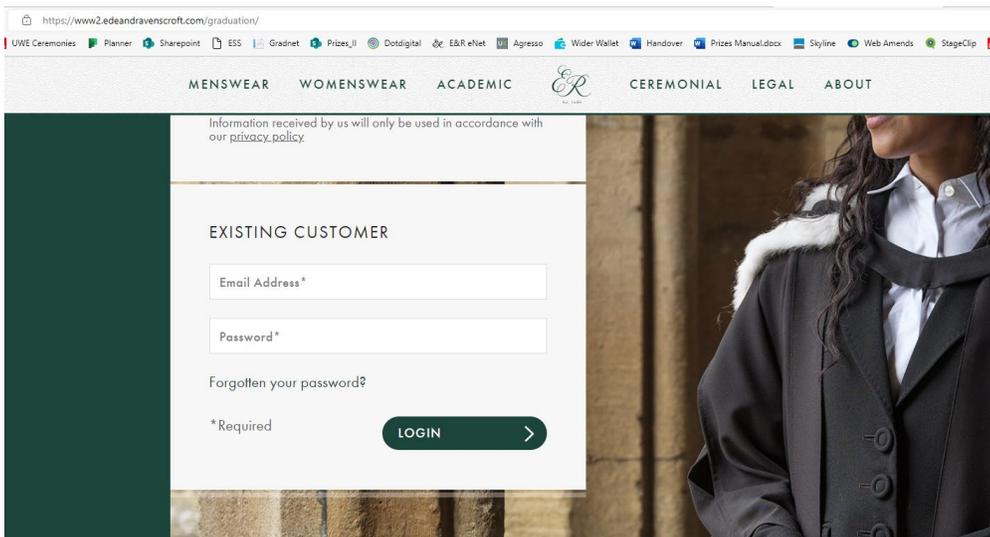


- Follow the instructions within this document to help you book your place, secure guest tickets, or purchase robes, photography and memorabilia.

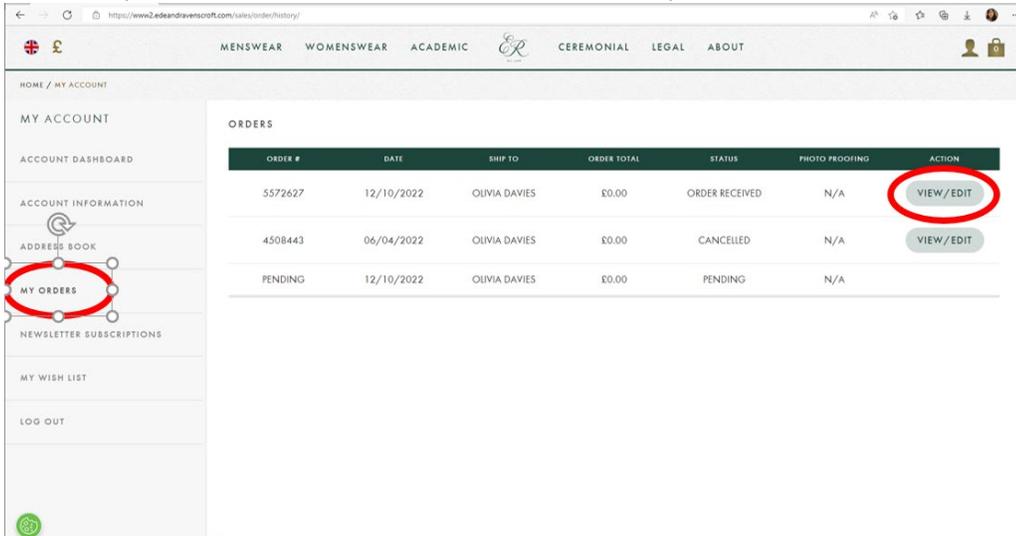
Amending an existing order

When you amend an existing order, items you have previously booked or purchased will show within your basket alongside any new items added. You should not be charged again for any items already purchased, but please ensure you check the amount due when you confirm your order and if you have any queries the **Ede and Ravenscroft** team on: **+44 (0)370 24 21 170**.

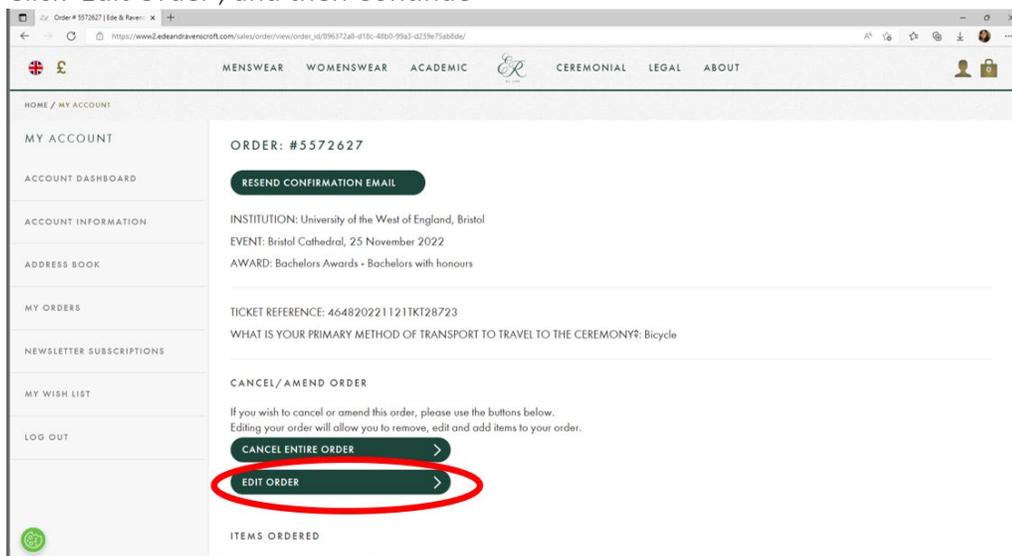
1. Please open the Ede and Ravenscroft website and login with your details as an existing customer: [Graduation Services | Ede & Ravenscroft \(edeandravenscroft.com\)](https://www2.edeandravenscroft.com/graduation/)



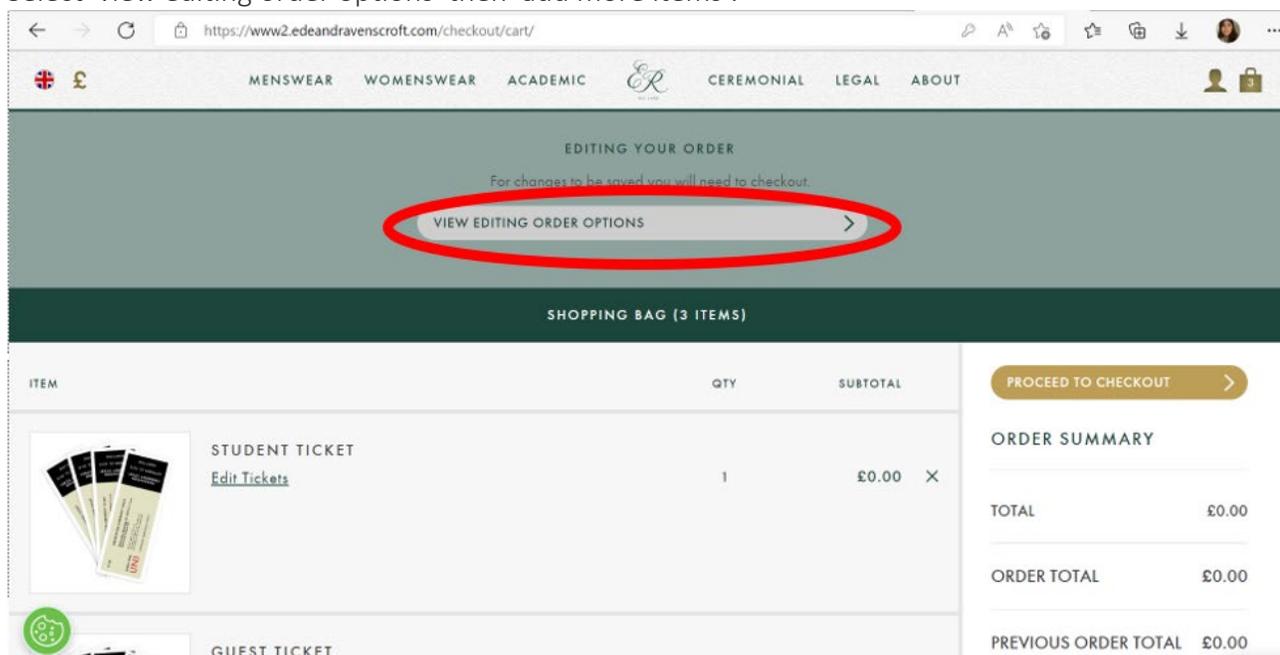
2. Select 'my orders' from the bar on the left, then on your order select 'View/Edit' and continue.



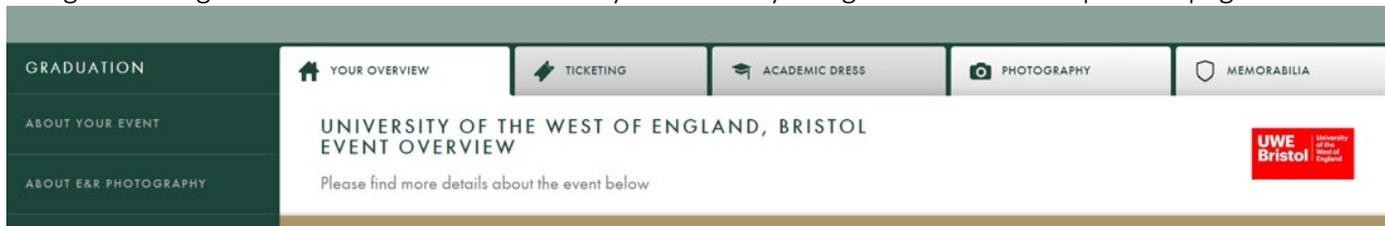
3. Click 'Edit Order', and then Continue



4. Select 'view editing order options' then 'add more items'.



5. Navigate through the website and add items to your order by using the tabs at the top of the page.



6. Follow the instructions within this document to help you book your place, secure guest tickets, or purchase robes, photography and memorabilia.

Book your place and secure guest tickets

1. To book your place and secure guest tickets, select the '**Ticketing**' tab.
2. Fill in your First Name and Surname - you can use phonetic spelling if required as this will ensure your name is read correctly. Then, press '**continue**'.
3. Under 'Guest tickets', select how many guest tickets you require from the drop down. There is an initial limit of 2 guest tickets per graduate.

UNIVERSITY OF THE WEST OF ENGLAND, BRISTOL ORDER TICKETS		
Please complete all three steps below to order your tickets		
1. YOUR TICKET Edit		
2. GUEST TICKETS		
Please select the number of guest tickets you require		
GUEST TICKET		
(Maximum 8)		
Guest Ticket	€0.00	0
Free Ceremony Programme	€0.00	0
Extra Ceremony Programme	€5.00	0

4. If additional guest tickets are available you will be contacted to advise how many you can add. Simply follow the instructions in this document to edit an existing order, return to this section on the website and increase the number of guest tickets on your order. Additional guest tickets are available at £15 each – more info on our [website](#).
5. Select '**add to bag**'.

Robes

Wearing robes to your ceremony is optional, although most graduates choose to do so. You **do not** have to hire robes when you book your place, however if you wish to wear robes you must complete this by the [booking deadline](#).

1. Click on the '**Academic Dress**' tab
2. Where prompted, please enter your **height** and **chest size**.
3. Most students choose to **hire** their academic dress for their ceremony day, if you would like to **hire** your robes, please select '**Proceed with Gown Hire**'.
OR if you would prefer to **purchase** your academic dress, please select '**View Gown Purchase Options**'.
4. Your hood colour should state **Black / Red**, then select '**Proceed with Hood Hire**'.
5. Where prompted, please enter your **hat size**. For help with this, you can press '**size details**'. If you are hiring the hat, please select '**Proceed with Hat Hire**'.
OR if you would prefer to **purchase** the hat, please select '**View Hat Purchase Options**'.
6. If you have any special requests, please ensure you enter this in the text box. If you don't, leave this blank.
7. Select '**Add to Bag**'.

Photography and Memorabilia

Photography can be purchased on the day of your ceremony and **does not** have to be purchased in advance. You can log back into your account at any point after you have booked your place to purchase photography or memorabilia.

1. Select the '**Photography**' tab and view the options that are available. You can then select the packages you would like to purchase and '**Add to Bag**'.
2. Memorabilia from Ede and Ravenscroft will not be sold on the day of your ceremony. If you would like to purchase any memorabilia, please select the '**Memorabilia**' tab and view the options that are available. You can then select the items you would like to purchase and '**Add to Bag**'.

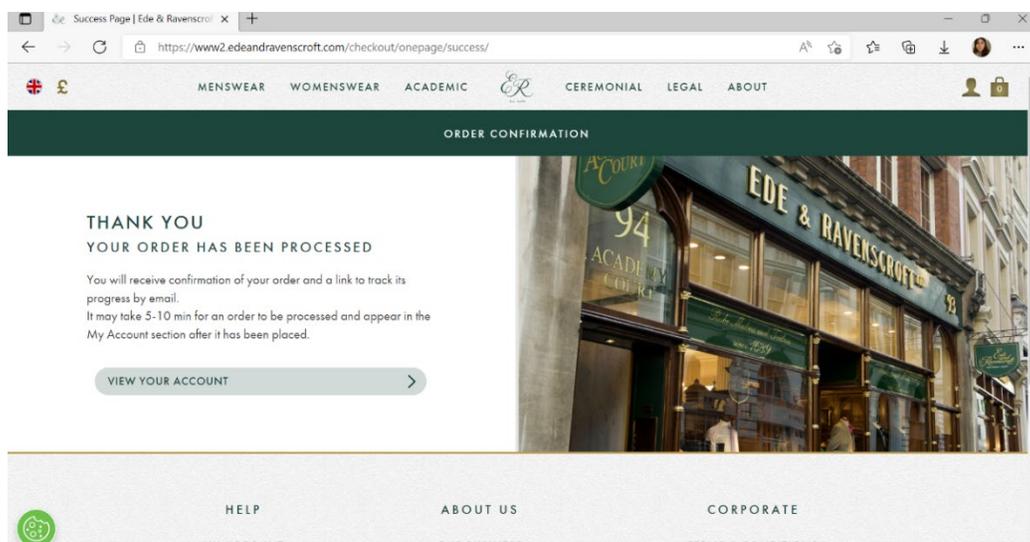
Complete your order

You **MUST** checkout of the Ede and Ravenscroft website to complete your booking. If you do **not** checkout then your booking will not be processed and you will not be able to attend your ceremony. Any guest ticket requests will also not be secured.

- Click on the '**shopping bag**' at the top of your screen.



- Select '**Proceed to Checkout**'
- Check through your basket to ensure all items are correct. Ensure you check the amount of **guest tickets** is correct.
- If you are amending an existing order, do NOT remove any of your previous items – you will not be recharged for any items already purchased. The order total should only be reflective of any new items added.
- If you have a discount code, please enter it here.
- Select '**Proceed to Checkout**'.
- Please select '**Create an Account**' and enter your details if prompted.
- You will then be directed to enter your payment details and billing address. Please enter your details and read through them to ensure they are correct.
- Then select '**Place Order**'. **If you do not do this, your booking will not go through.**
- You will then be directed to the **order confirmation** page, where you will see the following message:



Confirmation emails

Once you have received your confirmation email, your place and any additional guest tickets or items are booked!

You do not need to contact the UWE Graduation Team to confirm your attendance.

You will receive an email from the graduation team closer to your ceremony to advise about additional guest ticket availability, and to confirm all the details of your graduation day.

If you **do not** receive an email to confirm your order, please contact the **Ede and Ravenscroft** team on:

+44 (0)370 24 21 170

Cancelling an existing order

It is possible for you to [cancel your booking and request a refund](#) for any items purchased up to seven days before the ceremony series starts.

As per our terms and conditions, requested less than seven days before the ceremony series starts for any guest tickets purchased are subject to review and are offered at UWE Bristol's discretion. Refunds for robe hire and photography which are requested less than seven days before the ceremony series starts are subject to review and are offered at Ede & Ravenscroft's discretion.

To cancel a booking, defer your place or request a refund, please review the information found on our [Cancellations and refunds page](#).