

Graduation ticket and gown hire booking site step-by-step guide for desktop

Please note that prices shown are for tutorial purposes
only, and your prices may differ.

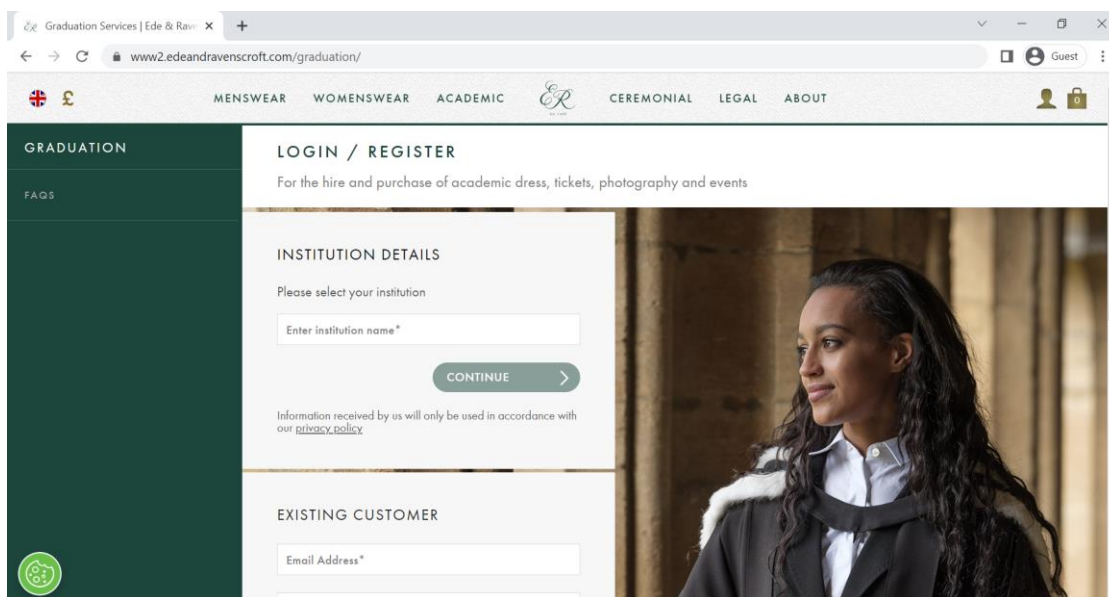


Step 0) Before opening the booking site, make sure you have the following information to hand:

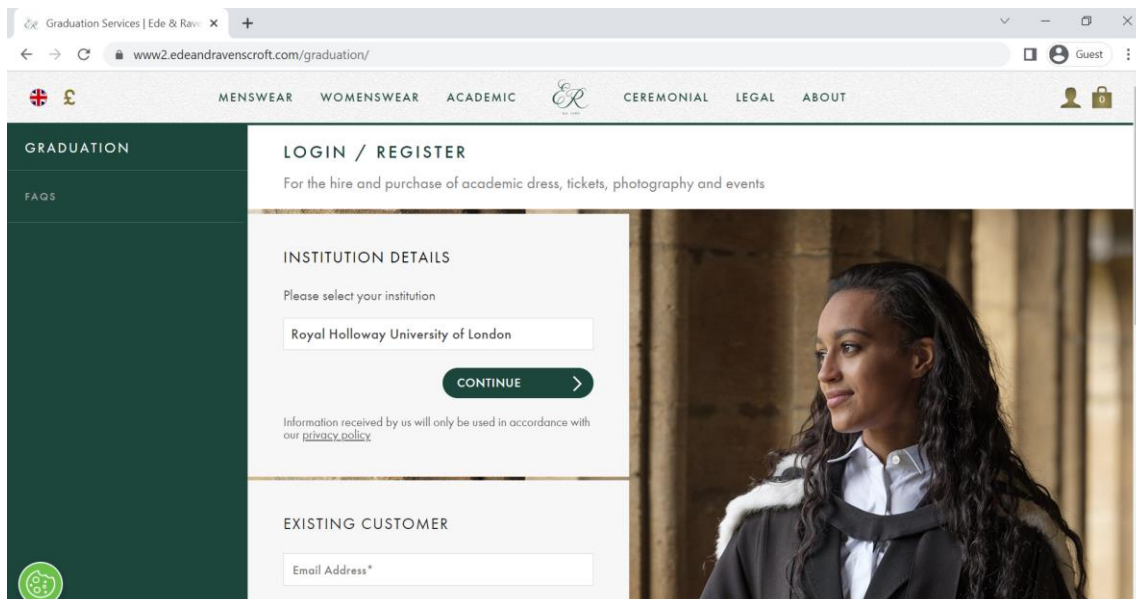
1. Your Student ID number.
2. Your [ceremony date and time](#).
3. Your head circumference and height. Your head circumference should be taken from 2.5cm above your eyebrows and level around your head. You may need assistance to do this.
4. The phonetic spelling of your name. Information on how to provide the phonetic spelling of your name can be found in the 'Providing name pronunciation when booking' [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 1) Open the Ede and Ravenscroft booking site using the link -

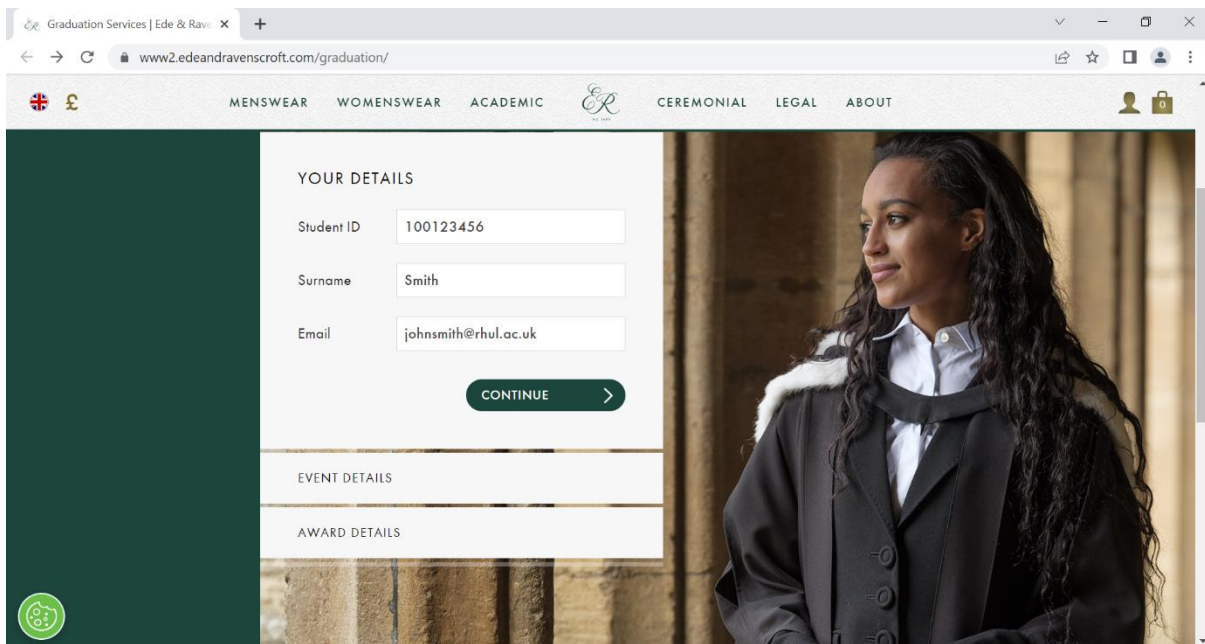
<https://www2.edeandravenscroft.com/graduation>



Step 2) Search for and select Royal Holloway University of London in the 'Please select your institution' box, then click 'Continue'

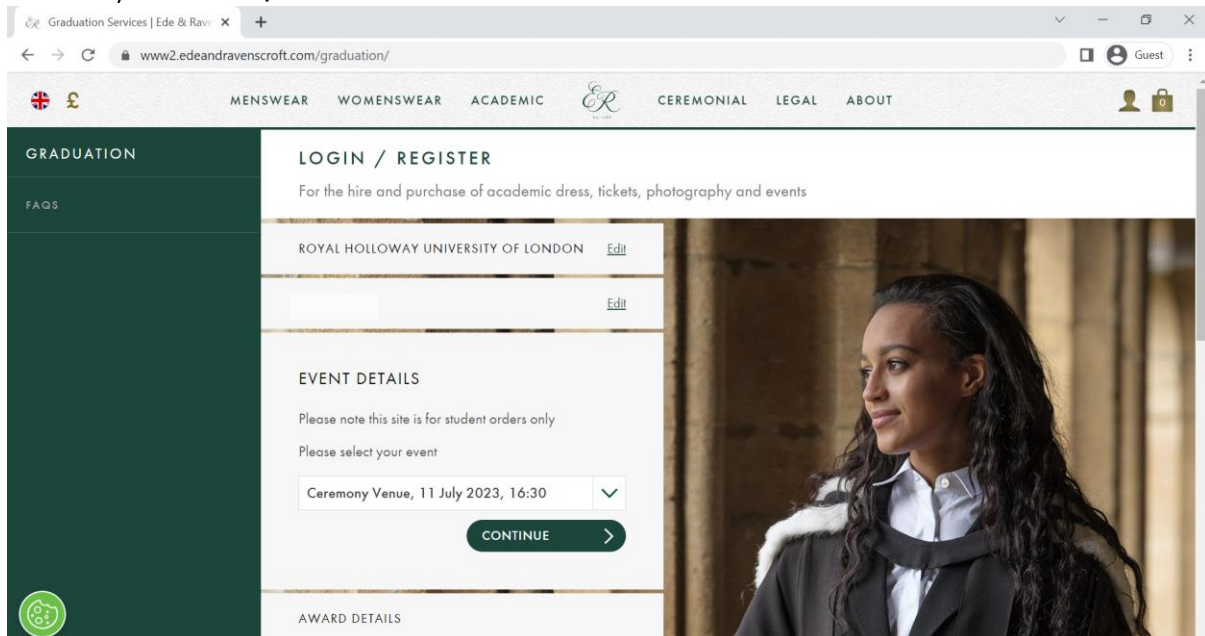


Step 3) Enter your Student ID, surname, and email address into the boxes, and click 'Continue'



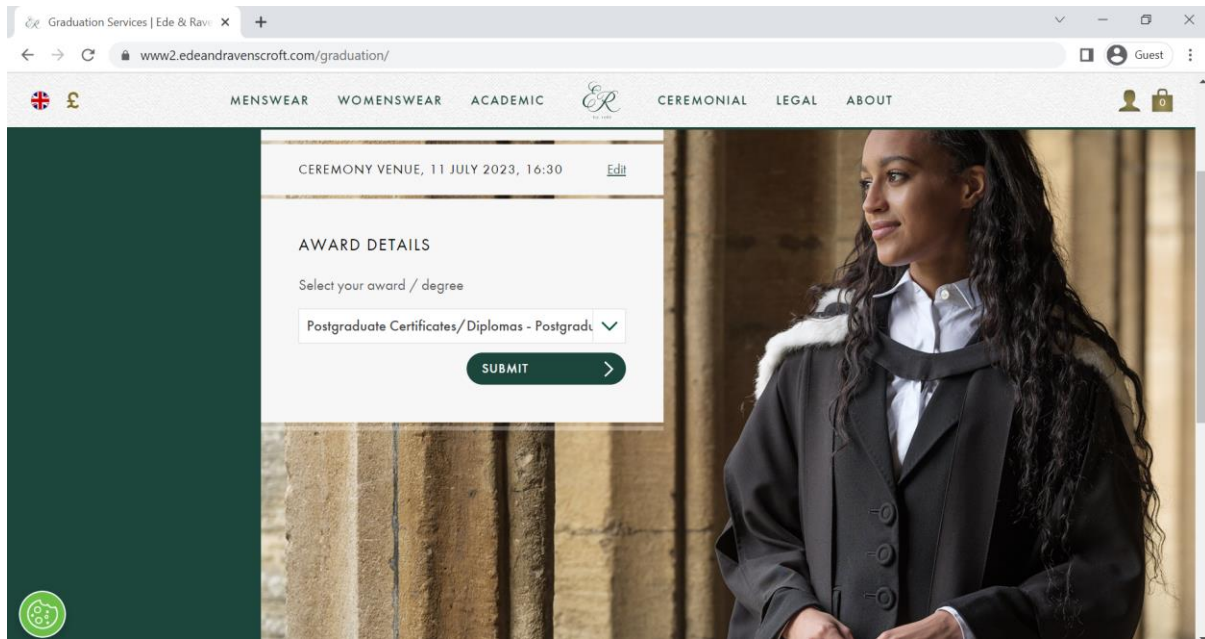
The screenshot shows a web browser window with the URL www2.edeandravenscroft.com/graduation/. The navigation menu includes: [MENSWEAR](#), [WOMENSWEAR](#), [ACADEMIC](#), [ER](#) logo, [CEREMONIAL](#), [LEGAL](#), and [ABOUT](#). The main content area is titled "YOUR DETAILS" and contains three input fields: "Student ID" with the value "100123456", "Surname" with the value "Smith", and "Email" with the value "johnsmith@rhul.ac.uk". Below these fields is a green "CONTINUE" button with a right-pointing arrow. Underneath the "YOUR DETAILS" section are two collapsed sections: "EVENT DETAILS" and "AWARD DETAILS". The background of the form area features a photograph of a woman in a graduation gown.

Step 4) The website will show your Event Details. Please confirm that the date and time for your ceremony are correct, then select 'Continue.'

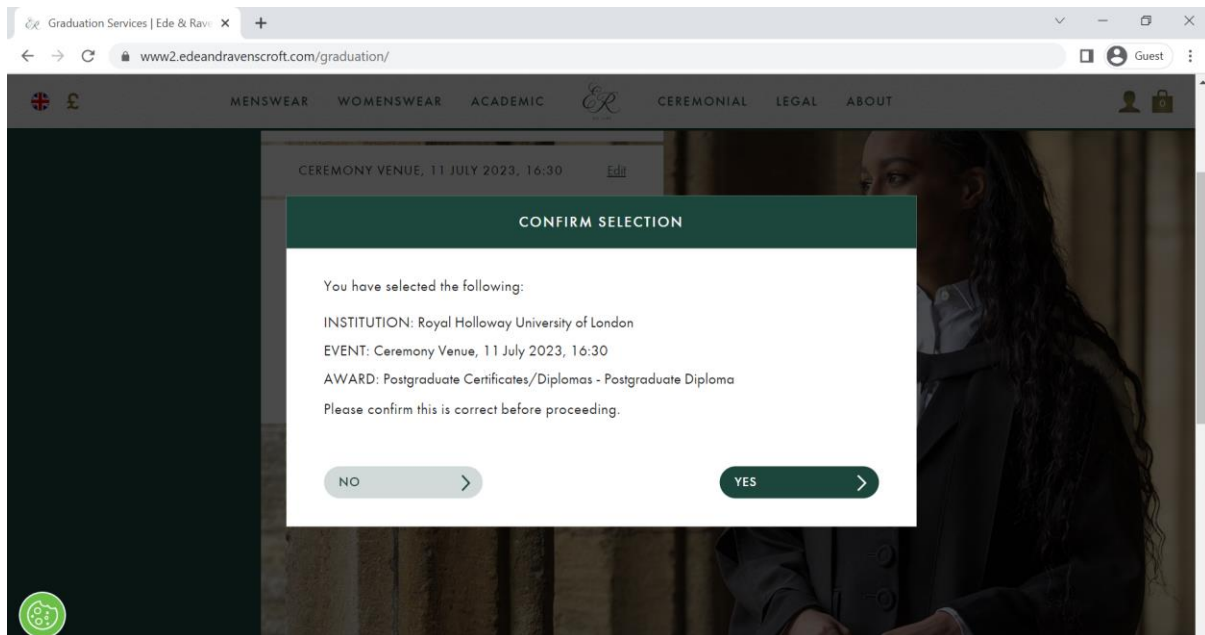


The screenshot shows the same web browser window. The navigation menu is identical. The main content area is titled "LOGIN / REGISTER" with the subtitle "For the hire and purchase of academic dress, tickets, photography and events". Below this, there are two rows of information: "ROYAL HOLLOWAY UNIVERSITY OF LONDON" with an "Edit" link, and a blank field with an "Edit" link. The "EVENT DETAILS" section contains the text "Please note this site is for student orders only" and "Please select your event". Below this is a dropdown menu showing "Ceremony Venue, 11 July 2023, 16:30" with a downward arrow. A green "CONTINUE" button with a right-pointing arrow is positioned below the dropdown. Underneath are two collapsed sections: "AWARD DETAILS" and "EVENT DETAILS". The background features the same photograph of a woman in a graduation gown.

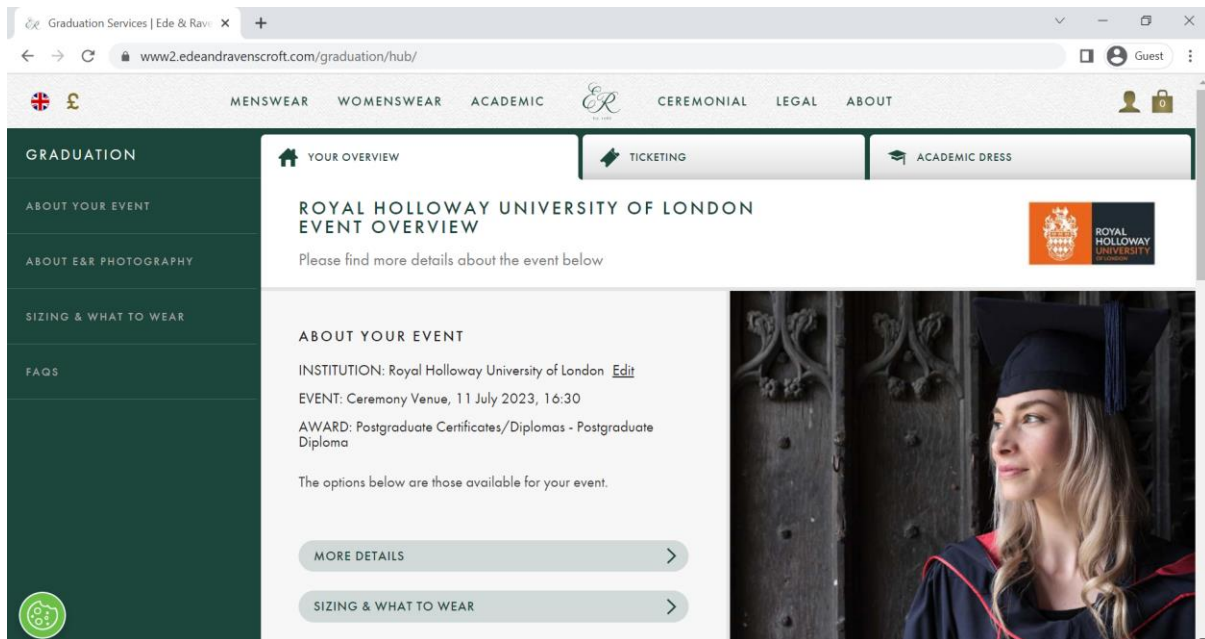
Step 5) The website will show your award type. Confirm that this is correct and click 'Submit.'



Step 6) The website will show the institution, event, and award details again. Confirm these are all correct and click 'YES.'



Step 7) You will be taken to your graduation ceremony landing page. From here, please use the tabs at the top to go to 'Ticketing.' You can also scroll down from this landing page to find 'Ticketing' and 'Academic Dress.'

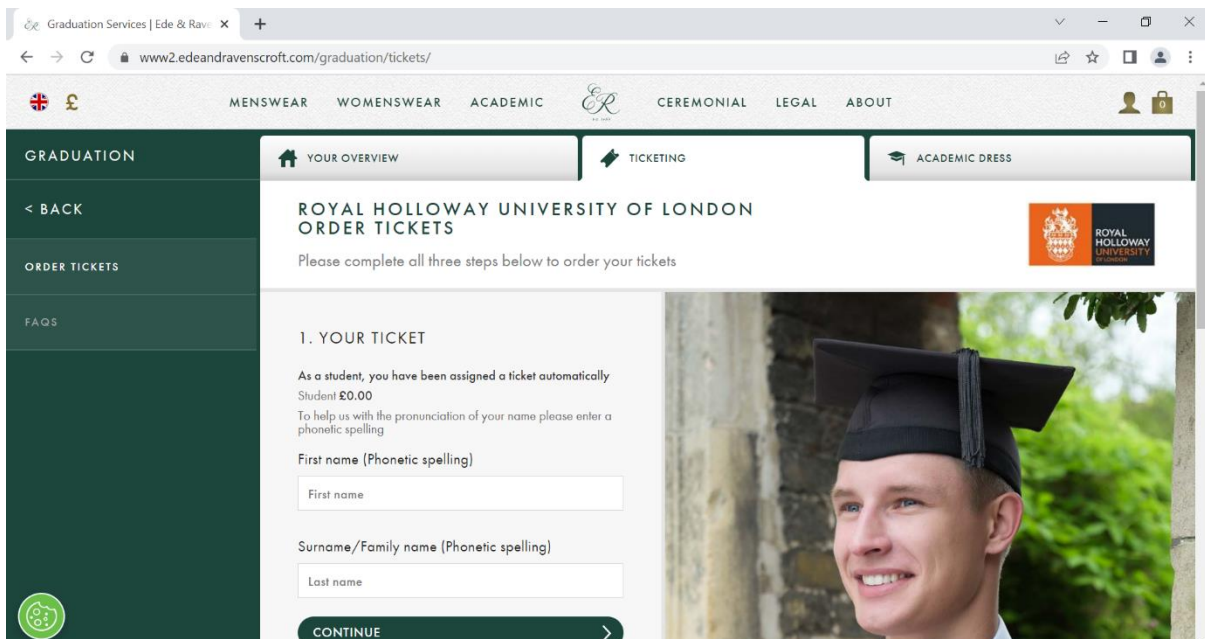


Step 8) Once you have opened 'Ticketing,' please type the phonetic spelling of your first and last names in separate tabs, then click continue. NOTE: Please ensure to use phonetic spelling - write your names according to how the letters and syllables are spoken to help us pronounce your name.

Find out more about how to provide [written name pronunciation HERE](#).

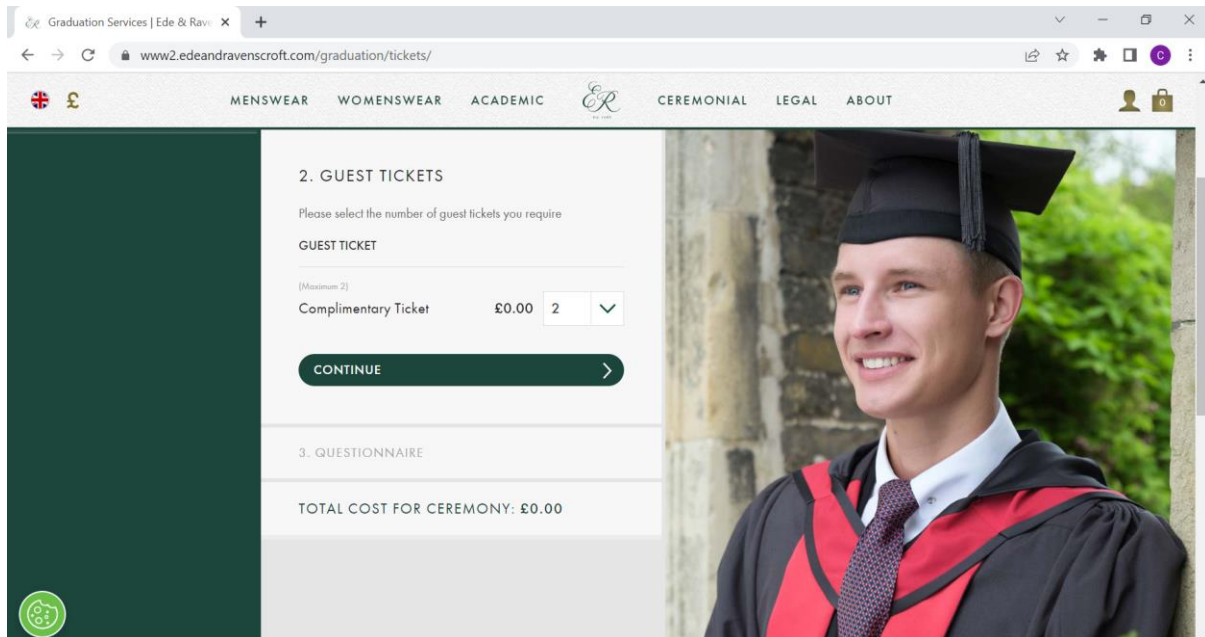
If your name rhymes with a common word, you can enter the phonetic spelling and add '(rhymes with WORD)'

E.g., Rachel Weisz – Ray-chul Vice (rhymes with mice)

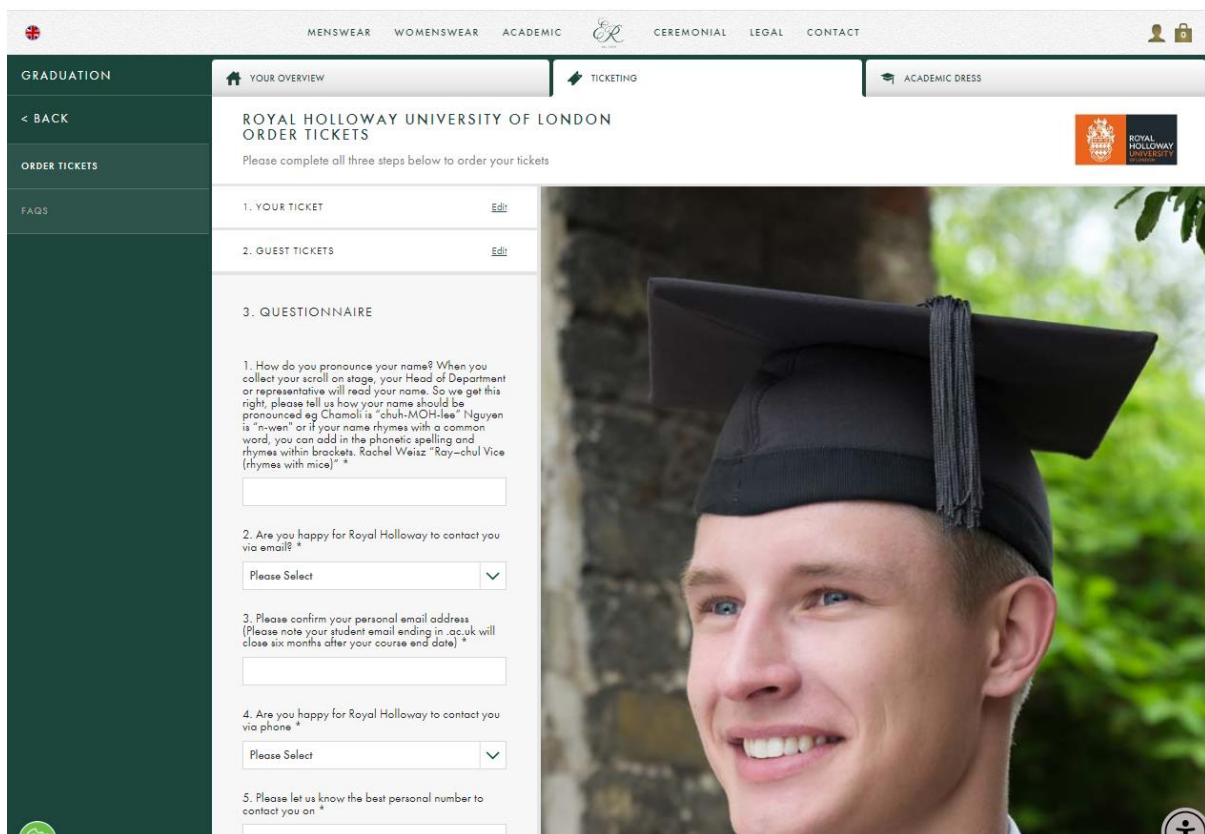


Step 9) Select either zero (0), one (1), or two (2) complimentary guest tickets.

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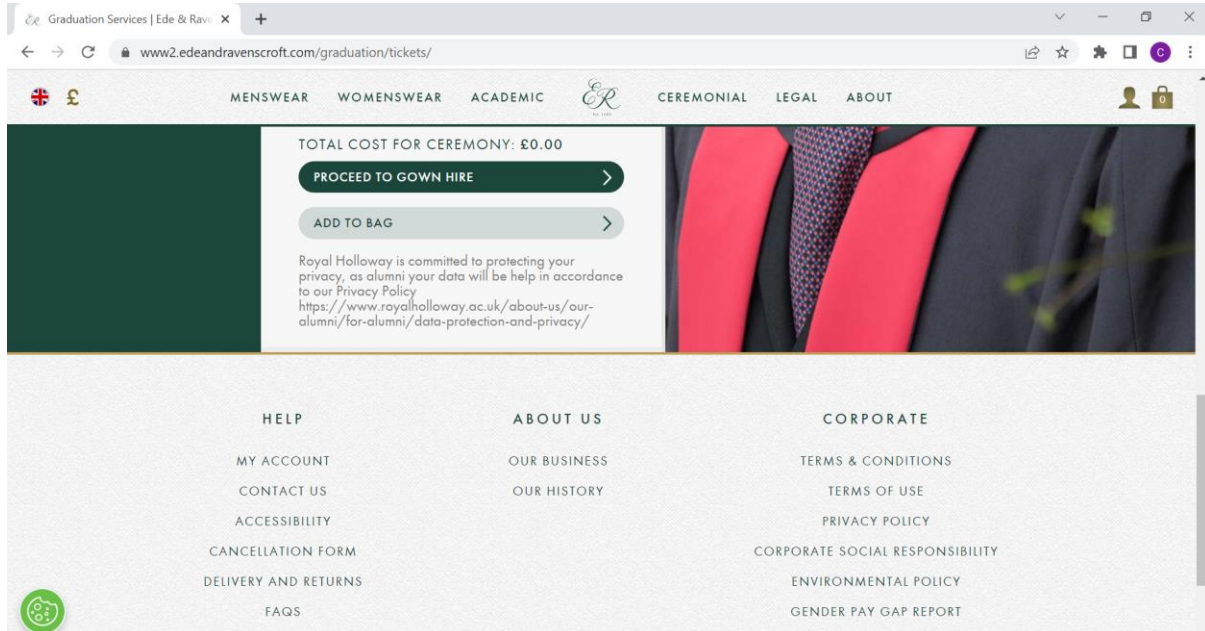


Step 10) Please fill out the questionnaire to inform us if you are bringing any children, whether yourself or your guests need any accessibility adjustments, how many cars you plan to bring to campus and if you are happy for us to contact you via email and phone. Please also once again provide the written pronunciation of your name.

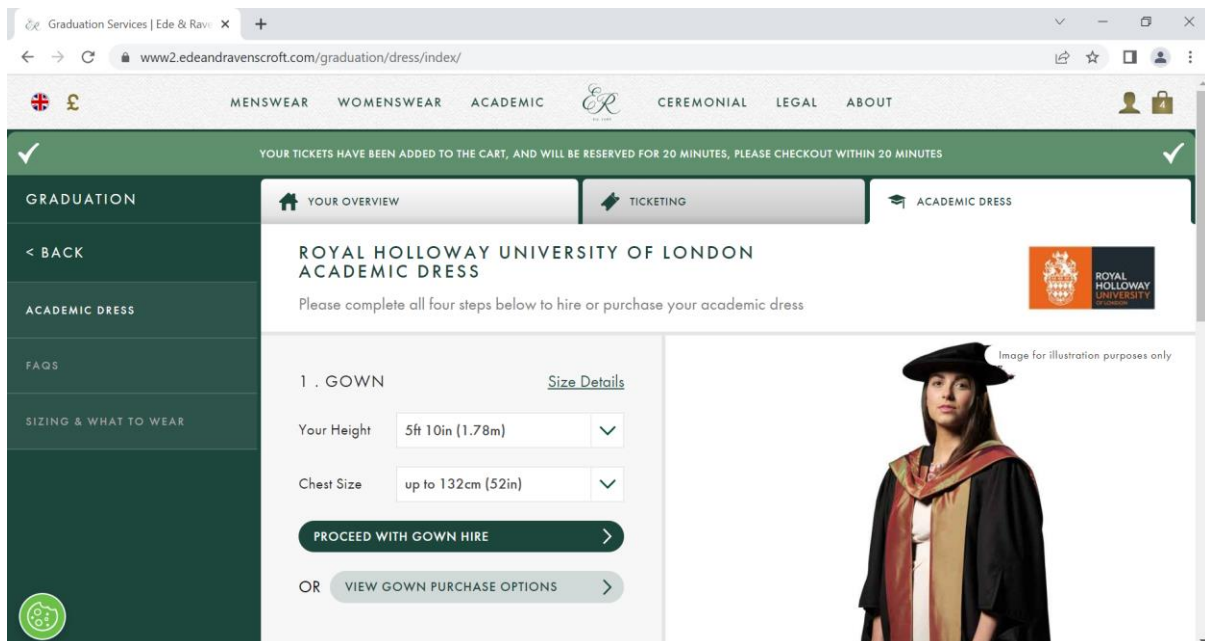


Step 11) Scroll down to where you can view your current total cost for the ceremony. Click 'Proceed to gown hire' to move onto the next stage*. NOTE: your tickets will be saved in your basket at this stage and reserved for 20 minutes. Alternatively, you can click 'Add to bag' and progress to gown hire by clicking on the 'Academic dress' tab once the webpage has reloaded or you can proceed straight to checkout by skipping to Step 15.

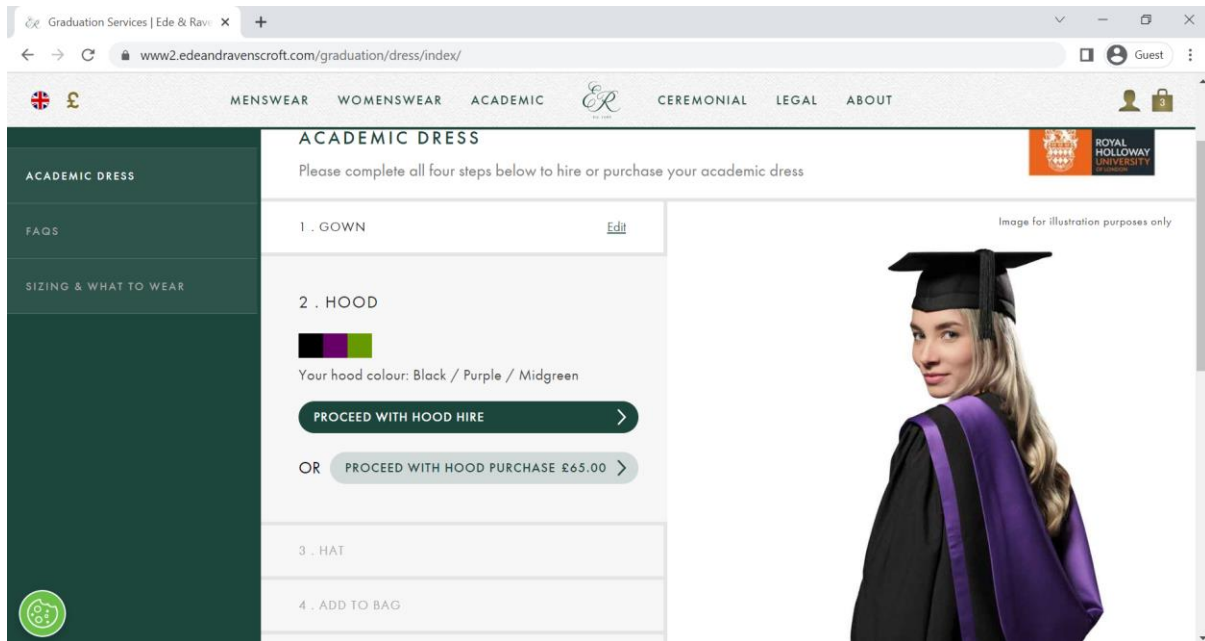
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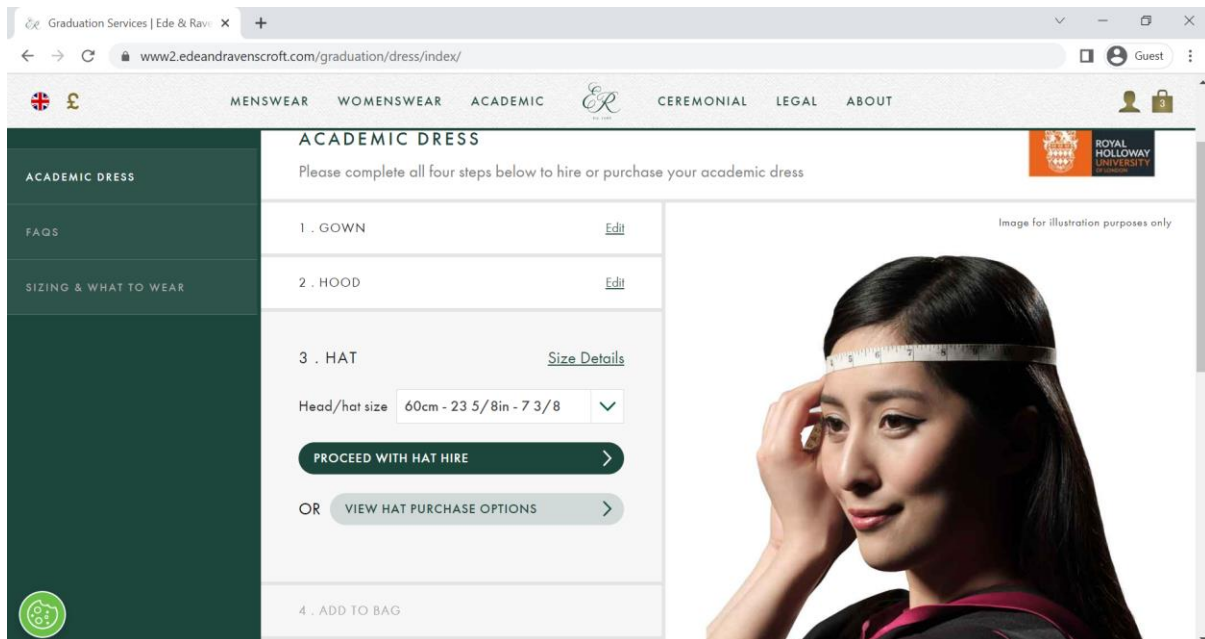
Step 12) Once you arrive at the Academic Dress page, please select your height and chest size. If you require information on how to measure these, please click 'Size Details.' Once these are selected, click 'Proceed with gown hire'*



Step 13) On the hood section, please click 'Proceed with hood hire'*

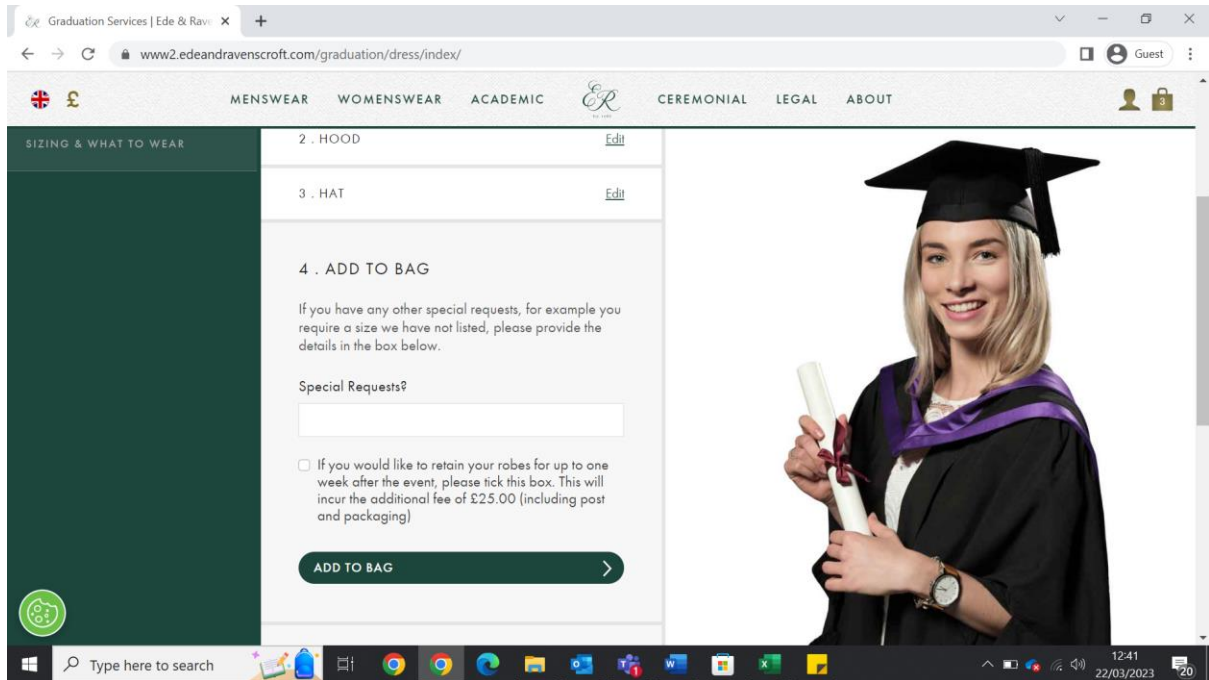


Step 14) Please select your head/hat size. This is the circumference of you head. If you require information on how to measure this, please click 'Size Details.' Once you have selected a size, click 'Proceed with hat hire'*



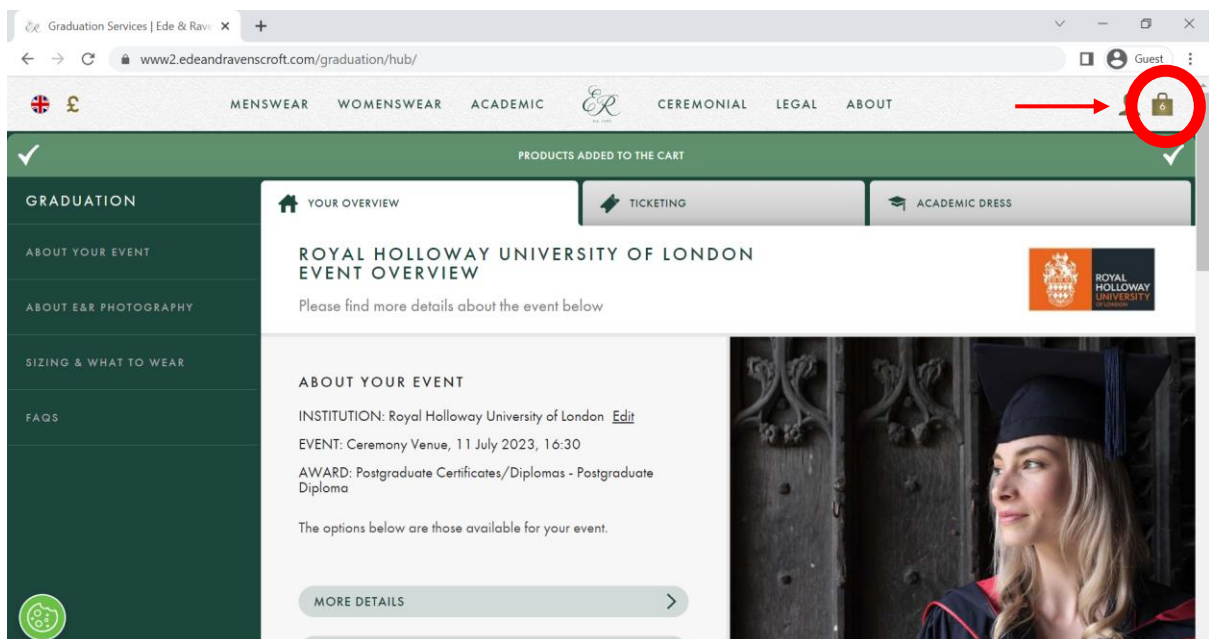
Step 15) If you have any special requests regarding your gown and hat hire, please enter them in the special requests box. If you do not have any special requests, please leave this box empty. Then, click 'add to bag'

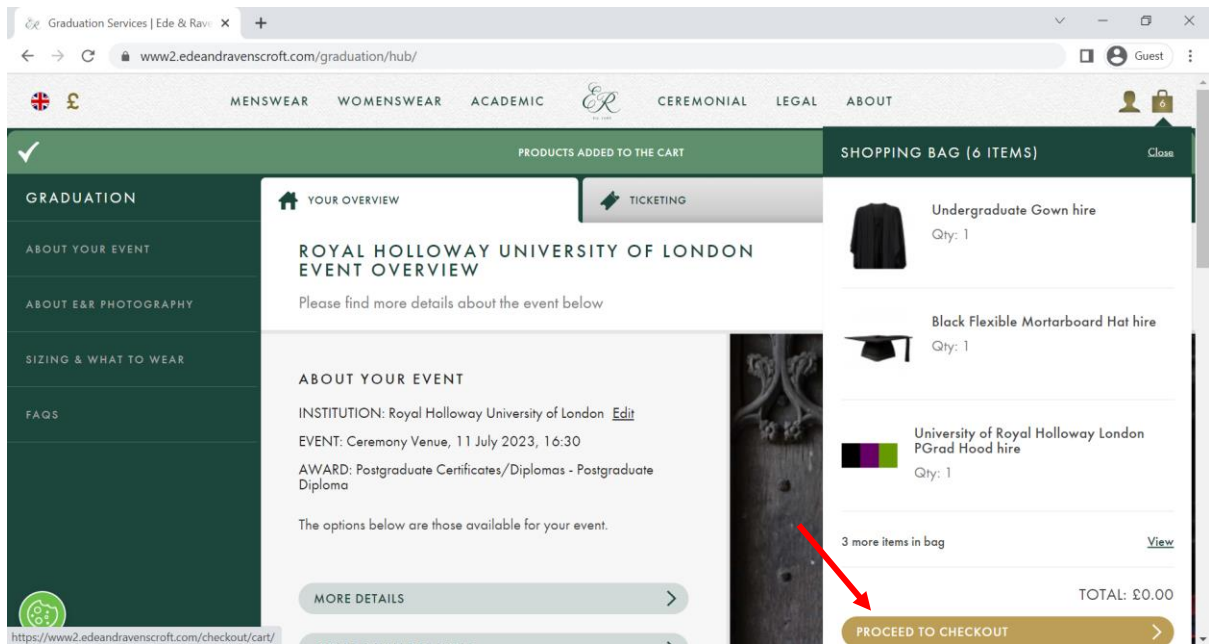
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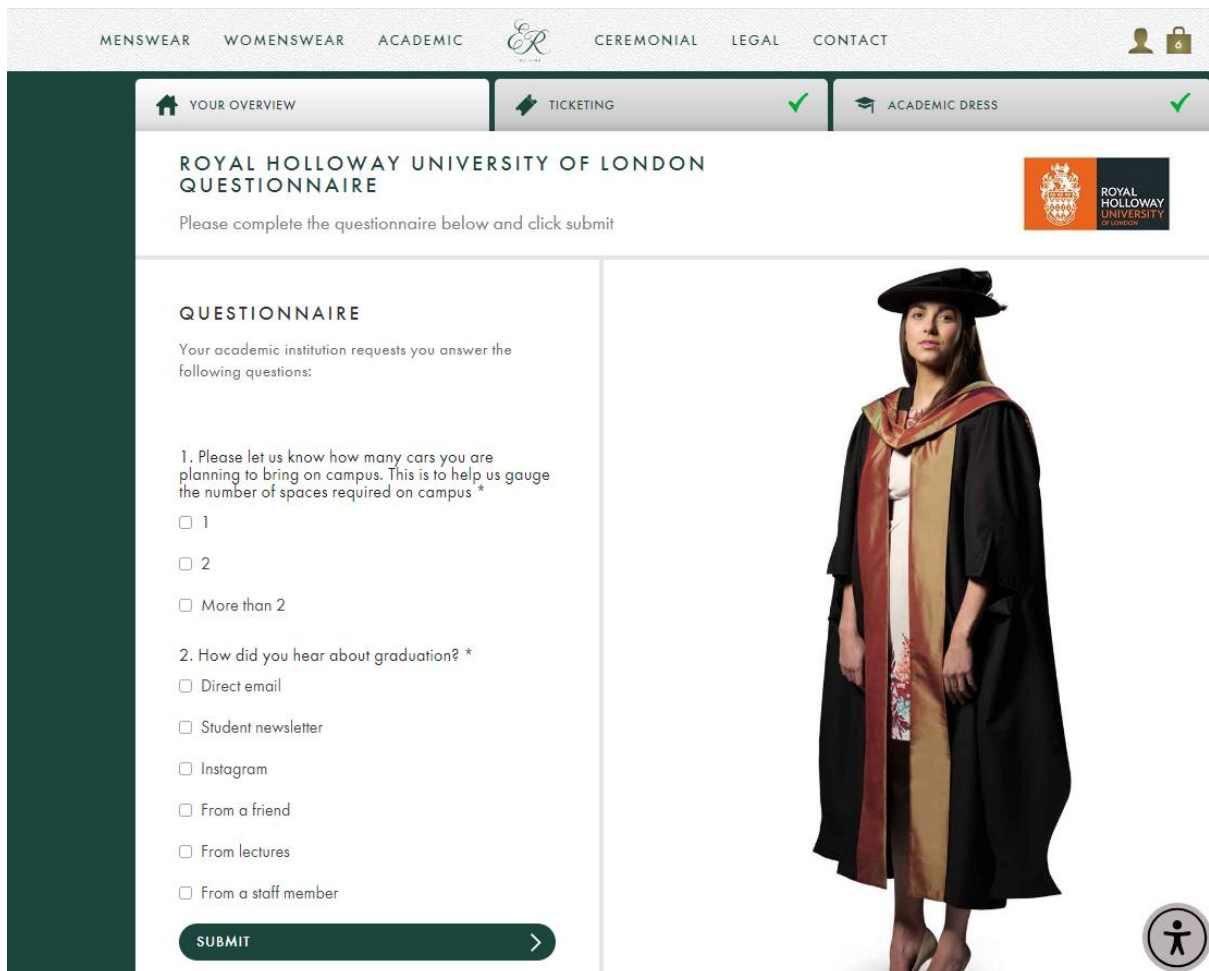
Step 16) Once you have added your products to the bag, you will return to the landing page and a banner will inform you that the products have been added. Click on the shopping bag in the top right-hand corner to open your bag, then click 'Proceed to checkout'. Alternatively, you can click 'Proceed to checkout' at the bottom right of the screen. *

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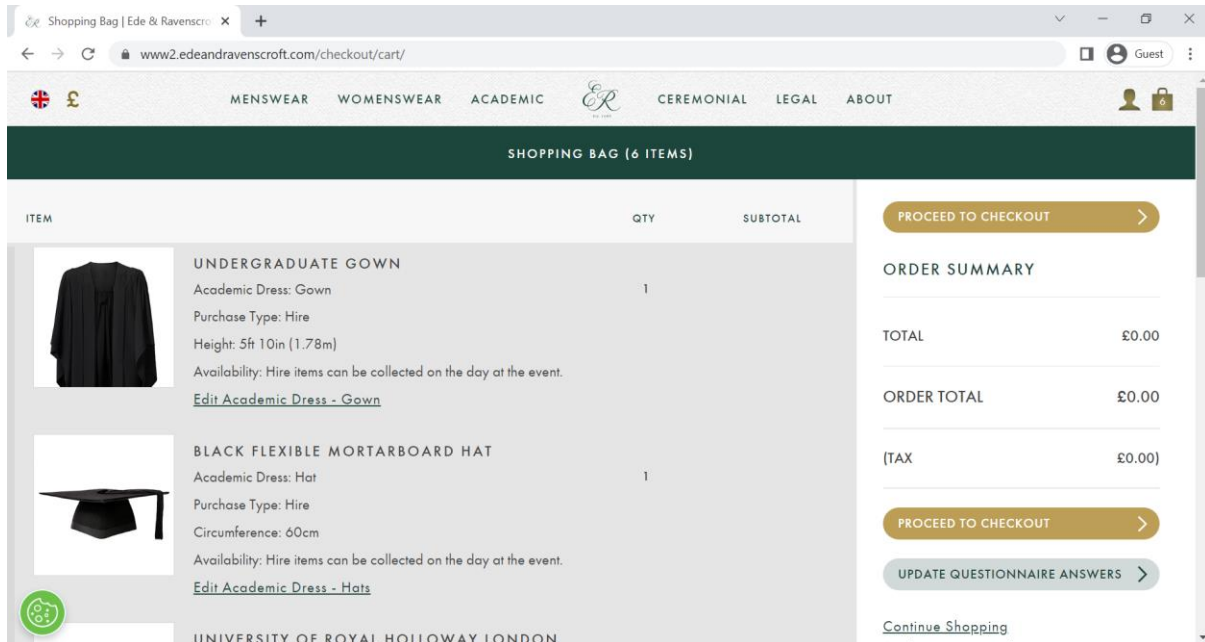


Step 17) You will be prompted to complete a final questionnaire before moving onto payment and checkout. Please let us know how many cars you plan to bring to campus (we highly recommend public transport to campus, please find out more about how to travel to Gradation here), and how you heard about booking for Graduation.

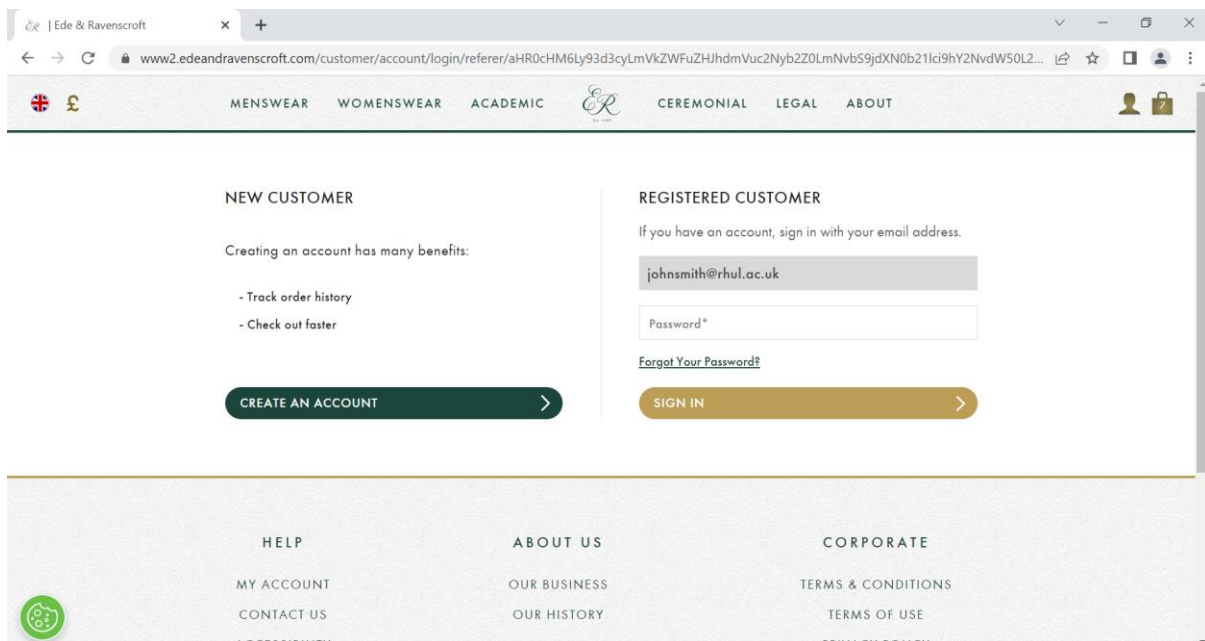


Step 18) Review your order, ensuring that all items are in your bag and that your hire options are the correct measurements. If your measurements are incorrect, please click 'Edit Academic Dress.' If everything is correct, please click 'proceed to checkout'*

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Step 19) You will be prompted to create an account before you can enter your payment details. Please click 'Create an account' to progress



Step 20) Please enter you details, create a password, and then click 'Create an account'

The screenshot shows the 'CREATE AN ACCOUNT' page on the Ede & Ravenscroft website. The page title is 'CREATE AN ACCOUNT' and the URL is 'www2.edeandravenscroft.com/customer/account/create/'. The navigation menu includes 'MENSWEAR', 'WOMENSWEAR', 'ACADEMIC', 'CEREMONIAL', 'LEGAL', and 'ABOUT'. A 'Back' button is visible in the top left corner. The main heading is 'YOUR DETAILS'. Below it, a note states: 'Information provided will only be used by us in accordance with our [privacy policy](#).' The form fields are: 'Title' (dropdown menu with 'Mr' selected), 'First Name *' (text input with 'John'), and 'Last Name *' (text input with 'Smith'). Below these is the 'ACCOUNT DETAILS' section, with the 'Email *' field containing 'johnsmith@rhul.ac.uk'. A green circular icon with a gear symbol is located on the left side of the page.

The screenshot shows the 'CREATE AN ACCOUNT' page on the Ede & Ravenscroft website, continuing from the previous step. The page title is 'CREATE AN ACCOUNT' and the URL is 'www2.edeandravenscroft.com/customer/account/create/'. The navigation menu is the same as in the previous screenshot. The main heading is 'ACCOUNT DETAILS'. The form fields are: 'Email *' (text input with 'johnsmith@rhul.ac.uk'), 'Password *' (password input field with 10 dots), and 'Confirm Password *' (password input field with 10 dots). Below the password fields, the text 'Password Strength: Strong' is displayed. There are three checkboxes with associated text:
1. 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
2. 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
3. Please tick here to indicate that you would like to receive notifications from your academic institution
Below the checkboxes, there is a note: 'If you change your mind and would rather not receive this email, please send an email to privacypolicy@edeandravenscroft.com'. At the bottom left, there is a green circular icon with a gear symbol and the text '* Required'. At the bottom right, there is a green button with the text 'CREATE AN ACCOUNT >'. The navigation menu at the top includes 'MENSWEAR', 'WOMENSWEAR', 'ACADEMIC', 'CEREMONIAL', 'LEGAL', and 'ABOUT'.

Step 21) Please enter your payment details and payment information*

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The screenshot shows a web browser window with the URL www2.edeandravenscroft.com/checkout/. The page header includes a "Back to Shopping Bag" link and the word "CHECKOUT". The main heading is "PAYMENT DETAILS" with a sub-heading "Please enter your billing address and preferred method of payment below".

The "BILLING ADDRESS" section contains the text "No Payment Information Required". Below this is an "Address Search" field with the placeholder text "Please enter any part of your address to search".

Other fields include "State/Province", "Title" (set to "Mr"), and "First Name *" (set to "John").

The second screenshot shows the "VERY IMPORTANT:" section with the text: "Please enter your mobile number (+ international dialling code if applicable). We will only use this number to send you information about your order." Below this is a "Phone Number *" field containing "01234567891".

Below the phone number field is the text: "Information received by us will only be used in accordance with our [privacy policy](#)".

There are two buttons: "ENTER PAYMENT INFORMATION >" and "PLACE ORDER >".

There are also two green circular icons with a white outline, one on the left side of the page in each screenshot.

Step 22) Please check the box to confirm that you have read and accepted the terms and conditions and click 'Place order'*

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