

Frequently Asked Questions

How do I register to attend Congregation?

Please refer to the registration email which was sent to your LBS email address from the London Business School Congregation team. This will provide you with all the correct links to hire your gown, register your attendance and request guest tickets. You must order your gown before being allowed to register. Please note that you will receive a unique individualized registration link, so do not share it or forward to your classmates as it won't work for them. If you need your link again, please get in touch with your Programme Team.

I am not attending Congregation; do I still need to RSVP?

Yes! You'll still need to RSVP and let us know that you will not be attending the ceremony. You also need to confirm whether you would like your name to be published in the Financial Times advert and if so, whether the details we have on record are correct.

I am not sure if I will be attending Congregation – what shall I do?

We recommend that you register and request as many guest tickets as you think you may need by the registration deadline, you can then cancel your registration and gown hire at a later stage. Gown hire charges will be refunded to you as long as you cancel a minimum of two weeks before your Congregation Day. Please see the section below on how to cancel your gown hire.

What if I miss the registration deadline?

If you miss the deadline of **Sunday 12 April**, you will still be able to attend Congregation but we can't guarantee you'll receive any guest tickets. It also means that the details that we've already got for you will be used for the Financial Times publication.

How do I book my gown?

You can book your gown via the Ede & Ravenscroft website. The link is: [Academic Hub | Graduation Services | Ede & Ravenscroft](#)

For any gown related queries, including payment, please refer to the above website or contact Ede & Ravenscroft Customer Services on 01223 73 4759.

When will I receive my gown?

Unless you have purchased your own gown to keep, all students attending Congregation will collect their gowns at Royal Festival Hall on the day of their ceremony and there will be plenty of time for photo opportunities before/after the ceremony commences.

You will need to return your gown after the ceremony, except for those that have organised “extra hire time”. To organise extra time with your gown (e.g. to keep hold of your gown for a few days after the ceremony), please get in touch with Ede & Ravenscroft directly on 01223 734759.

When will I receive my Congregation tickets?

You will receive them on the morning of your Congregation ceremony. You will need to arrive in plenty of time to register, pick up your tickets and collect your gown.

What is the date of my ceremony?

Tuesday 30 June	EMBA Dubai, EMBA Global, EMBA London, MIF (FT & PT), and Sloan
Wednesday 1 July	MAM, MFA, MiM
Thursday 2 July	MBA, MBA1Y and PhD

What are the timings of my ceremony?

08.30-10.30	Ceremony registration and gown collections, <u>Royal Festival Hall</u>
11.00 - 13.00	Ceremony, <u>Royal Festival Hall</u>
14.00 - 16.00	Celebration on campus, London Business School

What do I wear on the day?

It is common practice to wear a business suit or national dress under your hired gown. Everyone is advised to wear a button through shirt or blouse as this helps to keep the hood of your gown in place. No jeans, trainers or shorts are permitted.

During the ceremony you will process across the stage. To access the stage, you will have to walk up and down a few stairs, so please wear appropriate footwear.

Can I participate in Congregation without hiring and wearing a gown?

No. Students who do not hire gowns will not be able to process on stage.

What is the dress code for my family?

This is a very important day for you and your family, and relatives take the opportunity to dress as if they were attending a special occasion.

Is there step-free access at the venue?

Yes, there is step-free access at the venue for wheelchair users as well as prams. Please see [here](#) for more information on the venue's step-free access including step-free access maps. If your guest is a wheelchair user, please select this option when completing your registration form.

Why is there a limit on guest tickets?

Due to seat availability and to comply with health and safety regulations at Royal Festival Hall and on campus tickets are limited.

Are we allowed to bring children to Congregation as our guests?

Absolutely! Congregation is a day of celebration for you, your family and friends.

Do we need guest tickets for children?

Yes, a ticket is required for each child. Babies in arms (under the age of 24 months old) who can sit in laps do not require a ticket. Baby buggies and prams will not be permitted inside the auditorium but there will be storage at the venue for all buggies and prams.

Don't you keep spare guest tickets 'just in case'?

No. With the large volume of requests for guest tickets and the limited number of seats in the auditorium, we need to allocate all the tickets once sign-up closes. If you want to attend Congregation and bring guests, then you must register by the deadline of **Sunday 12 April**.

Will the ceremony be live streamed, and can I share the link with my friends and family?

Yes, links will be shared before the ceremony.

Will there be a crèche/child minding facility?

No. There are baby-changing facilities available in [Royal Festival Hall](#) and on campus.

What is the celebration on campus after our ceremony?

After the ceremony a celebratory reception with light refreshments will be provided for you and your guests on our London campus. Transport is not provided from Royal Festival Hall to our London campus, you will need to make your own way there.

You and your guests will need a wristband to access the on-campus celebration. The wristbands will be provided during registration before the ceremony.

The food provided during the celebratory reception will cater for all dietary requirements.

I can no longer attend and need to cancel my gown order. What shall I do?

In order to cancel your attendance:

Cancel your gown: Log in with your credentials at: Ede & Ravenscroft. Once logged in you should see "Recent Orders" – click "View/Edit" and there will be a cancel option from there. You can also call Ede & Ravenscroft on 01223 734759 or email them on customer_services@academic-services.co.uk. Please also let your Programme Team know.

Photography: what is the family photo?

The family photo entails a photo session of you and your guests (each guest that joins this photo session must have a ticket to attend the ceremony). We will direct you to the photo studio zone after you have registered and collected your gown, please arrive in plenty of time.

Photography: how soon after the graduation ceremony will these prints be delivered?

8 weeks.

Photography: can they be picked up in person from the Ede & Ravenscroft store in London?

Unfortunately, no. The shop in London is a separate business sector to the graduation services department.

Photography: are there any delivery charges that need to be paid for delivery of these prints?

There are delivery charges based on whether it's a UK address or international. These charges can be seen on the check-out page when ordering their package.

Photography: how soon after the graduation ceremony will the digital image be delivered?

These are delivered on a memory stick at the same time as any printed copies.

Photography: who should I contact if I have any more questions on the photo packages?

Please contact E&R customer service <https://www2.edeandravenscroft.com/gs-contact-form/>

Photography: in addition to the pre-booked packages before the ceremony will there be any photographs taken throughout the ceremony?

Graduates and their guests should be aware that photos and video footage will be taken throughout the Congregation event, including when official photos are taken, and during the ceremony and on campus celebrations themselves. These photos and video clips will be used by London Business School for marketing and publicity in our publications, website, blogs, social media, third-party publications, or at future ceremonies. If you or your guest have any concerns or wish to discuss this further, please contact your relevant Programme Team (contact details below).

For more information about the collection and processing of your image (still and moving) during our London Business School events, please refer to our [Privacy Notice for Events](#) and the [Privacy Policy for Ede & Ravenscroft](#).

Will I need a visa to return to the UK for Congregation?

Please refer to the [information](#) published on the Visa Canvas page.

If your question is not answered, please contact your Programme Team:

MiF: mifteam@london.edu

EMBA Global: askembaglobal@london.edu

EMBA London: askembalondon@london.edu

EMBA Dubai: askembadubai@london.edu

Sloan: asksloan@london.edu

MBA: degreeprogrammes@london.edu

MBA1Y: oneyearMBAteam@london.edu

MFA: mfateam@london.edu

MiM: mimteam@london.edu

MAM: mamteam@london.edu

PhD: phdprogramme@london.edu