FAQ

WHERE ARE THE WASHROOMS?
There are limited washrooms within the PAC/SLC. If you are outside please use the washrooms in EXP or M3 buildings.

WHERE DO I GET MY ROBE? WHERE DO I CHECK-IN?
Graduands can check-in and get their robe by entering at the convocation arch. You can then return to the BMH green for photos with your guests.

WHERE CAN I GET WATER?
Refill stations are available in buildings SLC, PAC, M3 and EXP. Two water refill stations on the green are marked with white water flags.

WHERE AND WHEN DO I RETURN MY ROBE?
You return your hood and robe to the SLC 1208/1212 check-in room no later than 1 hour after your ceremony end.

WHERE AND WHEN DO GUESTS ENTER?
Guests enter at the red carpet and convocation arch. Our ambassadors will announce when the doors are open; approximately 1 hour before the ceremony begins. The graduands will process into the gymnasium 20 minutes before the ceremony begins.

WHERE IS THE ACCESSIBLE ENTRANCE?
Guests who require accessibility support can enter at the SLC southeast doors. Golf carts are available to take guests to and from the accessible parking in lot L as required.

ARE THERE EXTRA TICKETS?
Unfortunately, we are not able to provide same day ticket requests. The ceremony will be live-streamed at uwaterloo.ca/convocation/live-stream.

WHERE IS THE LOST AND FOUND?
Any items found in the ceremony space will be left in the lost and found at the nurses station next to bleacher section 8.

WHERE CAN I PURCHASE CONVOCATION GIFTS AND FLOWERS?
The W Store has gifts and flowers available for purchase in the tent labelled “Gifts” next to the SLC.

WHERE CAN I PURCHASE DIPLOMA FRAMES?
Frames are available for purchase and pick up in the tent labeled “Diploma Frames” next to M3.

WHERE CAN I CELEBRATE WITH MY FACULTY AT THE RECEPTION?
The official reception tent is the largest tent in the middle of the BMH green labelled “Reception”. You can meet faculty, take pictures and enjoy a delicious treat!

WHERE CAN I GET FOOD OR BEVERAGES?
Food and beverage (excluding water in a sealed bottle) are not permitted in the venue. There is a Tim Hortons at the southwest entrance of the SLC and a Starbucks in EXP.