



# 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 check in and pick up my gown?

Graduands can check in and get their gown by entering at the convocation arch. You can then return to the BMH green for photos with your guests.

## Where and when do guests enter?

Guests enter at the convocation arch. Our ambassadors will announce when the doors are open; approximately one hour before the ceremony begins. The graduands will process into the gymnasium 20 minutes before the ceremony begins.

## Where and when do I return my gown?

Return your hood and gown to the SLC atrium no later than one hour after your ceremony.

## Where is the accessible entrance?

Guests who require accessibility support can enter at the SLC southeast doors. Golf cart shuttle service is 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 accommodate same day ticket requests. The ceremony will be live-streamed at [uwaterloo.ca/convocation/live-stream](http://uwaterloo.ca/convocation/live-stream).

## 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.

## Where is the lost and found?

Items left in the convocation venue will be brought to the PAC service desk. After convocation week, any unclaimed valuable items will be sent to Special Constable Services.



## Where can I purchase convocation gifts, flowers and diploma frames?

Gifts, flowers and diploma frames are available for purchase in the tent labelled “Frames and Gifts” next to EXP.

