

Summer Commencement 2024 Ticket Ordering Frequently Asked Questions

Is seating assigned or general admission?

Seating is assigned for all Commencement ceremonies.

What if my guest(s) need disability (ADA) or special accommodations seating or ASL (American Sign Language Interpretation)?

Please fill out the disability (ADA) or special accommodations form [HERE](#). You will be contacted by a CBU ticketing representative to reserve your disability (ADA) or special accommodation seating. **ASL requests must be made by July 10.** There will be captioning available in English and Spanish at the ceremony.

If my guest(s) need disability (ADA) or special accommodations tickets, do I still use my promo code in addition to filling out the form?

No. If requesting tickets with disability (ADA) or special accommodations seating, please fill out the disability (ADA) or special accommodations form [HERE](#). **DO NOT USE YOUR PROMO CODE IF YOU ARE MAKING DISABILITY or SPECIAL ACCOMMODATIONS REQUESTS.** If you claim tickets using your promo code in addition to your disability (ADA) or special accommodations seating tickets, your promo code tickets will be canceled and not valid.

What is the maximum number of tickets I can claim?

The maximum number of tickets able to be claimed is 8. If more tickets become available, there will be further communication from the CBU Ticketing Office after the ticketing deadline of August 7. There is no guarantee that more tickets will become available, *and we do not have a waiting list*. Please do not contact the CBU Ticketing office or Commencement to ask for more tickets.

When is the last date to claim my commencement tickets online?

The final date is August 7. If tickets are not claimed by that date, there is no guarantee that you will receive tickets for your ceremony.

Will additional tickets become available?

After August 7, if it is determined that seating is available, additional tickets may be claimed by graduating students starting on August 9. Students will receive communication stating the start time of the extra ticket period, as well as how many additional tickets can be claimed per graduate. There may be a very limited number of seats available at the Ticketing Office 1 hour prior to your Commencement ceremony (first come, first served).

How will I receive my tickets if I use my promo code?

If tickets are ordered using your promo code, at checkout you will choose the "Mobile Ticket" or "Print at Home" delivery option. Mobile tickets will be sent as a QR code to your email designated. Please do not order mobile tickets if the user of the tickets does not have a smart phone. Print at home tickets will be sent to the email address you attach to your account when creating an account.

Do children need a ticket?

If the attending child is under 2 years old, they do not need a ticket since they will not be using a seat. They must sit in a lap. Strollers are not permitted.

Are Service Animals permitted?

Yes. Service Animals are permitted. Emotional Support Animals and pets are not permitted.

If you have any ticketing questions, please contact the CBU Events Center Ticket Office by emailing:

tickets@calbaptist.edu.

Be sure to provide the best phone number to reach you and any helpful information to best assist you.

Please visit the [Commencement website](#) for Commencement related information.