

Welcome event FAQs



When do tickets go on sale?

Passes and tickets go on sale on Thursday 8th August at 09:30am. To ensure those getting their results later in the month have a chance to get tickets, a second launch will take place on Thursday 15th August at 10am.

What is the welcome pass?

The Welcome Pass 2024 is your VIP pass to the best week of your life! This includes entry to every ticketed event in Venue between Thursday 5th September and Friday 13th September 2024. It also comes with a FREE white t-shirt – perfect for the first night UV party!

Where can I buy tickets?

This site is the **ONLY** Official outlet of Welcome Pass wristbands and tickets. Anything bought on another site is not an official Pass/ticket.

You must be a registered student to buy a pass or tickets. If you have a place confirmed and have discovered your University account, you will be registered with us. To purchase, please click the student login button (don't create a guest account as these accounts cannot purchase tickets). You'll be re-directed through the University portal as we share student data.

If you get 'account not matched' it may mean you're still in the applicant portal stage. It may mean that you may have outstanding tasks on your portal or that the University are still processing your data. Both things need to happen before you show up in our data, and once this is complete it will be overnight before you are able to log in. Contact admissions@stir.ac.uk if you are unsure what you may still have to do. If you're still not getting in a few days after accepting your offer, please email theunion@stir.ac.uk

How many passes/tickets can I buy?

Passes and tickets are limited to 1 per person to ensure as many students as possible can attend.

How do I collect my pass/tickets?

Passes must be collected during Welcome Week which starts on Thursday 5th September. You will need this to gain entry to events. Passes are placed on your wrist and are not transferable. When collecting your wristband please bring your confirmation QR code. Passes can only be given to the person whose name is on the website account (your band is placed on you).

Once ordered, you will receive a confirmation/receipt e-mail confirming your order. If you have purchased a pass, you can collect this on campus between 12noon and 5pm on Thursday 5th September 2024. If you miss this slot, you can collect your Pass in the evening before the event starts or from the Union Welcome stalls during the week.

For individual tickets, you will receive a QR code which you must have available for entry to the respective event.

What if I only want to go to one or a few events?

We want to ensure you can choose the events you wish to attend. We provide both the Welcome pass and individual tickets so you can decide which is best for you.

Do all events have an entry fee?

The Union is committed to providing a welcoming and engaging Welcome Week so we have a wide range of events to choose from. Most are free and offer a chance to meet other students to help you settle into University life. The full programme, which includes several evening events which are free to attend, can be viewed at: <https://stirling.native.fm/>

Entry Times for Pass holders

All Pass holders attending nights must be in by the stated entry times. Arriving after the stated entry time may result in non-admission without refund. No one wants this, so make sure you get there in good time. These times will be displayed when you collect your pass but are typically one hour after doors open.

I'm Under 18! Can I still attend these events?

Passes/tickets are available to those under 18. The Venue strictly enforces its licensing duties so only those with adequate ID will be served.

What else do I need to know?

Tickets for all events are sold on a first-come-first-served basis, are limited and events are likely to sell out. Admission for Pass/ticket holders will be with Pass wristband/individual ticket only for ticketed events. For the Pass wristband, this is put on you at collection and may not be removed or shared. Don't take it off or it becomes invalid. Right of Admission is Reserved; in the event of non-admittance no refunds will be issued.

The Union reserves the right to change and/or amend the line-up. If necessary, we will seek to provide similar events for Pass/ticket holders either on the night or at a future date as best we can. The Union confirms that it will not issue refunds on the basis of any change it may need to make to the schedule. Full [terms and conditions](#) can be viewed on the Union website.

Refunds for passes and tickets are available up to one week before the scheduled event. For the Welcome Pass, this will be taken as the date of the first eligible event. After this time, no refund can be provided.

The Union is dedicated to ensuring our events are accessible to all students. If you have a particular access requirement, please contact us at theunion@stir.ac.uk so we can best meet your needs.

As a condition of entry to our events, you will be required to show your student card to enter Union events. You can bring your physical card or show it through your University of Stirling app.

Other helpful information

Within the Venue that paid evening events are taking place, your safety is our top priority. If there is anything you are concerned about in the venues, please report this to a member of staff at the time so we can help support you. The venue prides itself on being a safe and welcoming environment. The Union also promotes the Ask for Angela and Safe Taxi schemes. CCTV is in operation in outlets and spikeys for use in bottles and tap water is freely available. Anyone found to have been engaging in drink spiking will face disciplinary action and be reported to the police. We will have security personnel working throughout these events for your safety and security.

The venue operates cashless payments in the bar and catering outlets.

We'd welcome your input and feedback. If you have any questions, you can get in touch by emailing theunion@stir.ac.uk

All official Welcome events are fundraising for Stirling Students' Union SC023788