

Welcome event FAQs.



When do tickets go on sale?

Passes and tickets go on sale on Thursday 10th August at 10am. We have an allocation available in this first launch and to ensure those getting their results later in the month have a chance to get tickets, a second launch will take place on Friday 18th August at 10am.

What is the welcome pass?

The Welcome Pass 2023 is your VIP pass to the best week of your life! It includes entry to every Students' Union night event between Thursday 7th September and Friday 15th September 2023 inclusive and comes with a FREE white t-shirt.

Where can I buy tickets?

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

You must be a registered student in order to buy a pass or tickets. If you are starting University this September, already have a place FULLY confirmed and have discovered your University account, you will automatically be registered with us so 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 means you're still in the applicant portal stage, that means you have outstanding tasks on your portal to do or the University are still processing you, both things need to happen before you show up in our data, and once this is complete it will be overnight before you show in our data here and are able to log in. Contact admissions@stir.ac.uk if you are unsure what you still have to do. If you're still not getting in a few days after accepting your offer, 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?

For passes, these must be collected during Welcome Week starting Thursday 7th September and 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 and your t-shirt when you arrive at the University from the Union welcome Zone on campus between 12noon and 5pm on Thursday 7th September 2023 – if you miss this slot, you can then collect your Pass in the evening before the event starts or from the Union Welcome Zone 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 has 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 can be viewed at: <https://stirling.native.fm/>

Entry Times for Pass holders

All Pass users 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 distributed 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 as the Union is open to all of its members. However, the Union strictly enforces its licensing duties so only those with adequate ID will be served at our bars.

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. Passes (providing access to all events across the week at a discounted price) and tickets (a limited amount for each night event) will be on sale from 10am on Thursday 10th August online and only at www.stirlingstudentsunion.com

Admission for Pass/ticket holders will be with Pass wristband/individual ticket only. 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 and if doing so, will seek to provide similar events for Pass/ticket holders either on the night or at a future date as best it can. In doing so, 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.

The Union is dedicated to ensuring our events are accessible to all students, so if you have a particular access requirement (for example, the need to accommodate a carer), 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 info

Within the Venues run by the Students' Union, your safety is our top priority. As such, if there is anything you are concerned about (for example, you may be worried your drink has been spiked) please report this to a member of staff at the time so we can help support you. The Union prides itself on being a safe and welcoming environment but should you think a drink may have been spiked, we'll be able to test it and give you the help and support you need. The Union also promotes the Ask for Angela and Safe Taxi scheme, have CCTV in operation in our outlets and spikeys for use in bottles as well as water being 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 Union operates cashless payments in its bar and catering outlets.

We'd welcome your input and feedback on what you'd like to see, any concerns you have or any other questions, you can get in touch by emailing theunion@stir.ac.uk

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