



## Coronavirus response - Federation University Australia

Friday 20 March 2020

Dear \*|FName|\*

Following the postponement of the Semester One graduation ceremonies we would like to reassure you that Federation University is working closely with Reed Graduation Services to process a refund of your registration (including guest ticket purchases), regalia and any photography products purchased by you.

All refunds will be processed automatically via SecurePay to the credit card you used for booking. You do not need to contact Federation University or Reed Graduations to arrange this.

Due to the impact of the coronavirus and with several universities changing their scheduled graduation ceremonies recently, Reed Graduation Services has a large number of refunds to process and we ask for your understanding while staff continue to work through these. It is anticipated that all refunds will be finalised by late April.

Reed Graduation Services have advised that if you also purchased merchandise, i.e. Bears and Rings etc, these will be posted to your nominated address. Please contact Reed's by email, [hello@reedgraduations.com.au](mailto:hello@reedgraduations.com.au) or phone, 1300 361 806 if you ordered a Graduation Ring to finalize details for the order. Additionally, please contact Reed Graduation Services if you would like to cancel your order for merchandise (i.e. Bears and Rings)

For Frame and Plaque orders, please contact R&J Framing directly via email [admin@rjframing.com.au](mailto:admin@rjframing.com.au) or phone 0438 739 793

Further communication regarding the rescheduling of your graduation ceremony will be sent to you when a revised date is confirmed.

We apologise for any inconvenience.

Kind regards

Claire Shaw  
University Registrar  
**Federation University Australia**



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