

# ORDER TIMELINE – INFORMATION SHEET

## (RESERVATION/ROM CAP & GOWN ORDERS)

Here are some things to keep in mind when planning and preparing your cap and gown reservation and order for your upcoming event.

- Reservations are accepted at any time. To submit a reservation, please use one of the PDF documents under the “Reservation Forms/Formulaires de réservation” section at [gaspard.ca/order-forms](http://gaspard.ca/order-forms).
  - When you click Submit, your reservation will be sent to [reservation@gaspard.ca](mailto:reservation@gaspard.ca).
  - Reservations **cannot** be placed on the ROM website.
- Orders are to be submitted through [rom.buildagrads.ca](http://rom.buildagrads.ca) no later than **4-6 weeks prior to your desired delivery date**. You will receive an email confirming that your order was received once you click the “Place your Order” button. When your order has been processed, we will also email you an **Order Agreement**.
- Please ensure you review your Order Agreement thoroughly, and reply that you agree to the terms and details on the agreement.
  - *We will still ship your order if you do not respond to the Order Agreement.*
- Your **freeze date** (last day for changes and/or deletions) will be indicated on both the “Rental Order Management” and the “Summary” pages on the ROM website once you create an order and enter your event date.
- Changes to your original order **must be made on ROM** at any time, up to your freeze date. After you make your changes on ROM, your Summary page will be updated – you will not receive a new Order Agreement after making changes to your ROM order.
  - *Please do not email your additions, changes and/or deletions.*
  - *Clicking the “Place Your Order” button more than once does not duplicate your order; it will only send the changes in to our service department.*
  - *Changes and deletions cannot be made to your order after 11:59pm CST on the day of your ROM freeze date.*
- **Additions can always be made**, as long as we have enough time to get the item(s) to you. If you must make a rush addition **after** the ROM freeze date, please email [romrental@gaspard.ca](mailto:romrental@gaspard.ca) with **only** the addition(s).
  - *If the item(s) must ship separately from your original order, rush shipping charges may apply. We will always use the most economical route possible.*
  - *Changes and deletions **cannot** be made after your freeze date.*
- **We can customize!** New custom orders must be submitted a minimum of 8-10 weeks or more, before your desired delivery date. Extra time for custom orders is recommended to allow for your decision makers, mock up review etc. Please call or email your Graduation Specialist about custom orders; we are happy to review options with you!