



UBC Robson Square Guide to Booking the Exam Invigilation Service

Welcome!

Thank you for wanting to use the UBC Robson Square Exam Invigilation Service. This document will detail the process and key information about booking an Exam Invigilation Service with us.

Supported Institutions

- There are a number of Institution which we currently offer invigilation services for, these Institutions are referred to as Supported Institutions.
- The list of Supported Institution may be found on our website in the [Student and Alumni Services Section](#)
- If your Institution is on the list of Supported Institutions, this means that UBC Robson Square is an approved Invigilation Site for your Institution and you may proceed with booking an exam by submitting an Exam Request Form via our website [Exam Invigilation Request Form | UBC Robson Square](#)

NEW Institutions

- If your Institution is NOT on the list of Supported Institutions, this means that UBC Robson Square is NOT YET an approved Invigilation Site.
- The process of Confirming UBC Robson Square as an approved Invigilation Site varies based on the student's Institution.
- Your Institute may require a member of UBC Robson Square Staff to complete paperwork, or they may simply require contact details.
- Please reach out to your Institution directly to confirm that UBC Robson Square is an acceptable Invigilation Site for your exam.
- Once your Institution is satisfied that UBC Robson Square is an acceptable invigilation site, please submit an Exam Request Form via our website [Exam Invigilation Request Form | UBC Robson Square](#)

Fees

- A 3-hour Written Exam will cost **\$254.10 tax incl.**
- A 3-hours Online Exam will cost **\$359.10 tax incl.** (laptop rental)
- A fee of \$35.50 per hour will be included for any additional hour requested.



Booking Confirmation and Payment

- To Confirm the Exam Booking, we require a returned signed contract and payment in full. (A contract will be issued by UBC Robson Square Staff)
- We accept payment by credit cards (VISA, MasterCard) and cheque.
- Cheques are to be made out to **UBC Robson Square**.
- Cheques can be posted to:

UBC ROBSON SQUARE
ATTENTION: FRONT DESK
800 ROBSON STREET
VANCOUVER, BC, V6Z 3B7
604-822-3333

- To make a credit card payment, visit [this link](#). Please ensure that you enter the billing address as it appears on your credit card statement.
- The staff member assisting you will ask for your booking number, please have it ready.
- Front Desk Hours of Operation are Monday to Friday, 8:00 AM - 8:00 PM PST.
- For your safety and security, please be advised that we cannot accept credit card details over voicemail or email.
- **The Exam is not Confirmed until Contract is signed and payment is made.**

UBC Robson Square Receiving Exam Papers and Instructions

- Once your Exam Booking is Confirmed, we ask that you contact your Institution and have them send us the exam materials and any relevant instructions ahead of the exam.
- It is the **student's responsibility** to ensure that the Institution provides UBC Robson Square staff with the examination materials or online exam access.
- Supported Institutions* - We require the examination materials/guidelines a **minimum of 5 business days** prior to the scheduled exam date.
- New Institutions* - We require the examination materials/guidelines a **minimum of 10-business days** prior to the scheduled exam date.
- Exam materials and guidelines may be sent electronically OR posted to the following address:

UBC ROBSON SQUARE
ATTENTION: FRONT DESK
800 ROBSON STREET
VANCOUVER, BC, V6Z 3B7
604-822-3333

Student Name:
Exam Date:
Exam Room:
Package #__of__



Cancellation Policy

- Upon written notice of cancellation received by **1:00pm PST 6-business days prior** to the scheduled exam, there will be **NO FEE to cancel**.
- Upon written notice of cancellation received after 1:00pm PST 6-business days prior to the scheduled exam, cancellation fees will apply.
- If you are not well enough to attend your exam and would like to reschedule, it is the **student's responsibility** to reach out the Institution and secure permission to reschedule the exam. Rescheduling fees may apply.

Returning Exam Materials to Your Institution

***Important**

- If the exam papers must be mailed back to your institution, we require a pre-addressed and pre-paid envelope.
*If not provided by the institution, it is the **student's responsibility** to provide a pre-addressed and pre-paid envelope.
- You can organize a paid 'shipping label' through any secure courier (DHL/FedEx/Purolator/Canada Post/UPS).
- Please contact your Institution to confirm the postal address, and any other requirements before purchasing a 'shipping label'.

How to Find Us

- UBC Robson Square is located in downtown Vancouver on Robson Street between Hornby and Howe Street.
- The main entrance is located beside the ice rink on the Plaza Level and may be accessed by stairways from behind the Art Gallery on Howe Street or in front of the Courts.
- There is an elevator allowing access to UBC Robson Square directly from the parkade.
- There is elevator access from Street Level, which can be found at Hornby and Robson (beside the Art Gallery).



Parking

- To access the parking lot for 800 Robson Street (Lot 189), head south on Howe Street to the corner at Nelson Street. Please use the right-hand lane as the Parking Lot entrance will be on your right, just before Nelson. *Note that Howe is a one-way street.
- Once you have entered the parking lot, follow the directional signs to UBC Robson Square. The maximum height for the Robson Square parking garage is 6.5 feet.
- Please visit the [Indigo website](https://ca.parkindigo.com/en/car-park/lot-189-robson-square) for updates and more information on payment methods, monthly rates and parking regulations. (<https://ca.parkindigo.com/en/car-park/lot-189-robson-square>)

• Pricing for parking -

Hourly Mon-Fri	\$3.75
Mon-Fri Daily (6am-6pm)	\$16.00
Evening (6pm-6am)	\$6.00
Sat/Sun/Holidays Hourly	\$3.00
Weekend Daily (6am-6pm)	\$6.00
Weekend Overnight till 6am	\$12.00



THE UNIVERSITY OF BRITISH COLUMBIA

Robson Square

- If you are interested in prepaying for parking, we recommend contacting Indigo Parking directly (guestservices.bc@group-indigo.com).
- There is also on the street parking available on Hornby and Howe Street.

Good luck with your Exam!

If you have any questions, please feel free to contact us directly.

Phone: 604-827-5444

Email: robson.bookings@ubc.ca