WELCOME
from the Chancellor, the Reverend Canon Dr Chris Collingwood

“York Minster’s Mission statement states that we seek to ‘put learning and the transformation of others at the heart of all we do’. Through our learning programmes York Minster seeks to offer our visitors an insight into our special building and the worship that continues to take place here through the use of our sacred spaces, exhibitions and collections. What you will find in these pages is the essential information you will need in order to make your visit an inspirational and special experience for your group. We very much look forward to welcoming you on your visit.”
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OPENING TIMES

MONDAY TO SATURDAY
• The Minster is open to all from 9.00am.
• Last entry for Learning Groups is at 4.00pm.
• The East End & Quire close from 4.15pm to prepare for the service of Evensong at 5.15pm.

SUNDAY
• The Minster is open in the morning for attendance to services only.
• Last entry for self-guided groups is 3pm.
• The Minster is open to all from 12.45pm.
• The East End & Quire close from 3.00pm to prepare for the service of Evensong at 4.00pm.
WELCOME TO
YORK MINSTER

1. Main Entrance
2. Minster Shops
3. Chapter House Yard
4. Old Palace
5. Church House
6. St William’s College
7. Learning Centre
8. York Glaziers Trust
9. York Minster Works Department
10. Minster School
11. Masons’ Lodge

01904 557275
bookings@yorkminster.org

YORKMINSTER.ORG
The Minster is an active place of worship, all are welcome to visit and attend services.

- Learning Groups must be accompanied at all times by a teacher / supervising adult and remain the responsibility of their teachers throughout their visit.

- We request an adult to pupil ratio of 1:10.

- Many people visit the Minster for prayer or quiet reflective thought. We ask all visitors to respect this holy place and other visitors by not shouting, running or making unnecessary noise.

- We do not have a formal dress code and welcome visitors dressed casually (but recommend warm practical clothing as the Minster can be cold even during the summer months!).

- All visitors are welcome to keep their hats on inside York Minster.

- A 12.30pm service of Holy Communion takes place in part of York Minster while we are open for other visitors to enjoy the rest of the building. Please be aware this will be taking place and allow the congregation to worship in a quiet environment.

- A few minutes of silence for short prayers takes place throughout the whole of York Minster at regular intervals throughout the day. We ask everyone to stand or sit quietly while these take place to remind us that York Minster is a place of prayer and pilgrimage for many people.

- Please use the many cafes around the Minster for your refreshments and do not bring food or drink in to the Minster.

- Please keep your belongings with you at all times.

- You are welcome to use mobile phones as a camera – but please switch all mobile phones to silent and refrain from making / taking calls in the Minster.

- Please respect this place as a place of worship and allow congregations to worship in a peaceful environment by refraining from taking photographs during services and acts of worship.

- Flash photography is allowed throughout the Minster with the exception of the Undercroft and Treasury (for the protection of the delicate objects on display).

- Prior consent must be given to allow the recording of images or sound for commercial purposes or to upload onto the internet. All commercial rights in all images remain the property of The Chapter of York.

- If you plan to film any part of your tour, please be aware that you must get the full permission of the member of staff or volunteer leading your tour before proceeding. You must gain written approval from York Minster in advance of your visit if you plan to publish or broadcast any footage or stills for any other purpose than teaching within the classroom or for private use.
REVEALING YORK MINSTER IN THE UNDERCROFT AND TREASURY

WHAT IS REVEALING YORK MINSTER IN THE UNDERCROFT AND TREASURY?

• The Undercroft space was created beneath the floor of the Minster 1967-72 during major engineering works to save the building from imminent collapse.

• After the works were completed the Undercroft was kept as an exhibition space to provide access to the uncovered archaeology and the many objects, books and archives from the Minster’s own collections.

• Dynamic new audio-visual and interactive galleries reveal the significance behind York Minster’s treasures as never before, in an inspirational, two thousand-year heroic, historic and human journey.

• Walk in the footsteps of Roman soldiers, discover dramatic events that threatened the existence of the Minster, and explore the lives of the people, past and present, who have made this one of the greatest cathedrals in the world.

WHERE IS REVEALING YORK MINSTER?

• The entrance / exit is located in the South Transept.

• Access to the crypts is from the North and South Quire Aisles.

• For information regarding access for visitors needing assistance please see below.

WHEN CAN I VISIT?

• Revealing York Minster in the Undercroft will be normally accessible Monday to Saturday 10am – 5pm (last entry at 4pm) and Sunday 12.30pm to 4pm (last entry at 3pm) subject to services and extraordinary closures, please check in advance of your visit.

• We do not take bookings for the Undercroft but if you know you would like to include it in your visit please let us know and we will endeavour to ensure access for your group.

• However please be aware there is a health & safety limit to the number of visitors we can accommodate in the Undercroft at one time and there may be a delay during busy times.
HOW SHOULD I SPLIT MY GROUP/S WHEN VISITING REVEALING YORK MINSTER IN THE UNDERCROFT?

• Revealing York Minster in the Undercroft is divided into 6 chambers and the Treasury.

• Each chamber leads on to the next chamber (with the exception of the Treasury which is a cul de sac and you enter and exit via the Crypt).

• Some of the passageways are narrow so we recommend splitting your group up in to smaller groups to ensure comfortable access for them and other visitors.

• Each chamber can accommodate up to approximately 15 pupils.

• Each group of pupils must be accompanied by a teacher / responsible adult.

• If you have a number of small groups please stagger your entry in to the Undercroft, we would recommend leaving 10 minute gaps between groups.

• Each chamber can take up to approximately 20 minutes to explore thoroughly depending on the length of time spent reading text, using interactives and watching film footage etc.

WHAT CAN I EXPECT TO SEE?

The Chambers
Chamber 1  How and why the Undercroft was created – what did we find?
Chamber 2  Romans, Anglo-Saxons and Vikings
Chamber 3  Building
Chamber 4  Rites of Passage
Chamber 5  The York Gospels
Chamber 6  An audio-visual film show (3 films – total approximated running time 10 minutes)

WHAT ARE THE TOP 5 THINGS TO SEE?

1. Roman archaeology and wall fresco from the Roman fortress discovered under the current Minster.

2. The 1,000 year old Horn of Ulf, presented to the Minster by a Viking nobleman.

3. Interactive map of the Minster Floor where you can find out more about the different people who work at the Minster.

4. The 1,000 year old York Gospels, still in use in the Minster today.

5. 3 films about the Minster:
   • A Day in the Life of the Minster – what happens today in the Minster?
   • Hidden Minster – the nooks and crannies not normally seen by the public.
   • Turning Point – the story of Emperor Constantine and his significance to York and the Christian faith.
THE CENTRAL TOWER

AVAILABILITY OF TOWER TRIPS

- Unfortunately Tower Trips are not bookable in advance.
- There are 50 places available on each trip.
- Please advise us when booking if you would like to include the Tower in your visit.
- The Tower can be closed at short notice due to adverse weather conditions, and for restoration/building work.
- Tower Trips last for 45 minutes, and depart at approximately 45 minute intervals throughout the day.

SUPERVISION REQUIRED TO CLIMB THE TOWER

- Climbing the Tower is not included in a visit conducted by Minster Staff.
- Any group wishing to climb the Tower with over 10 children (aged 16 and under) must be accompanied by a minimum of 3 adults.
- One adult is to lead both the climb and descent, one is to be in the middle of the party and one is to bring up the rear. It is the group leader’s responsibility to ensure no children ascend / descend the Tower ahead of the lead adult. This is in order to control the ascent and descent and leaves one adult to escort anyone down the Tower who may need to leave.
- Groups of 10 or less may climb the Tower with two adults (one front one back) on the proviso that if anyone needs to be escorted down the Tower the whole group must come down.

HEALTH AND SAFETY INFORMATION

(further details are in the Risk Assessment Information section page 15).

- For health and safety reasons, no children under 8 are allowed to climb the Tower.
- There are 275 steps up to the top of the Tower and we recommend anyone with existing health conditions which might be affected by such a climb to assess the potential risk in consultation with their Group Leader.

Extra charges apply

If you require more information to plan your visit please contact us:
01904 557275
ATTENDING EVENSONG

• Evensong is a service which takes place in the Quire at York Minster and all are welcome to attend.

• The service lasts approximately 45 minutes and includes choral singing from the choir (which can include boys, girls and Songmen), readings from the Bible and occasional hymns.

• Evensong uses the pattern of worship in the Book of Common Prayer authorised in 1662.

• We welcome adherents of all faiths and none to join us at the service.

• Many people attend the service as part of their regular worship at York Minster and the words and music have great meaning for them.

• All those attending Evensong are asked to stay for the whole of the service to minimise disruption during the service.

If you would like your Learning Group to attend the service of Evensong, please contact the Booking Team in advance so that your seating can be arranged.
• During your visit to York Minster you will see a number of candle stands holding small tea-light candles which are called votive candles.

• All are welcome to light candles for whatever reason: as a way of articulating our love and concern for others or saying a prayer.

• We ask for a small donation for the candles.

• To Christians they symbolise the presence of Christ in all circumstances, including situations and people which seem to be shrouded in darkness and without hope. Christians believe that God’s love includes the whole creation: people of all faiths and none as well as those who consciously reject God.

• We ask everyone to respect the prayers, thoughts and feelings of those who choose to light a candle.

• You might also see prayer cards available for people to complete.

• All who come to the Minster are welcome to leave prayers by filling in one of these prayer cards.

• These cards can be left at the Minster, some will be incorporated into the prayers at Evensong each day, and the cards will be placed on the altar in the Zouche Chapel at the celebration of the early morning Eucharist the following day.
RISK ASSESSMENT INFORMATION

PLEASE NOTE THIS IS ONLY A GUIDE TO HELP YOU WITH YOUR RISK ASSESSMENTS

- We welcome Learning Group leaders to make a pre visit to risk assess York Minster for your group. There is no charge for this. Please contact us to arrange a suitable time. 01904 557275 or bookings@yorkminster.org

- Children and pupils in groups must be accompanied at all times by a teacher / supervising adult and remain the responsibility of their teachers throughout their visit.

- We request an adult to pupil ratio of 1:10.

- Health and Safety policies are in place and are regularly reviewed.

- York Minster has 24 hour cover provided by York Minster Police.

- Members of the Learning Team liaise regularly with colleagues to ensure they are up to date with any works / factors which will affect the health and safety of Learning Groups and will contact group Leaders (in advance if possible) to advise of any extraordinary risk factors.

YORK MINSTER RISK ASSESSMENT INFORMATION

- York Minster is open to the general public.

- Externally there are steps (fitted with hand rails) and ramps to enter and exit the Minster.

- There is no public access to restricted high level areas of the building.

- The stone flooring is generally sound but uneven in places.

- We recommend practical clothing and footwear as the Minster can be cold and you may be walking about to explore the building and surrounding area.

- Some areas have low light levels.

- There are votive candles with small naked flames on metal stands at various points throughout the Minster.

- Some maintenance work may be carried out during opening times.

- All hazardous areas will be isolated or roped off, and warning signs will be displayed.

- The Minster Police control all emergency situations: fire, bomb alerts, ill health or injury to visitors. All direction goes through them unless or until emergency services takeover.

- If you hear the fire alarm, or an evacuation is announced, your group will be evacuated via the nearest available exit or as directed by a member of Minster Staff.

- There are designated qualified first aiders on site. If there is a medical emergency in your group, report it immediately to a member of Minster Staff or the Minster Police. ALL accidents must be reported and entered in the accident book.
• Defibrillators are kept in the York Minster Police Office and close to the Central Tower.

• Injuries requiring more than York Minster First Aid attention will be dealt with by calling an ambulance.

• If you see anything suspicious or dangerous, report it to a member of Minster Staff straightaway.

• Some areas of York Minster have narrow entrances / corridors which can create bottlenecks and leave no room for others to pass you and your group.

• Some areas of York Minster are quiet, unsupervised and away from the general visitor route. Please ensure that your group is supervised at all times.

• York Minster Learning Team Staff are DBS checked to an enhanced level and are not left to supervise children without a teacher / accompanying adult.

• York Minster Learning Team Volunteers are not DBS checked and are not left to supervise children without a teacher / accompanying adult.

• Images are monitored and recorded in and around York Minster for the purposes of crime prevention and public safety. This scheme is controlled by The Chapter of York.

• Electrical interactives are Portable Appliance Tested (PAT) tested and wires concealed.

• All efforts have been made to remove the risk of trapping fingers in interactives.

• Discretionary bag checks may take place on arrival.
LEARNING CENTRE RISK ASSESSMENT INFORMATION

• York Minster Learning Centre Staff will be with your group throughout your visit.

• Your accompanying staff must remain at all times.

• In the unlikely event of an emergency York Minster Learning Centre Staff will supervise evacuation.

• Movement from York Minster to York Minster Learning Centre involves crossing one very quiet road. Accompanying staff must be in attendance.

• Floors are even and carpeted.

• Electrical equipment is PAT tested and wires concealed.

• All efforts have been made to make models and artefacts safe for handling.

• York Minster Learning Centre toilets can only be accessed by groups booked to use the Centre.

CENTRAL TOWER RISK ASSESSMENT INFORMATION

• There are 275 steps to the top of the Tower.

• Many of the stone steps are uneven in places.

• Parts of the climb use narrow passageways and spiral stairs.

• Part of the climb uses a walkway on the outside of the building (fitted with guardrail).

• The top of the Tower is enclosed in a safety cage.

• Climbing the Tower may not be suitable for those with heart conditions, vertigo, claustrophobia, high blood pressure, angina, breathing trouble (asthma, hay fever, and bronchitis), poor mobility or who are pregnant.
• We place a limit on the number of people in the Undercroft at any one time.

• In the event of an emergency evacuation the exits are via stairs, or for people using wheelchairs or with mobility difficulties via lifts and/or the use of a stairclimber, (a mechanically assisted method of exiting via a staircase in the event of an emergency evacuation which has a maximum weight limit of 160kg or 25 stone).

• In the case of an emergency evacuation visitors using wheelchairs must be able to get from their wheelchair and into the stairclimber assisted by their teacher/supervisory adult/carer. If this is not possible please let us know in advance and we can offer further advice.

• Low level lighting in some areas.

• The Undercroft is underground and may be claustrophobic for some visitors.

• Electrical interactives are PAT tested and wires concealed.

• All efforts have been made to remove the risk of trapping fingers in interactives.

Please ensure that children are supervised at all times. Thank you.
We are very happy to discuss any requirements you may have in advance of your visit.

**YORK MINSTER**

- Externally there are steps (fitted with hand rails) and ramps to enter and exit the Minster.

- Some of the stone floors are uneven.

- Some areas have low light levels.

- Internally the Minster is accessible via ramps where necessary (with the exception of the High Altar Sanctuary in the Quire and Zouche Chapel which are only accessible via steps).

- The Minster is fitted with a hearing loop (with the exception of the Chapter House).

- Accessible toilets are available.

- A baby change is available.

- Wheelchairs for use within the Minster are available on request.

- Assistance dogs are welcomed in the Minster.

- Guided tours are available as part of the visit to York Minster. Please get in touch for details if you have specific requirements.

- A tactile model of the Minster and handling materials (stained glass and embroidery) are available at York Minster. Please get in touch for details if you would like to find out more.

**YORK MINSTER LEARNING CENTRE**

- The Centre is on ground level with wheelchair access throughout.

- An accessible toilet is available.

**THE UNDERCROFT**

- For health & safety reasons we have to limit the number of people requiring assistance in an emergency in the Undercroft at any one time – it will greatly help us to facilitate your visit if you can contact us in advance with any special requirements.

- A lift is available to enter / exit the Undercroft.

- A further platform lift is available to access chamber 6.

- The floor level changes in the Undercroft with slight ramps up and down.

- Low level lighting in some areas.

- Hands on interactives at wheelchair accessible height.

- Visitors requiring assistance can access the Crypts via chamber 6.

- Please be aware that while we will endeavour to accommodate all visitors in the Undercroft there may be situations where a risk assessment highlights a scenario where health & safety takes precedence.
PARKING

• York can be busy and congested; please leave ample time to arrive and park.

• The city centre is mainly pedestrianised, and the nearest coach park to York Minster is Clarence Street / Union Terrace.

• Please note it is not possible to bring coaches inside the city walls, or to be dropped off outside the Minster or Learning Centre.