

YorkMinster can accept cash and card payments on arrival and non-refundable card pre-payment (over the phone at 44/0 190457 275). Cheques are not accepted for payment in advance or on arrival. YorkMinster can invoice organisations which present a valid voucher from the visit organisation on arrival and have passed our credit checks (please enquire about a form and allow at least six weeks for credit checks to be processed). Invoices can be settled by bank transfer or cheque. All groups wishing to pay by invoice must have booked and bring their **Booking Confirmation document and company voucher** with them to gain entry. If a group is not booked they will be required to pay by cash or card on arrival.

YorkMinster reserves the right to recalculate the cost of visits according to actual attendee numbers and type(s) (assessed by YorkMinster staff and the organisation).

When paying by invoice it is the number and breakdown of people in the group and total cost signed for by your representative and your representative on the invoice receipt generated by our ticketing and bookings system which will be charged to the visit organisation. It is the responsibility of the group leader who brings the group to YorkMinster on the day to check this amount before signing. Once signed this cannot be disputed. YorkMinster will only charge for attendees who actually enter YorkMinster and for services actually rendered, except in cases where:

- ventire visits are cancelled by the visit organisation without notice;
- the group is a no show;
- guides or teaching staff specifically sourced for visits which are cancelled or substantially reduced.

 If all of the group arriving at YorkMinster otherwise seems appropriate to charge so as to mitigate costs already incurred by it YorkMinster will assess each case on its own circumstances. All tickets are non-refundable and non-transferable once printed and issued.

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At the time of printing, our 2019 groups (10 or more), FIT (fewer than 10) and Learning Admission Rates are as follow:

- Adults £8.50 (FIT visitors £10.00).
- Seniors (aged 65 and above), University Students, College Students (with a valid student card) £7.50 (FIT visitors £10.00).
- Children in full time compulsory education £3.00 (in Learning Groups with a Guided Tour £4.00; in Learning Centres with a Guided Tour £4.00) £6.00 TIL SEPTEMBER 2019 ONLY.
- Accompanying Adults* £0.00.

At the time of printing, our 2020 groups (10 or more), FIT (fewer than 10) and Learning Admission Rates are as follow:

- Adults £9.50 (FIT visitors £10.00)
- Seniors (aged 65 and above) £8.50 (FIT visitors £9.00)
- University Students, College Students (with a valid student card) £8.50 (FIT visitors £9.00).
- Children in full time compulsory education £4.50.
- Accompanying Adults* £0.00.

As of the new academic year 2019/20 Learning Admission Rates will be as follows:

- Children in full time compulsory education
 - o Self-conducted visit £4.50 per child.
 - o One hour Guided Tour with a maximum of 35 children free of £60 per group, plus £4.50 per child.
 - o One hour Learning Centre workshop with a one hour guided tour of the Minster for a maximum of 35 children free of £120 per group, plus £4.50 per child.

Our Groups Admission Rates apply for groups of 10 or more paying individuals (where groups consist of fewer than 10 individuals, our FIT Admission Rates apply). FIT groups have no lower limit, but must have an established and formalised relationship with York Minster. Our Learning Admission Rates apply for all groups from primary and secondary educational institutions or arranged for primary- or secondary- only. Categories please enquire directly. Our Learning Admission Rates include, if requested in advance, a Guided Tour Trips (which are subject to availability, physical fitness self-certification, the discretion of York Minster staff, and only open to 16 or over) are charged at an additional £5.00 per participant. Sports visits with Adults** free of charge and can only be booked in advance if paid for in full by non-refundable card pre-payment at the time of booking. Tours (which are subject to availability, physical fitness self-certification, the discretion of York Minster staff, and only open to persons aged 16 or over) are charged at an additional £10.00 per participant.

***Accompanying Adults** where there are at least 10 paying visitors and can be assigned to a group organiser / leader / driver. For groups of children we follow the guidelines as set out by RoSPA for adult to child ratios and recommend at least two adults per group and a minimum of 1 adult to 10 children. Any adults within the ratio will not be charged. Please refer to the RoSPA website for more information <https://www.rospa.com/rospaweb/docs/advice-services/school-college-safety/school-visits-guide.pdf> Blue Badge guides receive free entry. Children must be accompanied at all times.

****Supervising Adults** are adults in Learning Groups where the majority of those in the group are in full time compulsory education and so are granted free admission to York Minster's Central Tower: the ratio must be 2 adults when up to 10 children or 3 adults when more than 10 children. There must be 1 adult at the front of the group, 1 at the back and where there are more than 10 children there must be 1 in the middle. Should 1 child want to descend early then the whole group must go down unless the ratios remain within what is outlined above.

GUIDED TOURS

Guided tours can be booked for between 10:00 and 14:30. We have a limited number of guided tours we offer each week for all types of visits. Groups are able to bring accredited guides outside of these times, but the group and the guides must be made aware that closures are likely to be in place which will affect their visit, and that loud organ music is also likely to be played therefore making guiding challenging and the group will not have the best visitor experience.

The guides we provide for the majority of groups to York Minster are volunteers, so, occasionally, we will not be able to secure guides for a group. If this happens, we will try to contact you no less than a week before the visit so that you have time to contact an external guide. **Only Minster-Accredited Guides are permitted to give tours within the Minster:** All external guides will have their names checked against our *Accredited Guide Register* on arrival to ascertain whether they may provide tours; non-Accredited Guides are not permitted to provide (and will be stopped from providing) guided tours. **Guiding is not permitted on Sundays or other significant dates in the Christian calendar. Any person found to be guiding when not accredited or on a day when guiding is not permitted may be asked to leave the Minster by a member of staff.** The decision of the member of staff is final and a record will be kept. Please enquire at the point of booking whether guiding will be permitted on the date you are wanting to visit.

York Minster operates a 3 strikes policy for guided tours. If an organisation books a guided tour from one of our volunteer guides and does not turn up, or is late without contacting us in advance, or has significantly more or less people than the pre-booked number in the group without letting us know in advance, or no longer wants a guide or turns up with an external accredited guide, we will put a strike against the organisation. If an organisation accrues three strikes we will no longer offer it guided tours from our volunteer guides.

PHOTOGRAPHY AND FILMING

Photography is allowed throughout York Minster with the exception of the Undercroft and Treasury (for the protection of the delicate objects on display). No photography or filming or sound recording of any kind is permitted during any service in York Minster. Prior consent must be obtained in writing from the Chapter of York for the recording of images or sound for commercial purposes or to upload onto the internet any material recorded in York Minster. All commercial rights in all images created inside York Minster 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 prior permission of the member of staff or volunteer leading your tour before proceeding. You must gain written approval from the Chapter of York in advance of your visit if you plan to publish or broadcast at any time any footage or stills for any purposes other than private use.

PERSONAL BELONGINGS

York Minster will undertake random bag searches upon entry to the Minster and large or wheeled bags and suitcases will not be permitted inside the cathedral. You are responsible for the security of your belongings and personal property, which must be kept with you at all times. Any unattended items will be removed by the Minster Police. Chapter accepts no responsibility for any loss or damage howsoever caused to any property belonging to any visitor to York Minster. Please switch mobile phones to silent and refrain from making/taking calls in York Minster. Please do not eat or drink within the cathedral.

We are happy to welcome your organisation's representatives and your groups to York Minster, and to manage all your group bookings and the visits themselves, in accordance with these Terms & Conditions issued on behalf of the Chapter of York. All

bookings are accepted on the strict understanding that these Terms & Conditions apply **and** that they supersede all and any previous contractual terms and/or arrangements that we may have had with your organisation in the past.

Thank you for taking the time to read this information and for choosing to visit us. We look forward to welcoming you.