

York Minster Group Booking Terms and Conditions – COVID-SAFE REVISION, October 2020

A PLACE OF WORSHIP

York Minster is an active place of public worship, all are welcome to visit and attend services. Please respect York Minster as a place of worship and allow congregations to worship in a peaceful environment. We ask all visitors to refrain from shouting, running or making unnecessary noise. A few minutes' silence for short prayers is kept at various intervals throughout the day. We ask everyone to stand or sit quietly while these prayers take place to remind us that York Minster is a place of prayer and pilgrimage.

A PLACE OF SANCTUARY

York Minster will, we hope and pray, always be a place that excites and inspires and, especially in difficult or worrying times, a peaceful sanctuary offering comfort, encouragement and reassurance. We are committed to offering a friendly Christian welcome and a safe environment in which to enjoy the Minster for everyone who visits us. To keep all our visitors and staff safe in line with Government and Church of England guidelines during the current pandemic, we are limiting the number of people inside the cathedral and asking all visitors to pre-book a timed arrival slot. Everyone in the Minster is required to wear a face covering and to follow physical distancing measures, and we are carrying out additional cleaning, limiting touch points and closing parts of the cathedral to ensure that risks are minimised and that everyone can feel confident of a safe and relaxed time with us.

OPENING TIMES, EARLY OR LATE ARRIVALS AND CANCELLATIONS BY YORK MINSTER

York Minster is open for visiting from 10:00 – 16:30 (last group admission 15:30) on Mondays, Wednesdays, Thursdays, Fridays and Saturdays and 12:30 – 15:30 (last group admission 14:30) on Sundays. The Minster is closed on Tuesdays. York Minster is an exceptionally busy working church and special services or events will often close all or parts of the cathedral, sometimes at unavoidably short notice. We aim to give you as much notice as possible of any changes to our visiting times.

The Chapter of York will not be liable for any losses or costs arising from any 'Force Majeure' occurrences which include, but are not limited to, act of God, pandemic or other forms of illness or infection or public health emergency, leakage of water, flood, fire, explosion, strike or labour dispute, war, insurrection, riot, civil disturbance, act of terrorism, security service anti-terrorism advice or instructions, malicious damage, severe adverse weather, third party injunction, act or regulation of national or local government, national or local defence requirements, external road or building works, Church of England national policy or protocol directives, theft of essential equipment, breakdown of essential machinery, failure of power supply, failure of any other utility supply, or any other circumstances outside the control of the Chapter which may cause the visit to be interrupted or cancelled, whether in whole or in part. The Chapter strongly recommends that the visit organiser obtains insurance with a reputable body to cover any losses or costs that may arise as a result of visit interruption and/or cancellation.

If, due to a local lockdown imposed by the Government, we are prevented from accommodating your visit at the date and time that you have booked and paid for, we will refund your booking.

If, due to a lockdown imposed by the Government, you are prevented from visiting the Minster at the date and time of the visit that you have booked and paid for, we will work with you to rebook your visit for a new date and time but no refund will be given if you decide to cancel your booking.

The Chapter will not be liable to any visit organiser or to any member of any visiting group for failure to perform any obligation under these Terms and Conditions where that failure is caused by a 'Force Majeure' occurrence. The Chapter reserves the right to close all or parts of York Minster and/or to reduce the capacities of York Minster to comply with statutory health and safety obligations and/or in the event of unavoidable restoration or maintenance work being required.

Admission for booked groups is sometimes possible up to 10 minutes before scheduled arrival times, this is at the discretion of York Minster staff and their decision is final. Admission will not be possible outside of our advertised opening times listed above unless prior arrangements have been agreed by the Chapter.

AMENDING OR CANCELLING BOOKINGS

All bookings must be paid for in full at least three weeks before the visit date. Once payment is made no refunds will be issued unless we are prevented from accommodating your visit at the date and time booked due to a local lockdown imposed by the Government. Cancellations can only be made three weeks before the visit date. Amendments to bookings cannot be made less than two weeks before the visit date, as any unbooked capacity for the timeslot allotted to your visit will at that point released for General Admission sale. To amend or cancel a booking, please contact the Bookings Office as early as possible. Where an amendment is substantial, we shall issue you with a revised Booking Confirmation to supersede the original; where a change is minor (e.g. a small change to the number of attendees), we may not issue you with a revised Booking Confirmation and you should use the original document as proof of the booking; where a booking is cancelled, we shall issue you with a cancellation confirmation email to supersede all previous Booking Confirmations. You may be charged if we are not informed of amendments or cancellations, or if we are informed of them with insufficient time to mitigate costs already incurred by York Minster.

HOW TO PAY, AND WHAT WE CHARGE FOR

York Minster is currently only able to accept payment by credit card made at least three weeks before the visit date. No other form of payment is currently acceptable. Card pre-payments may be made over the phone at +44/0 1904 557 275. York Minster reserves the right to recalculate the cost of visits according to actual attendee numbers and type(s) (as assessed by York Minster staff and the organisation's representative(s) when the group arrives) in line with our current pricing policies. If a group arrives with more people than have been booked and paid for, we will only admit the additional people if there are unfilled General Admission places available in the timeslot allotted to your visit. York Minster will only charge for attendees who actually enter York Minster and for services actually rendered, except in cases where: entire visits are cancelled by the visit organiser without notice; or the group is a no show; or payment has been taken in advance of all of the group arriving; or York Minster otherwise deems it appropriate to charge so as to mitigate costs already incurred by it. York Minster will assess each case on its own circumstances.

RATES

Our current rates are published on the York Minster website www.yorkminster.org and will vary from time to time. - Accompanying Adults* Primary school and Special Educational Needs: £0.00, for accompanying adults who are supervising the children. Secondary school age children: accompanying adults £0.00 on a ratio of 1 adult to 10 children. Any extra adults are charged at the adult group rate as published on the York Minster website. Our Groups Admission Rates apply for groups of 10 or more paying individuals (where groups consist of fewer than 10 paying individuals, our Small Groups Admission Rates apply). FIT groups have no lower limit, but must have an established and formalised agreement with York Minster. Our Learning Admission Rates apply for all groups from primary and secondary educational institutions or arranged for primary- or secondary-age children's education. If you do not feel that you fit into any of these categories please enquire directly.*Accompanying Adults – 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 recommended ratio will not be charged. Please refer to the RoSPA website for more information <https://www.rospa.com/rospaweb/docs/advice-services/school-collegesafety/school-visits-guide.pdf>. Children must be accompanied at all times.

PHOTOGRAPHY AND FILMING

Flash photography is allowed throughout York Minster. 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. You must gain written approval from the Chapter of York in advance of your visit if you intend to publish or broadcast at any time any footage or still image for any purpose 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 and insurance 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 which are 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.