

# York Minster Group Terms and Conditions

## 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.

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

**York Minster is open for visiting from 09:30 – 15:45 (last group admission) from Monday to Saturday and 12:45 – 14:15 (last group admission) on Sundays.** The Undercroft is open from 10:00 – 16:00 (last admission) from Monday to Saturday and 13:15 – 14:45 (last admission) on Sundays. **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, 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.

**The Chapter of York 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 15 minutes before or after the scheduled arrival time(s), this is at the discretion of York Minster staff and their decision is final, however admission will not be possible outside of our advertised opening times listed above unless prior arrangements have been agreed by York Minster. Tower Trips and Hidden Minster Tours must begin at their stated time; they cannot begin earlier and will not wait for late groups or individuals. Visiting groups whose schedule is likely to be disrupted should provide a revised arrival time estimate to York Minster as early as possible: York Minster may be able to make provision to receive groups at revised arrival times, but cannot guarantee that this will be possible.

## AMENDING OR CANCELLING BOOKINGS

**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.

E: [bookings@yorkminster.org](mailto:bookings@yorkminster.org)

W: [www.yorkminster.org](http://www.yorkminster.org)

T: +44 / 01904 557275

(out of hours: +44 / 07557 110717)



## HOW TO PAY, AND WHAT WE CHARGE FOR

York Minster can accept cash and card payments on arrival and non-refundable card pre-payments (over the phone at +44/0 1904 557 275). Cheques are not accepted for payment in advance or on arrival. York Minster can invoice organisations which present a valid voucher from the visit organiser 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.**

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.

When paying by invoice it is the number and breakdown of people in the group and total cost signed for by our representative and your representative on the invoice receipt generated by our ticketing and bookings system which will be charged to the visit organiser. It is the responsibility of the group leader who brings the group to York Minster on the day to check this amount before signing. **Once signed this cannot be disputed.** 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; the group is a no show; guides or teaching staff are specifically sourced for visits which are cancelled or substantially amended by the visit organiser with less than a week's notice; payment has been taken in advance of all of the group arriving; 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. All tickets are non-refundable and non-transferable once printed and issued.

## RATES

For the most up to date group admission rates please refer to the link <https://yorkminster.org/visit/groups/>

For the most up to date school admission rates please refer to the link <https://yorkminster.org/visit/schools/>

For all other admission rates please refer to the link <https://yorkminster.org/visit/plan-your-visit/>

Our **Groups Admission Rates** apply for groups of 10 or more paying individuals (where groups consist of fewer than 10 paying 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-age children's education. If you do not feel that you fit into any of these categories please enquire directly. **Groups Admission Rates** include, if requested in advance, a Guided Tour.

**\*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.