



York Minster Group Terms and Conditions

A PLACE OF WORSHIP

York Minster is an active and much-loved place of public worship and private prayer; all are welcome to visit and attend services. Please respect York Minster as a place of prayer, pilgrimage and worship and allow everyone to enjoy a peaceful and calm 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 times 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.

BEHAVIOUR

We have a zero-tolerance approach towards aggressive, intimidating, or discriminatory behaviour of any kind towards staff, volunteers, or other visitors to the cathedral. Anyone exhibiting these behaviours will be asked to leave by the Duty Manager or the York Minster Police.

Incidents will be recorded on the group's customer management record and may result in groups or individuals having future booking applications declined.

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

York Minster is generally open for visiting from 09:30 – 15:15 (last group admission) from Monday to Saturday.

The Undercroft Museum is generally open from 10:00 – 16:00 (last admission) from Monday to Saturday.

The Crypt is generally open from 10:00 – 16:00 (last admission) from Monday to Saturday.

We do not accept group visit bookings for 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 e.g. funerals. We aim to give you as much notice as possible of any full York Minster closures. It is not possible for us to give notice of partial closures.

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, pandemic or other local or national public health emergency, death of a senior member of the UK Royal Family, third party injunction, act or regulation of national or local government, national or local defence requirements, external road closures 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 causes any visit to be interrupted or cancelled, whether in whole or in part. The Chapter of York will not be liable to any visit organiser or to any member of any visiting group for any failure to perform any obligation under these Terms and Conditions where that failure is caused or substantially contributed to by a 'Force Majeure' occurrence. The Chapter of York 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 unscheduled 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 and confirmed by our Bookings Office. 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 our Bookings Office as early as possible: we may be able to make provision to receive groups at revised arrival times but cannot guarantee that this will be possible.

BOOKING

York Minster's booking system is live; we do not reserve entry times.

Booking enquiries are made by contacting the Bookings Office on +44 1904 557 200 during office hours, or by submitting our online Group Enquiry Form on the York Minster Groups webpage, please refer to the link <https://yorkminster.org/visit/groups/>.

When a booking has been made, a Booking Document containing your York Minster Booking Reference will be sent. You are responsible for looking through the Booking Document and confirming that the details as booked are correct.

Groups arriving at York Minster without a valid York Minster Booking Reference will be required pay on arrival as an unbooked group.

AMENDING OR CANCELLING BOOKINGS

To amend or cancel a booking, please contact the Bookings Office on +44 1904 557 200 as early as possible during office hours.

For the most up to date Bookings Office opening hours please refer to the link <https://yorkminster.org/contact/>.

Where an amendment to a booking is substantial (e.g. revising your visit date or visit time) we shall issue you with a revised Booking Document to supersede the original. We allow up to one substantial change per York Minster Booking Reference; after this the Booking Reference will be cancelled and a new booking must be made. Substantial changes can only be made with our Bookings Office during office hours.

Where a change is minor (e.g. a small change to the number of attendees), we may not issue you with a revised Booking Document and you should continue to use the original York Minster Booking Reference; where a booking is cancelled, we shall issue you with a cancellation confirmation email to supersede all previous Booking Documents. 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 accepts the following payment methods:

- Pre-payment via credit/debit card by calling our Bookings Office during office hours.
 - o Pre-payment is final confirmation of the visit and is non-refundable.
 - o We do not accept pre-payment made via bank transfer, BACS, cash, or cheque.

- Payment on arrival via credit/debit card.
 - o This must be one transaction for the whole order.
 - o We do not accept cash or cheques when paying on arrival.
- Payment after the visit via invoice (invoicing account must be in place before the visit)
 - o Your organisation must have an invoice account set up with us before the visit (six-week process including credit checks); your Tour Manager will be required to pay our charges in full on arrival if an invoice account has not been set up.
 - o You must provide your Tour Manager with a company voucher on your Tour Operator letterhead that contains our York Minster Booking Reference, and if applicable, your Purchase Order Number.
 - o Your Tour Manager MUST check the number of visitors AND type(s) of visitors; the signed numbers are final and cannot be disputed.
 - o Invoices can be settled by bank transfer or cheque. Late payment of our invoices may result in your invoicing account being suspended or cancelled.

Please contact our Bookings Office during office hours if you would like to set-up an invoice account or to check if you have a current invoice account with us.

We reserve the right to recalculate our charges for every visit based on the actual attendee numbers and visitor type(s) (as assessed by York Minster staff and the Tour Operator'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 Team Member and your Tour Manager on the invoice receipt generated by our ticketing and bookings system on the day of the visit which will be charged to the Tour Operator. It is the responsibility of the Tour Manager who brings the group to York Minster on the day to check this amount before signing. Once signed this will supersede all previous vouchers relating to the booked visit. The signed numbers are final and cannot be disputed. We will only charge for attendees who actually enter York Minster and for the visitor services actually provided, except in cases where:—entire visits are cancelled by the Tour Operator or Tour Manager without notice; the group is a no show; guides or teaching staff are specifically arranged at your request for visits which are cancelled or substantially amended by the Tour Operator or Tour Manager with less than a week's notice; payment has been taken in advance of all of the group arriving; we otherwise deem it appropriate to charge so as to mitigate costs already incurred as a result of the booking. We will assess each case on its own facts. 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/>

Our Groups Admission Rates apply for groups of 10 or more paying individuals (where groups consist of fewer than 10 paying individuals, our General Admission Rates apply).

Groups Admission Rates include, if requested in advance, a Guided Tour.

Accompanying Adults* for Groups with at least 10 paying visitors and a York Minster Booking Reference - Free of Charge places will be given to your Tour Manager, External Guide (if applicable, will need ID on the day), and Coach Driver (will need ID on the day).

*Accompanying Adults where a group has at least 10 paying visitors and a York Minster Booking Reference and there are children in the group, we follow the guidelines as set out by RoSPA for adult to child ratios and



strongly recommend that the group has at least two adults and a minimum of 1 adult to 10 children. Any adults within this 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>

We reserve the right to deny access to the cathedral to any group with children that does not have the recommended adult to child ratio.

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

Our Learning Admission Rates apply to all UK based educational institutions where pupils are in compulsory full-time education under the age of 18. All pupils in the visiting group must be full-time permanent residents of the UK. This definition will include UK pupils who are homeschooled, those who attend pupil referral units or schools that admit pupils with additional learning needs.

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

GUIDED TOURS

York Minster guided tours are delivered by our Volunteer Team. Guided tours can be booked for between 10:00 and 14:30. We have a limit on the number of guided tours that can be offered; it is recommended that you make a clear request for a guide as early as possible for the best chance of obtaining a guide.

Where a guide is requested, this will be detailed on your Booking Document; it is your responsibility to check that your guide request has been noted on your booking.

Occasionally, we are unable to secure volunteer guides for groups. We will try to contact you a week before the visit so that you have time to contact an External Guide. If you have not heard from us, please contact our Bookings Office for an update.

If a York Minster Volunteer Guide is not available, groups are permitted to bring an External Guide with them. It is the responsibility of the Tour Operator / Manager / External Guide to check ahead for anything that might impact the delivery of their guided tour (e.g. partial closures or scheduled musical performances or scheduled organ/orchestral rehearsal/tuning activity).

Do not advertise your visit to York Minster as a guided tour unless you have an External Guide booked.

Whether your guide is booked through York Minster, or you are bringing an External Guide, York Minster welcomes and encourages the use of Tour Guide System/Whisper System.

Guiding is not permitted on Sundays or any other significant dates in the Christian calendar. Any person found to be guiding on a day when guiding is not permitted will be required to stop guiding and 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 wish to visit.

If an organisation books a guided tour by one of our volunteer guides and does not turn up, or is late without contacting us in advance, or has significantly more or fewer people than the pre-booked number in the group without letting us know in advance, this will be recorded on the group's customer management record and may result in groups not being allocated a guide for future visits.

PHOTOGRAPHY AND FILMING

Photography is allowed throughout York Minster. We ask visitors to refrain from flash photography in 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 any images or any sound for any commercial purpose 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 wish to film or record any part of your tour, you must obtain the prior permission of the member of staff or volunteer leading your tour before proceeding. You must obtain written approval from the Chapter of York in advance of your visit if you wish to publish or broadcast at any time in any format on any platform any footage or stills for any purposes other than your own personal private use.

PERSONAL BELONGINGS

For security reasons our staff 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. Unattended items will be removed by the Minster Police. The Chapter of York 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 your group and hope that everyone will enjoy their time with us.