

# THE ANGELS ARE COMING!

## Frequently Asked Questions

*How much are tickets?*

Adults – £6    Children aged 12 and under – £4    Children 3 and under – FREE  
Family Ticket (2 Adults and 2 Children) – £17.50

*Are there any concessions?*

Only for carers – one carer for each person requiring support. To access these tickets, you must contact the Cathedral directly, either in person or via telephone or email: 0114 263 6063    arts@sheffield-cathedral.org.uk

*Can I change my tickets if I've booked the wrong night or if my plans change?*

Tickets can be exchanged up to Monday 4 December by contacting the Cathedral directly (see above).

*If I am no longer able to attend, can I have a refund?*

No refunds will be given but tickets can be exchanged for different nights (see above).

*Can I pay on the door?*

Tickets can be purchased on the night, subject to availability.

*Does it only last for 20 minutes?*

The tickets are timed at 20-minute intervals to control the flow of people through the Cathedral. The first part of the event is a 15-minute light show on the outside of the building, which people will view from a secure area on the Cathedral forecourt. People may stay to watch this a second time, if they wish. Once inside the building, you will experience a display of light and sound, centred around the famous Steel Nativity. People can stay for as long as they wish; the Cathedral will close at approximately 11 p.m. Once you have left the building you will be unable to re-enter. People should allow a minimum of 1 hour for the whole experience.

*Is it mostly for children?*

This is an experience for people of all ages.

*Is it suitable for wheelchair users?*

The building is fully wheelchair accessible but some elements – such as the Steel Nativity – will be in raised areas, accessible via steps. Everything can be viewed and enjoyed from ground level, but direct access to raised areas will obviously be restricted for those in wheelchairs.

*Will people with epilepsy, visual impairments, or other medical conditions be adversely affected by the lights?*

The display will involve a mixture of sound and light, which may involve some flashing images, and the music might be considered loud. Due to the nature of the projections, the site will be dark and access around the building will be at the ticket holders' own risk.

*Are there toilets on site?*

There are visitor toilets in the Cathedral. The coffee shop will also be open.

