

THE BEGINNING

Frequently Asked Questions

How much are tickets?

Adults: £7.50 Children aged 3 -15: £6.00 Children 3 and under – FREE
Carers: £3 (contact Sheffield Cathedral to purchase)
EVERYONE attending the event (including infants) MUST have a ticket.

What payment types are accepted?

The online ticketing site will accept the usual payment cards.

Can I pay on the door?

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

Are there any concessions?

Only for carers. To access these tickets, you must contact the Cathedral directly, either in person or via telephone on 0114 263 6061 or email: arts@sheffield-cathedral.org.uk

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

Tickets cannot be exchanged once purchased. Please be very sure about your plans before purchasing.

Do I need to print my tickets?

No. Viewing your ticket on a smartphone or similar device will be OK.

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

Unfortunately we are not able to offer refunds. Please be very sure about your plans before purchasing.

Can I get a discount for a large group?

To enquire about group bookings please email arts@sheffield-cathedral.org.uk.

What COVID measures are in place?

We have reduced the number of people allowed to access the Cathedral at each time slot to aid social distancing. There is plenty of space inside and outside the Cathedral to practice social distancing and we ask you take your responsibility for your own actions so everyone can stay safe. We will also have volunteer stewards to ensure we manage this well. You are welcome to wear a face covering.

We are not asking visitors to present a NHS Covid pass, a negative lateral flow or PCR result or proof of natural immunity. This is subject to change depending on any changes to the UK Government's COVID guidelines.

What happens if the event is cancelled because of COVID?

If the event is cancelled because of COVID related measures your ticket will be refunded on request. Please email arts@sheffield-cathedral.org.uk to request your refund. Refunds will take time to process so please be patient.

However, this event and others are vital to sustainability of Sheffield Cathedral and help keep the doors open and the building safe for you to enjoy now and in the future. If you are able to waive your refund and instead donate it to the Cathedral we shall be very grateful. Thank you.

How long does it last?

Your ticket is a timed ticket to control the flow of people through the Cathedral. Entry is at a specific time every 20 minutes. There will be a light show across the exterior façade of the Cathedral. This will last for approximately 12 minutes. When this has ended, visitors will make their way through the main entrance, to enjoy illuminations inspired by the Cathedral's stained-glass windows. You are free to spend as much time as you like inside Cathedral but please allow at least 1 hour to enjoy the whole experience.

As you will be outside for some of the show please come in warm clothing and dress appropriately in case of inclement weather.

Is it suitable for children?

The Beginning is a family event appropriate for people of all ages.

Is it suitable for wheelchair users, the elderly and vulnerable?

Outside the light show is fully accessible. We will ensure wheelchair users are located at the front of the viewing area. We will also have chairs available to the elderly and vulnerable to use.

The Cathedral itself is also accessible by wheelchair users, but some aspects of the light show inside the Cathedral can only be accessed via short flights of steps. We will endeavour to accommodate people with all levels of mobility and to give them the best possible experience. Please contact the Cathedral for advice: 0114 263 6061 or arts@sheffield-cathedral.org.uk

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.

Will there be food/snacks/hot drinks?

There will be no food and drinks vendors on site outside the Cathedral. 1554 Coffee will be open inside the Cathedral serving hot and cold drinks and seasonal refreshments.

Are there toilets on site?

There are accessible toilets and baby changing facilities inside the Cathedral.