

Sheffield Cathedral Illuminated: The Manager

Frequently Asked Questions

How much are tickets?

Early Bird Tickets: 1 to 30 September

Adults: £6.50

Children aged 4 – 15: £5.50

Children 3 and under – FREE

Carers: £5

Are there any concessions?

The only concessionary tickets are for carers. For a carer to be eligible for a carer ticket they must be accompanying the person they support who will have also purchased a ticket. To request a carer ticket please book the ticket for the person you support first and then contact the Cathedral, Monday to Friday 10am to 4pm, by telephone on 0114 263 6063 or email: arts@sheffield-cathedral.org.uk to request your carer ticket. Please have the booking reference number of the ticket(s) already purchased to hand.

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 using a contactless payment method on the night. Tickets are subject to availability.

Can I cancel, exchange or transfer my tickets?

No. Tickets cannot be cancelled, exchanged or transferred once they have been purchased (see Terms and Conditions). Please be very sure about your plans before purchasing. However, we understand that in exceptional circumstances it may be necessary to request a change. In the first instance, please email arts@sheffield-cathedral.org.uk, with information about why a change is necessary. If we agree to amend your ticket, any change will be subject to a £10 administration fee.

Do I need to print my tickets?

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

Can I get a discount for a large group?

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

What happens if the event is cancelled?

If the event is cancelled your ticket will be refunded on request (see Terms and Conditions). 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 like it 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.

SHEFFIELD CATHEDRAL
A PLACE FOR ALL PEOPLE



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 Manger 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.