



## Christmas Gift and Food Fair - FAQs

### **Can I buy tickets on the day?**

Due to the popularity of this event we strongly advise booking in advance. Most sessions do sell out. If a session is not sold out, it may be possible to purchase tickets on the door, subject to availability.

### **I can't find my tickets, what should I do?**

If you cannot find your tickets, please email [box.office@elycathedral.org](mailto:box.office@elycathedral.org) at least 48 hours beforehand as we can resend your tickets. On the day, please speak with a member of staff who will be happy to help.

### **How long is my ticket valid for?**

Your ticket is for one entry during a specific timed session, either morning, afternoon or evening. If you wish to attend more than one session or day, you will need to purchase an additional ticket for that session. Due to the number of visitors and to ensure everyone has a safe and enjoyable experience, it is only possible to enter the fair inside the Cathedral during your timed session.

### **Do I have to arrive for the start of my timed session?**

Tickets are valid for entry at any point during your timed session, so you do not have to be there at the start time. You can use your ticket once to enter (re-entry is not possible on the same ticket) so we recommend you leave enough time to look round everything before the end of the session.

### **Will I have to queue?**

We do all we can to get everyone inside as quickly and safely as possible, but we kindly ask for your patience and please be prepared for queues. Please have your tickets downloaded or printed ready for checking and scanning on arrival.

If you are unable to stand for long periods, please make yourself known to a member of staff on arrival who will be happy to help.

### **Can I bring my dog to the event?**

We regret that dogs, other than assistance dogs, are not permitted inside the Cathedral during this event, due to the number of people attending.

### **Can I buy at the Exclusive Shopping Evening?**

Yes, stalls will be open for sales during the Wednesday evening opening event.

### **How accessible is the Cathedral for wheelchair users?**

There is level or ramp access around the Cathedral, but due to the age of the building, some of the floor surfaces are uneven. There is an accessible toilet near the Lady Chapel.

### **Is there anywhere to leave bags or shopping?**

For security reasons, we ask everyone to keep all belongings, including luggage, bags, buggies and shopping, with them at all times.

### **Will food and drink be available to buy?**

Tea, coffee and other food and drink will be available outside, in the Christmas Village next to the Cathedral. Inside the Cathedral's Lady Chapel there will be a stall selling mulled wine, hot spiced apple juice and mince pies.

Ely city centre is a few minutes' walk from the Cathedral, where you will find several cafes and restaurants, including the Almonry Kitchen. Please note it is not permitted to bring any food or drink into the building.

**Is there any parking or disabled parking?**

If you are arriving by car, a park and ride facility will operate from Ben's Yard (CB7 5TR) on a first come, first served basis. Parking is free of charge. To use the Park and Ride bus service there is a small fee: £3 per person (16 and over), £1 per child (aged 3-15). Buses will run 8.30am – 5pm on Thursday, Friday and Saturday. The buses are wheelchair accessible.

There is free parking, including disabled parking, in Ely city centre, but please note car parks will be very busy. More information on Ely parking is available here: <https://www.eastcambs.gov.uk/parking/car-parks-ely>.

**How near is Ely station if I come by train?**

Ely train station is a short walk from the Cathedral and city centre. There are regular train services to Cambridge, Peterborough, Downham Market, King's Lynn, Norwich and London.

**Will there be toilet facilities?**

There will be plenty of toilet facilities (portaloos) outside by the Festive Village. There is an accessible toilet in the Cathedral, near the Lady Chapel, but otherwise very limited facilities within the Cathedral itself.

**Will the Cathedral be open for visits and tours?**

You will still be able to look around the Cathedral with your Christmas Fair ticket, but no tours run and it will be much busier than usual with some restricted access. If you are interested in the history, heritage and architecture of Ely Cathedral, we advise you arrange your visit for another time