Christmas Gift and Food Fair - FAQs

Can I buy tickets on the day?
Due to high demand, we strongly recommend booking in advance. We cannot guarantee tickets will be available on the day as numbers to the event are limited to meet safety and security guidelines.

I can't find my tickets!
Please email: box.office@elycathedral.org at least 48 hours in advance and we'll resend your tickets.
Our experienced event team will also be happy to help on the day.

How long is my ticket valid for?
All Day Tickets: Valid until 4.30pm with unlimited re-entry throughout the day.
Session Tickets: Valid for the specified timed session only. Re-entry outside your specified ticket time is not permitted due to restriction on numbers.
The Festive Village next to the Cathedral is free to access, however during busy times access will be limited to ticket holders only.

Do I have to arrive for the start of my timed session?
Tickets are valid for entry into the Cathedral any time during your booked session. We recommend you leave enough time to browse the stalls inside the Cathedral before the end of your session.
(Please note both the Cathedral interior and the outdoor Festive Village operate at slightly different times).

Will I have to queue?
Security and Staff on duty will do their very best to make sure that any queuing is limited. Please have your ticket ready to scan on arrival and please be prepared to have your bag searched if asked to do so.
If you have a medical condition and are unable to stand for long periods, speak to a member of staff or security who will be happy to help.

Is parking available, and can I use the Park & Ride?
We recommend pre-booking the Park & Ride from Ben's Yard (CB7 5TR) via our website, as spaces are limited and available on a first come, first served basis.
Buses drop off outside the main entrance of the Cathedral and run approximately every 15 minutes, with wheelchair-accessible buses operating Thursday to Saturday, 8.30am–5pm.
Subject to availability, Park & Ride tickets can also be purchased on the day, but on-the-day purchases are cash only.
Free parking, including disabled parking, is available in Ely city centre, although spaces are limited. For more information on Ely parking, visit: https://www.visitely.org.uk/3d-flip-book/ely-parking-map/.
For your safety, and easy access to the outdoor areas, the main road directly outside the Cathedral (The Gallery) will be closed to general traffic for the duration of the event.

How near is Ely station if I come by train?
Ely train station is just a short walk from the Cathedral (10 minutes), with regular train services to Cambridge, Peterborough, King's Lynn, Norwich and London.

How accessible is the Cathedral for wheelchair users and buggies?
The Cathedral has step-free and ramp access throughout. Please note that some floor surfaces are uneven both inside the Cathedral and the outside spaces. Visitors who use wheelchairs, mobility aids or buggies are very welcome, although please be aware that some areas will be busier than usual at certain times.

What assistance is available during the event?
For your safety and wellbeing, CCTV will be in operation throughout the event. A visible team of professional first aiders, security personnel, safeguarding staff and event stewards will also be on hand to provide assistance and support whenever needed.

Will there be toilet facilities?
Toilet facilities will be located outside near the Festive Village, on Palace Green, and limited facilities within the Cathedral. An accessible toilet and baby changing is available near the Lady Chapel and next to the external temporary facilities

Can I bring my dog to the event?
We regret that, due to the nature of the event, only assistance dogs are permitted inside the Cathedral.

Is there anywhere to leave bags or shopping?
There are no left-luggage or shopping storage facilities available at the event. To help ensure a smooth and safe experience, we encourage visitors to avoid bringing large bags or unnecessary items wherever possible. Please note that certain items may be refused entry if they are considered unsuitable. Random bag searches will also be carried out, so please be prepared for your bag to be checked upon arrival.

Will food and drink be available?
Refreshments are available in the Festive Village. Mulled wine and hot spiced apple juice are available in the Lady Chapel with seating. We request that food or drink is not brought into the Cathedral.
Ely city centre is a few minutes' walk from the Cathedral, where you will find several cafes and restaurants, including the Almonry Kitchen.

Will the Cathedral be open for visits and tours?
For a fuller experience of the Cathedral's history and architecture, we recommend visiting at another time as tours will not operate during this event. https://www.elycathedral.org/plan-your-visit/visitor-tickets-and-tours.