

Group Bookings: Terms & Conditions

Booking

Group bookings are offered subject to availability and will be confirmed in writing (via email). Please note that Ely Cathedral is a working Cathedral and therefore carries out religious services (amongst others), and these will, at times, take precedence over tourist activities. Occasionally arrangements are made at very late notice. If your booking is affected in any way we will endeavour to notify you and offer an alternative date. In the unfortunate event that we are unable to accommodate your group, and another date cannot be agreed, we will refund any monies paid to us. Please note that this will be our only liability to you. Wherever possible we will do our utmost to accommodate your group either at another time or by providing an alternative tour.

Payment

To qualify for the Group Rates, payment should be made by BACS transfer or credit card in advance of your visit via sue.inman@elycathedral.org.uk or 01353 660359,

Groups arriving without a booking, will be subject to the full ticket price.

Guided Tours

Guided tours should be booked at the time of booking.

Each Guide can accommodate a group size of a minimum of 8 and a maximum of 20.

Cathedral Guides are all volunteers and are subject to availability. All guided tours will be subject to confirmation 2 weeks prior to your booking. Should the required number of volunteers not be available, your group can of course undertake a self-led tour of the cathedral.

Arrivals

Please confirm your Booking Reference (*on your booking confirmation*) on arrival and ensure that the full group arrives together to check in.

We recommend one guide per 20 students, ideally with a single language per group of students.

It is essential that all student groups or subgroups are accompanied at all times in the Cathedral. Responsibility for the safety and welfare of a student group remains with the organiser/leader.

We ask that all groups are respectful of other visitors, activity and the cathedral environment during their visit. We reserve the right to ask visitors to leave should behaviour be deemed inappropriate. Please note that no refund will be due in this instance.

Groups arriving at the Cathedral without pre-booking or arriving late risk not being admitted; priority is always given to booked groups especially in the high season (May-Sept and Dec); sometimes services or events may lead to the Cathedral being closed. If you have pre-booked, we are in a better position to advise you of any late changes that might affect your group.

Tour Times & Late arrivals

If you have pre-booked and are late for any reason, admittance will be granted on a case-by-case basis. Our volunteer guides are booked specifically for pre-arranged tour times and will wait up to 15 minutes for parties who are delayed, provided this does not impact any other group or service in the Cathedral. The overall length of your tour may, however, be affected. If your group has been delayed, your group may still be admitted (subject to normal closing times and pre-booked events) but no guide will be provided and no refund/reduction in price will be due.

Languages

All guided visits are conducted in English.

Audio Guides

Please note that Cathedral audio guides are not available for group bookings.

Guide Leaflets

The Cathedral offers a welcome guide leaflet in English. Other languages are available on request and will be made available from the ticket office on arrival.

Cancellations

To cancel or amend a current booking please email sue.inman@elycathedral.org.uk. In the unlikely event of a cancellation by the Cathedral, we will endeavour to re-schedule your booking with us. Ely Cathedral accepts no responsibility for any loss.

Other points of note

We are pleased to offer admission for group bookings at a preferential rate. Please note therefore that these tickets are not eligible for upgrading to an annual ticket.

We do not permit, or have any facilities for, food or drink to be consumed inside the Cathedral.