

St Edmundsbury Cathedral



Frequently Asked Questions

Is the Cathedral open?

Yes It is open for visitors and people who wish to pray privately Monday to Saturday.

It is also open for some services. Do check the Services page on the website for details <https://stedscathedral.org/worship/services> please note that you have to pre-book to attend Sunday services.

Do I need to book to visit?

No You can visit from Monday to Saturday from 10 am to 4 pm without pre-booking. You will be asked to give your name and contact details on arrival for NHS Test and Trace. These details will be kept for 21 days then securely destroyed.

Do I need to pay to visit?

No Entry to the Cathedral is free. We rely on your donations and due to the pandemic, our finances have been hit particular hard. Any donation you can make would be gratefully received. You can use our 'Tap to donate' facility or donate cash. Alternatively you may wish to donate online <https://stedscathedral.org/support-us/donate-online>

Do I need to wear a face covering?

Yes. In light of revised guidance from the Church of England and the Government you must wear a face covering (which covers your nose and mouth) in a public space such as a place of worship. It is mandatory to wear a face covering in the Cathedral Shop. Staff and volunteers are required to wear a face covering.

What measures have been taken to ensure that I can visit safely?

Risk Assessments have been carried out for all areas of the Cathedral's operation. We have introduced hand sanitising stations as you enter the building. Signage reminds all visitors of the need to maintain 2m distance from other visitors.

We have obtained the VisitEngland 'We're Good To Go' certificate.

What access arrangements are in place?

The Cathedral is fully accessible. For visitors requiring level access, please alert the steward who will advise you of the route to follow when you are ready to exit the building (there is an option of a lift or a ramped entrance).

For visitors who are not able to visit at the moment, you will find a range of resources on our website including audio and video information on the Visits and Pilgrimage pages. Prayer resources can also be found <https://stedscathedral.org/worship/prayer-resources>

What can I see and do?

The nave of the Cathedral is open, following a one-way route. This allows you to see most of the building but does not allow entry to the individual chapels. This is because we need to keep them 'clean' for the services which take place there.

There are currently no guided tours and no Tower tours. Information about the Cathedral can be found on the website, by asking our volunteer stewards, or by purchasing the Cathedral Guide Book from the Shop, price £5. The Cathedral Shop stocks other gifts and souvenirs too.

Can I get refreshments?

Yes Pilgrims' Kitchen is open daily serving tea/coffee, cakes, scones and light lunches.

Are the toilets open?

No At the moment we are not able to open the public toilets. For visitors to Pilgrims' Kitchen, an accessible toilet is available.