

# St Edmundsbury Cathedral



## Frequently Asked Questions (updated 19 July 2021)

### Is the Cathedral open?

**Yes** It is open for visitors Monday to Saturday 10.00 am to 4.00 pm and Sundays 12.30 pm to 3.00 pm.

It is also open for services. Do check the Services page on the website for details

<https://stedscathedral.org/worship/services> Please note that you still have to pre-book to attend Sunday services for the time being.

### Do I need to book to visit?

**No** You can visit without pre-booking. You may wish to sign in with the NHS Test and Trace app when you arrive.

### 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?

We **recommend** that you wear a face covering when inside the Cathedral, the Shop and Pilgrims' Kitchen (unless seated).

### 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 hand sanitising stations as you enter the building. We recommend that all visitors continue to observe social distancing 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, including the Lady Chapel, High Altar sanctuary and North transept. It does not allow entry to

the Edmund and Transfiguration chapels. This is because we need to keep them 'clean' for the services which take place there.

There are volunteer stewards and chaplains on duty who will be pleased to answer any questions.

Guided tours are available Monday to Friday at 11 am. Cost £5 per person. Please book your ticket at the Cathedral Shop, then meet the guide near the font. No pre-booking required.

Tower tours take place on Wednesdays at 2.00 pm and Saturdays at 10.30 am. They must be pre-booked (due to limited numbers, currently four per tour). Cost £10 per person. Please book online <https://stedscathedral.org/visit/tower-tours>

Other 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 (Open Mondays to Saturdays 10.00 am to 5.00 pm and Sundays 11.30 am to 4.00 pm).

### **Can I take photos?**

You are welcome to take photos during visiting hours. Please note that it is not permissible to take photos during services.

### **Can I get refreshments?**

**Yes** Pilgrims' Kitchen is open daily serving tea/coffee, cakes, scones and light lunches. Mondays to Saturdays 9.00 am to 4.30 pm and Sundays 9.30 am to 3.30 pm.

### **Are the toilets open?**

**Yes** They are located in the Cathedral Centre, accessed via the Cloisters or Pilgrims' Kitchen.