

## Group Bookings – Terms and Conditions

Please note that there will be project works taking place in the Cathedral during 2024. The Quire will be closed for certain at certain times

### Group Size:

Minimum number, 10 pax for a Standard Tour. Group Leaders/Guides/Drivers are free of charge. Where a passenger is disabled and in need of a carer, the carer will go free. Please process the paperwork at our Welcome Desk before your group enters the Cathedral.

### Opening/Closing Times for Group admittance:

Mon-Sat: 10:00 – 16:00 (last entry 15:00) Sun: 11.30 – 16:00 (last entry 15:00)

\*Please check with the Office for events that may affect your visit.

If you have pre-booked and are late for any reason, admittance will be granted on a case-by-case basis. Please contact the office via e-mail on: [visit@exeter-cathedral.org.uk](mailto:visit@exeter-cathedral.org.uk) or the Welcome Desk on 01392 345970. The Cathedral reserves the right to decline entry to groups that are not pre-booked with the Cathedral Visitors' Office.

### Guided Groups

Cathedral Guides are all volunteers so are subject to availability.

### Payment:

Can be made by invoice after the visit has taken place. Invoice payments are by prior arrangement only for regular groups that have an account with the Cathedral. Please ensure that your group leader signs off a voucher or form, for the correct number of visitors.

Payment should otherwise be made via cash or credit card on the day. Please note that we do not normally accept cheques. If you would like to set-up an account with us, please contact the Visitors' Office on 01392 285983. Should you wish to be invoiced, you must ensure that any outstanding payments are settled at the end of each month.

### Languages:

All guided visits are conducted in English, unless a specific request is made otherwise. The Cathedral can conduct tours in French and German (subject to availability of our guides).

### Audio Guides:

Please note that Cathedral audio guides are available for group bookings subject to availability.

### Guide Leaflets:

The Cathedral is delighted to offer a mini guide leaflet in English, French and German to all its visitors. Normally retailing at £1.50 per booklet, we are offering a discounted rate of £1.00 to groups who pre-order. We kindly ask that you confirm this in writing as a part of your booking request; our Welcome Desk staff will then have them ready upon arrival. Please note that the discount will not be available if requested on the day.

**Reservations:** We will endeavour to acknowledge booking requests within 48 hours.

**Confirmations and Changes:** Bookings and reservations are provided subject to availability and will be confirmed in writing (via a booking confirmation) along with the rates for the visit. Please

note that Exeter 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.

**Pre-booking:** Guided tours should be booked (where possible) at least two weeks prior to your visit. Should you require a guide at the last minute please enquire and we will do our best to obtain one for you. Self-led visits can be booked up to and including on the day of the visit but are subject to availability and activities in the Cathedral - advance booking is nonetheless advisable.

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:** 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 is running late or if it has been delayed it is essential that you contact the Visitors' Office on [visit@exeter-cathedral.org.uk](mailto:visit@exeter-cathedral.org.uk) or the Welcome Desk on 01392 345970 and we will try to agree the new timings with our guides. Should we be unable to agree the new timings with a suitable guide, 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.

**Special Tours:** If you are looking to book one of our special tours, please be aware that there may be a maximum group size. Moreover, any tour involving the Cathedral roof space will require you to read some T&C's in advance. These can be supplied upon request.

**Cancellations:** To cancel or amend a current booking please email [visit@exeter-cathedral.org.uk](mailto:visit@exeter-cathedral.org.uk).

In the unlikely event of a cancellation by the Cathedral, full fees (where applicable) will be returned. Exeter Cathedral accepts no responsibility for any other loss.

**Miscellaneous:** Groups booked who are paying by invoice are subject to these conditions and charges. Prices quoted include VAT at 20% and are subject to change.

**Toilets:** These are located outside the Cathedral in the Cloister Garden and are accessed by a coded door – the code is provided on your booking confirmation. Please ensure that your passengers are made aware of the code prior to arrival.

**Smoking:** No smoking or vaping is allowed on the premises.

**Offers:** From time to time the Cathedral has offers to the public such as 2 for 1. Kindly note group entry prices cannot be used in conjunction with any other offers and any attempt to undercut our agreed prices may result in your clients being denied entry.