

1. Please provide final visitor numbers by a minimum of 14-working days (Guided Tours) or 7 working days (Self-led visits) prior to the visit.
2. Payment on-arrival at the Visitor Desk is by cash or debit/credit card with receipt given for your records. The booking is provisional and is not confirmed until we receive your final numbers.
3. Payment in-advance will be by debit/credit card through an online link allocated to the respective group with subsequent payment receipt. Any increase in actual numbers on the day will require relevant additional payment at the Visitor Desk. Pre-advised increase in numbers can be paid with additional online link in advance. The booking is provisional and on receipt of payment, your booking is then confirmed.
4. Once payment is received, we are unable to offer any refunds for reduced visitor numbers or cancellation of the visit unless cancelled by the Cathedral.
5. Cancellation of the visit is required as soon as possible before payment and by a minimum of 7-working days prior to the visit. For non-arrival, charges may apply particularly for any booked Guided Tours.
6. Please register at the Visitor Desk on arrival for all group visits and confirm or make payment as agreed.
7. For pre-booked guided tours, please report to the Visitor Desk 10 minutes before the start of the tour to meet the Cathedral Guide(s) as appropriate to the booking.
8. Guides will only be able to wait for 15 minutes for late groups. Should you be delayed, please telephone 0191 374 4069. We aim to provide one Guide per 20 visitors so may need to split the group accordingly. Please advise any changes in numbers so that Guides can be assigned. Charges may occur as detailed above. A guided tour will last approximately one hour, unless otherwise arranged.
9. Visits to the Durham Cathedral Museum are on a free-flow basis with entry at your designated timeslot. If paying online your tickets will be sent to you via email. Payments at the Visitor Desk will receive printed tickets.
10. Minimum numbers of 11 apply for the group rate with one-free Leader, otherwise a minimum fee will be charged, unless previously agreed.
11. For group catering, final numbers as booked will be charged unless otherwise agreed. Cancellation for catering is required 10-working days in advance, otherwise the full catering charge will remain.
12. For private use of spaces, users must leave the furniture in the condition and place in which they were found. Any damage or excess cleaning will be charged to the organiser.
13. Most of the Cathedral is accessible, however as an historic building there are some uneven floors and certain areas are limited. Accessible lifts are provided in the Museum and Undercroft Foyer to the Café, Shop & Toilets. Areas with handrail and steps only are the Feretory and Chapel of Nine Altars. Prior's Hall function room has a flight of stairs with a handrail and stair-lift, with five further steps into the main hall. Please note this restriction on access for anyone in your group. Assistance dogs are welcome. If you need any extra help or advice, please let us know in advance.
14. For security reasons please keep belongings to a minimum, as you will have to always keep your bags with you. The Cathedral is not responsible for loss or damage to personal belongings of visitors.
15. Flash-free photography for personal use is encouraged inside and outside of Durham Cathedral. Photography is not allowed in the Museum Great Kitchen or the Gregory Chapel which is reserved for quiet prayer, and we ask for respect for those who are in prayer or do not wish to have their photograph taken. Photography and filming during services, rehearsals and events is not permitted.
16. We ask for a respectful silence at the Shrine of St Cuthbert. You are welcome to light a candle and say private prayers.
17. There are broadcasted prayers in the Cathedral on the hour each hour (10.00-16.00) that last around 3 minutes. Although this will not affect visits around the Cathedral, we ask our visitors to simply pause in silence during that time.
18. The 12.30pm-1.15pm Eucharist Service is also broadcasted throughout the Cathedral, this will not affect free-flow unguided visits, other than possible sound level.
19. There is no coach access or general parking at the Cathedral. Coach drop-off/pick-up is at Framwellgate Waterside (postcode DH1 5TA), and from there you can catch a timetabled shuttle bus provided by Durham County Council (more information can be found online at <https://www.durham.gov.uk/cathedralbus>) or you may walk up to the Cathedral. Please allow sufficient time to for your booked arrival/tour time.
20. Free coach parking is available at Belmont Park & Ride (postcode DH1 1SR). For coach parking maps & directions please see <http://www.durham.gov.uk/durhamcoachparking>
21. For further information about Durham including maps, accommodation and tourist information, please visit www.thisisdurham.com
22. Durham Cathedral is fully committed to safeguarding with a Safeguarding Policy available on our website (<https://www.durhamcathedral.co.uk/more/safeguarding>).
23. Please be aware that as a working Church, tours and visit arrangements may be cancelled at short notice, with our apologies for any inconvenience caused. If you require any further information please contact the Visitor Experience Manager by email visits@durhamcathedral.co.uk.

We hope you enjoy your visit to Durham Cathedral