



## CHRISTMAS GIFT & FOOD FAIR – FAQs

Can I buy tickets on the day?

Subject to availability, tickets can be purchased on the day of the event **on the door only**. We recommend that you buy tickets in advance via the Box Office to avoid disappointment. We are limited to the number of tickets we can sell for each timed session/day so if it busy we will be unable to sell you tickets on the door.

Where is the ticket collection point?

There will be a ticket collection point inside the main entrance of the Cathedral. There will be signs directing you to the ticket collection point on arrival.

If I've lost my wristbands/been sent the wrong ones, what should I do?

Do not worry. Please bring proof of purchase or any tickets or confirmation that you have and we can sort it out for you and issue you with replacement wrist bands.

If I go out, can I come back in?

You can leave the Fair and re-enter providing it is within the date and time on your ticket. We ask visitors to put their wristbands on before entering the Cathedral and to make sure they are worn and visible at all times.

Can you buy goods at the Preview Evening?

Yes. The stalls are open and the preview evening is a perfect time to do your Christmas shopping.

If I have a morning ticket, can I stay into the afternoon?

Due to the high visitor numbers for this event and to ensure everyone has a pleasurable experience at the Fair, we request that the ticket times are respected and adhered to.

Can I use my ticket on different days/sessions?

Unfortunately your ticket is only valid for the date and session it was booked for. If you would like to attend the event on another day you can purchase a ticket from the Box Office or online.

Can I buy tickets for other Cathedral Events at the Christmas Fair?

Yes you can buy tickets to other events at the Christmas Fair. The Box Office will be fully operational but please do bear in mind that they may also be very busy.

Where can I park?

There is limited parking in one of the numerous free car parks in the city centre. Please go to the Visit Ely website for a location map: <https://www.eastcambs.gov.uk/sites/default/files/images/elycarparkmapnov18.pdf>

A Park & Ride facility is available throughout the Christmas Fair from 10.00am to 5.00pm with buses to dropping off and pricing up at regular intervals directly outside the main entrance to the Cathedral. Please visit the Christmas Fair pages on the Cathedral website <https://www.elycathedral.org/events/christmas-gift-food-fair-2019> for full details on the Park & Ride facility.

What time is the first and last Park & Ride shuttle bus?

The last Park & Ride bus of the day will depart from the Cathedral main entrance at 5.00pm. This service will start at 8.45am and offer a regular service to and from the Christmas Gift & Food Fair throughout the day.

What time is the last shuttle bus to Ely Rail Station?

For those travelling by train there will be a shuttle bus from Ely station Car Park transporting visitors to and from the Christmas Fair every 15mins until 5.00pm.

Is there any disabled parking?

There is a disabled drop off point at the rear of the Cathedral but no designated parking for Disabled Badge Holders. Please contact us with your car registration number if you would like to make use of the Disabled drop off point.

What is there to eat at the Christmas Gift & Food Fair?

There are plenty of food and refreshments options at the Christmas Fair. There is a large Café Marquee serving hot drinks, snacks and light lunches plus Hog Roast and a Mulled Wine & Fizz Bar. Outdoor food vendors will be onsite selling Coffee & Cake, Sweet & Savoury Crepes, Toasted Sandwiches, Raclette and Churros. Ely also has plenty of independent and chain restaurants within a very short distance of the Cathedral.

Can I bring my dog to the event?

While we normally welcome dogs at Ely Cathedral we regret that we do not permit dogs during large scale events or concerts unless they are assistance dogs.

Can I bring a pushchair to the 'shoppers with wheels'?

Yes. Shoppers with wheels on the Friday morning of the Christmas Fair is a designated time so those with prams, push chairs or mobility aids can easily access the Fair and spend time going around the stalls at their leisure.

Is there anywhere to leave shopping to collect later?

Unfortunately due to the number of visitors, and for security reasons, we do not provide a facility to leave shopping or luggage. If you purchase something large or heavy it is worth asking the stall holder if they will keep the item for you while you shop.

Can I still look round the Cathedral without visiting the Fair?

You are welcome to purchase a ticket to the Christmas Fair to look around the building but we would not necessarily recommend this as the event could be busy and access to certain areas of interest could be restricted.

Will there still be guided tours?

Due to the nature of the event, there will be no ground floor tours during the Christmas Fair. There will be limited Tower Tours available but tickets must be purchased in advance.

Do babies/toddlers need a ticket/wristband

Yes, children under 16 & babies will need a (free of charge) ticket / wristband for the Christmas Fair and must be accompanied by a paying adult.

Will there be toilet facilities at the event?

There will be plenty of Portaloo facilities at various locations within the event precinct. There is also a toilet for use by visitors with a disability inside the Cathedral.