



## Peterborough Cathedral Ticket Sales

This information applies only to tickets sold through Peterborough Cathedral's ticket system at [www.ticketisland.co.uk/peterboroughcathedral](http://www.ticketisland.co.uk/peterboroughcathedral), whether online, in person, or by phone.

It does not apply to tickets sold by third parties for events held at the Cathedral. For ticket details of those events, please contact the organiser concerned.

See page 2 for Terms and Conditions.

### Definitions

Tickets are set up to suit individual events. These are the words usually used to describe types of ticket:

**Standard** This ticket price applies to everyone, except where a concessionary price is offered.

**Adult** This price applies to all adults, except where a concessionary price is offered.

**Child** This price applies to those aged from 3 years up to 16 years, inclusive. Those aged less than 3 years, who do not require a seat but sit on an adult's lap or in a pushchair ('babes in arms') are admitted free of charge.

**Concession** The following are eligible for the concessionary price, should this be offered:

Children aged 3 – 16 years (see 'Child' above)

Anyone in full-time education

Anyone aged 65 years or over

We reserve the right to request proof of eligibility.

**Family** Family tickets are for two adults and two children aged 3-16 years, unless otherwise specified.

**Carer** This free ticket is available to someone who attends solely to assist a paying ticket holder. For example, they might be signing for a deaf person, assisting someone with learning difficulties or providing help to a physically disabled person. The person being assisted buys a ticket as normal. Carer tickets are not for adults caring for children unless the child has a disability. We reserve the right to request proof of eligibility.

**Unreserved** Unreserved means that, within the price band chosen, you have not booked a specific seat. Instead, on arrival you choose where to sit within the allocated area. The earlier you arrive, the more choice you have. Doors normally open 30 minutes before a performance or event.

**Ticket** Your ticket(s) are within the confirmation email you receive on booking. This can be shown on arrival either on your phone, or as a paper print-out.

# Terms and Conditions

Before making a purchase of tickets from Peterborough Cathedral, you will be asked to confirm that you have accepted these Terms and Conditions.

## 1. Refunds

Once a ticket is purchased it cannot be refunded or resold by Peterborough Cathedral should the customer not be able to attend.

If the event concerned is offered at more than one time or date, Peterborough Cathedral may be able to transfer a booking to an alternative time, subject to availability.

## 2. Replacement tickets

Any lost, stolen or destroyed tickets are not eligible for replacement due to their cash value. It may be possible to re-send your email confirmation to you. To request this call please 01733 355315 or email [info@peterborough-cathedral.org.uk](mailto:info@peterborough-cathedral.org.uk) during office hours (Mon-Fri, 9.00am – 5.00pm).

## 3. Cancellation

Peterborough Cathedral reserves the right to cancel an event at short notice should this be necessary in exceptional circumstances. If an event for which Peterborough Cathedral is selling tickets is cancelled, the Cathedral will attempt to contact each patron. In doing so we will be reliant on the information held within the online ticket system, so please ensure that you have supplied the correct information when booking. Peterborough Cathedral will also advertise the cancellation of an event on their website and via social media. We will endeavour to transfer your booking to a new date, but should that not be possible a refund will be made to the original purchaser.

**\* Please note that should it be necessary to cancel an event due to a change in government or local authority Covid-19 guidance, we will aim to re-schedule, or refund ticket holders with the price of their tickets less a 5% administration fee. \***

## 4. Admission

A ticket may be used to admit the bearer to Peterborough Cathedral only for the event specified, at the date and at the time indicated on the ticket.

## 5. Refusal of entry

The Chapter of Peterborough Cathedral reserves the right to refuse entry or to cancel the event at any time.

## 6. Lost property

Peterborough Cathedral cannot accept responsibility for the loss of any personal items. Should you lose an item and wish to enquire whether it has been handed in, please email [info@peterborough-cathedral.org.uk](mailto:info@peterborough-cathedral.org.uk) with details and we will try to help you.

## 7. Your card transaction

Please note that when you purchase your tickets online, your card will be debited by **ticketisland** (except where your tickets were bought in person or by phone from Peterborough City Council's Visitor Information Centre on Bridge Street).