



## **A Light Spectacular by Illuminos; Sing Choirs of Angels - FAQ**

### **What is Sing Choirs of Angels?**

A light show with a difference by acclaimed animation team: Illuminos.

Sing Choirs of Angels is a spectacular light show around the Close, and on the west front of the Cathedral. Visitors can enjoy popular carols, and head inside to soak up the atmosphere of this special time of year.

The event will be one-way around the Close, however visitors can move freely between each area. The illuminations will run continuously. Visitors are free to move between the screenings and return to them as many times as they wish. There will be an obvious pause point to mark the start/ finish.

The Cathedral Gift Shop will be open and warming refreshments will be available in The Close.

### **How much is it?**

This is a ticket only event – We advise purchasing tickets in advance to avoid disappointment. Tickets can be purchased [online](#) in advance to keep transactions contactless.

**Family Ticket (2 Adults + 2 Children ages 3-16years) £30**

**Adults (Aged 16+) £10.00**

**Children (Aged 3-16years) £7.50**

**Children Under 3 FREE** (please ensure a FREE ticket is selected to ensure they are counted towards capacity)

Please note: there are no further concessions for this event, each visitor will need a valid ticket as noted above.

Tickets will be scanned on entry – electronic tickets via smartphones or other devices will be accepted. Please have your tickets available upon entry to the Close.

### **Will there be tickets on the night?**

Tickets **may** be available on the door via contactless card payment only and subject to availability. We strongly recommend that you book [online](#) to guarantee entry; tickets are limited and will sell quickly.

### **15-minute time slots?**

15-minute time slots have been chosen to reduce queuing time on entry. Visitors are encouraged to take their time and enjoy the experience at their own pace.

### **What happens if I miss my time slot?**

Do not panic; we will endeavour to get you in at the next available time slot.

**We will not be able to allow visitors to access earlier time slots.**

### Where is the entrance?

Entry will be via Dam Street ONLY; this is to allow a one-way system around the Close.

Volunteers will be on site to help guide you and answer any questions you may have.

### Where is the exit?

Exit will be via Dam Street or Beacon Street.

### How accessible is the experience?

All areas of this event are accessible for wheelchair users, pushchairs, and mobility scooters.

The Cathedral can be accessed via a ramped entrance for those with pushchairs and anyone who requires flat access.

Visitors should note the experience is not in one location and you will move around the Close and inside the Cathedral. Limited seating will be available inside the Cathedral for those who are less able to stand.

The experience involves varying sound levels including loud sounds and music, moving and flashing images. It is also likely some areas will be dimly lit.

Please note that there is no parking and **no accessible parking** on site. The closest public car park with disabled bays is Bird Street. You can check for further car parking with disabled bays here -

<https://www.visitlichfield.co.uk/accessibility>

An accessible toilet will be available, near to the Dam Street entrance of the Close.

### Where can we park?

There is strictly no parking on site, you will need to park elsewhere in the city.

Details regarding all of the city's car parks can be found at the following link

<https://www.lichfielddc.gov.uk/Residents/Transport-and-streets/Car-parking/Lichfield-city-car-park-map.aspx>

### Where are the toilets?

The public toilets, situated in The Old Stables, will be open including 1 accessible toilet.

Toilets are near the pedestrian entrance to The Close via Dam Street.

**There are no toilets inside the Cathedral.**

### Are refunds available?

**Tickets are non-refundable and cannot be transferred, except in the case of cancellation by Lichfield Cathedral.**

Any refund will be given for ticket face value only. Lichfield Cathedral reserve the right to retain fees incurred at the point of booking and any donations given.

Once processed, refunds will take 7-10 working days to clear as funds in your account.

## Your privacy

Lichfield Cathedral is committed to protecting and respecting your privacy.

When purchasing your ticket to this event we will collect personal data such as name, email address and telephone number – this information is gathered purely for communicating details of the event booked and for financial records. Payment details are processed securely by Stripe.

Our Privacy policy and Safeguarding privacy policy can be downloaded on our website [here](#).

## Safeguarding

Safeguarding is the action the Church takes to promote a safer culture. This means we will promote the welfare of children, young people and adults, work to prevent abuse from occurring, seek to protect those that are at risk of being abused and respond well to those that have been abused. We will take care to identify where a person may present a risk to others and offer support to them whilst taking steps to mitigate such risks.

All children or young people (<16) will need to be accompanied, at all times, by a parent or guardian. If it is a group booking, there must be an identified responsible adult who will have assumed permission to be in care of the children/young people.

If a child, young person, or adult is found to be putting others at risk, they will be asked to leave the premises. This will be at the Cathedral's discretion and will invalidate any request for a refund.

If you have any concerns, please report this to the Cathedral Safeguarding Officer, Simon Warburton 01543 306105 or email [simon.warburton@lichfield-cathedral.org](mailto:simon.warburton@lichfield-cathedral.org).

**If there is any immediate or concern or danger, please call 999.**