

Tower Tours- Terms and Conditions

The Tower Tour routes include narrow spiral steps to a height above the Nave and then further, narrower steps up the top of the Central Tower (the base of the Spire). You must be fit and healthy to climb the spiral steps – there are around 210 steps in total.

Please note the following BEFORE booking your tickets:

- Tower Tours involve spiral staircases and passageways that are very narrow in places (narrowest point is 38 cm). We would ask that you ensure you and all in your booking party have a good level of fitness and are comfortable with being in enclosed spaces.
- Please be advised that some of the steps, particularly on the higher spaces on the tour, are uneven and narrow and extreme care must be taken.
- The tour is open only to adults and children 8 years old and over.
- Children under the age of 16 must be accompanied by a responsible adult.
- We ask that a maximum of 2 under 16s attend per responsible adult.
- We are now a dog-friendly Cathedral Monday-Saturday; however **dogs are not permitted** on Tower Tours.
- The tour routes involve going outside at height, please ensure you wear suitable clothing for the weather.
- Equally, sensible clothing must also be worn that allows for you to use both hands at all times.
- In the event of adverse weather conditions where the tour is cancelled, we will offer an alternative date to rebook.
- The visit is unsuitable for anyone who suffers from heart or respiratory disorders or any medical or other condition (including pregnancy) which could be adversely affected by the climb.
- Everyone taking part in the visit must have both hands free for the climb to the tower.
- There is no facility to store baggage or belongings, please ensure any bags are hands-free so you can hold on to the rails with both hands. Any bags worn must not be larger than a medium-sized backpack (approx. 30cm x 50cm)
- Sensible, sturdy footwear must be worn. No flip-flops, high heels, slippers, etc. For your own safety, you will not be allowed to climb if you are wearing inappropriate footwear.
- Everyone on the tour must stay with group and designated guides. It is not permitted to walk alone within the spaces, or open doors and gates without permission from your guide(s).
- There is no access to toilet facilities with the tower and upper areas.
- We reserve the right to refuse entry.

A Tower Tour is potentially dangerous due to the narrow and steep nature of the spaces, which means there is a risk to life or injury if the instructions of your guide(s) aren't followed.

There will be a compulsory briefing before the tour starts. Failure to follow instructions and ensure your safety and that of those around you may result in your removal from the tour. We will not issue a refund in such circumstances.

By purchasing a ticket for a Tower Tour you are agreeing to these terms and conditions. If you are purchasing on behalf of other people, please ensure they have read and understood the terms and conditions.

Ticket policy

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.

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