

## TRAVEL TRADE OPERATIONAL INFORMATION – 2024 v1

### **SIGHTSEEING OPENING DAYS AND TIMES**

St Paul's Cathedral usually opens for sightseeing Monday to Saturday at 08.30 (10.00 on Wednesdays). Last admission to the Cathedral is at 16.00. Once inside the Cathedral, access to the Dome Galleries is from 09.30 – 16.15 (10.00 – 16.15 on Wednesdays). The Cathedral closes for sightseeing at 16.30.

St Paul's Cathedral is a working church and special services or events may sometimes close all or part of the Cathedral. We aim to give you as much notice as possible of any changes to our sightseeing opening hours and on a monthly basis distribute a list of any changes for the forthcoming six months. You can download this from our [travel trade page](#) or you can check our [what's on guide](#) for specific sightseeing opening hours each day.

On Sunday's the Cathedral is open for services and worship only and our sightseeing product is not available.

### **BOOKINGS:**

#### **Credit account voucher partners-**

Admission to St Paul's Cathedral is a freesale product. Unless you are organising a large group visit (100+), or have special requirements (such as access), there is no need to book a voucher visit in advance with the Sales and Admissions team. If you choose to advise us of any other planned group visits then we will acknowledge receipt and add the information to our diary but you do not need to update us with any changes to the party size.

**Future development:** In 2024 we will be introducing our partners to our B2B trade partner booking portal. It will allow credit account partners to login to book their date and time specific visits, enter your own reference for the visit, receive E-tickets to pass on to the visiting customer to use at the fast-track admission points, and still be invoiced at month end of the visit.

#### **Pre-pay partners-**

Bookings can be made and paid for on the B2B trade partner portal. The system offers visit date up to three months in advance and you can even book on the day. Capacity is not restricted at the Cathedral. Please contact the Sales and Admissions team for your login.

#### **Tour equipment-**

For groups wishing to use the [Group Tour System \(GTS\)](#) technology or to request individual [multimedia guides](#), it is useful to pre-advise us of your group's requirements so that the equipment can be ready and waiting. It will be held for up to 15 minutes from the advised arrival time before being released back into use for others.

## **SALES PARTNER VOUCHERS / TICKETS:**

### **Credit account voucher partners-**

#### ***Freesale vouchers***

It is essential that you issue and make sure your client has a valid printed voucher or ticket to exchange at the Cathedral to gain entry, unless we have a specific agreement not to need to collect your vouchers. Please refer to your sales agreement for details of the minimum inclusions this must show.

#### ***B2B trade partner portal bookings (once live)***

If you have booked via the B2B trade partner portal, please ensure your client has their E-tickets for presentation and scanning upon their arrival. You might also want to provide your client with the St Paul's Cathedral order number as a backup in case they forget their E-tickets.

#### **Pre-pay partners-**

Please ensure your client has their E-tickets for presentation and scanning upon their arrival. You might also want to provide your client with the St Paul's Cathedral order number as a backup in case they forget their E-tickets.

#### **St Paul's E-tickets-**

E-tickets are all issued as individual tickets except for child group tickets, which are issued as one E-ticket covering all children booked.

E-tickets can be printed or shown on a mobile device and are scanned on arrival at the Cathedral at the fast-track admission points. Visitors must keep their E-ticket with them throughout their visit.

Should the visiting party forget their E-tickets then their tickets can be re-issued upon arrival at the Cathedral. To do this the party must all arrive together and quote the St Paul's Cathedral order number.

#### **Pricing-**

All St Paul's Cathedral admission tickets and E-tickets issued for our trade partner visits are created without any confidential pricing shown on them.

## **SECURITY AND ENTRY TO THE CATHEDRAL**

We have a number of different [security measures](#) in place, some which are visible and some which are imperceptible. We work closely with the City of London police, and other security partners. We urge visitors to not bring bags, wherever possible. Only small bags such as handbags or day packs are permissible (maximum permitted dimensions 45cm x 30cm x 25cm including handles, wheels and pockets) and will be subject to bag searching. There are no cloakroom facilities available.

Visitors to the Cathedral are subject to and must abide by the [terms and conditions of entry](#) in force at that time.

When visiting close to the last admission time please note that visitors must clear external security first before that last admission time.

View details of the [Cathedral location and how to find us](#)

Entry for visitors is at the west end of the Cathedral and voucher and E-ticket customers can use any admission till point directed to them by staff or signage. Fast track points may be in operation at busy times and are available only for those in possession of St Paul's E-tickets.

There is a step free entrance at the North Transept. If any member of the party has an access need, then the whole party may use this entrance together. Read more about [accessibility at the Cathedral](#).

## **INSIDE THE CATHEDRAL**

Tickets for any adults and concessions are issued individually, as are non-group child tickets (i.e. under 15 quantity). Group children will receive a single ticket for the total quantity of child admissions in the visit and the party should stay together with their supervising adult(s) during their visit please.

On average our visitors stay for two hours. Groups with tight timetables will often view the Cathedral in a shorter time. There is no maximum or minimum visit time imposed by St Paul's Cathedral although note that there is just 30 minutes from last entry until closure.

Since June 2019, personal non-flash **photography** has been permitted inside St Paul's Cathedral during sightseeing opening hours, except on the Whispering Gallery. The recording of video and the use of lighting, selfie sticks, tripods and monopods are not permitted. Read our [filming and photography guidance](#).

Individual child ticket holders (available to those aged 6-17) aged under 16 must be accompanied and supervised by an adult aged 18 or over at all times, including when accessing the Dome Galleries.

**Groups of 10 or more children** aged 6-17 must be accompanied and supervised by an adult(s) aged 18 or over at all times during their visit, including when accessing the Dome Galleries.

We recommend that those bringing groups of children follow the [NSPCC guidance](#) which recommends having at least two adults present and the following minimum adult to child ratios:

- 0 - 2 years - one adult to three children
- 2 - 3 years - one adult to four children
- 4 - 8 years - one adult to six children
- 9 - 12 years - one adult to eight children
- 13 - 18 years - one adult to 10 children

In order to visit the Cathedral with a group of children, these are the very minimum adult to child ratios which must be met:

- 6 - 12 years - one adult to 10 children
- 13 - 17 years - one adult to 20 children

A St Paul's Cathedral ticket(s) must be shown when collecting the Group Tour System (GTS) or multimedia guide equipment, when accessing the Galleries and also when re-entering the ticketed Crypt area from the toilets / shop.

## **TOURS:**

Our [touchscreen multimedia guide](#) is included and offered to all FIT visitors offering up to 90 minutes of interactive self-guided content. It is available in nine languages (English, French, German, Italian, Portuguese, Spanish, Japanese, Korean and Mandarin), as well as British Sign Language (BSL) and Audio Description (AD). Each language version offers full, short and family tour formats.

[60 minute guided tours](#) of the Cathedral Floor and Crypt in English led by cathedral guides are also included for FIT visitors to join subject to availability. Our guides also offer **short 15 minute introductory talks**. Tours and introductory talks generally take place between 11am and 3pm. Places are limited on these popular tours and talks and visitors should register to join one upon arrival at the Cathedral.

Groups can be guided by their Blue Badge Guide or a City of London Guide (who needs to have passed the St Paul's Cathedral Accredited Course) and may use the [Group Tour System](#) (GTS) technology if desired. Groups without a guide but with a tour leader are given the GTS equipment connected to a multimedia guide; the tour leader selects and plays audio from the guide and can add their own instructions and comments via a connected microphone.

A group without a guide or tour leader may use individual multimedia guides for a self-guided visit subject to availability of the equipment at the time of visit, unless pre-advised.

For English speaking groups we can also offer the option to book a Cathedral guide for the same 60 minute guided tour of the Cathedral Floor and Crypt but on a private basis for the group. Additional charges apply which require pre-payment by all partners, including those with a credit facility.

We also offer a fantastic 60 minute 'behind the scenes' tour in English of the Cathedral's [Triforium](#) level for small special interest groups (max 20 pax). Additional charges apply which require pre-payment by all partners, including those with a credit facility.

Please direct all enquiries and bookings for private group guided tours and Triforium Tours to the Sales and Admissions team at least one month in advance.

## **EXITING THE CATHEDRAL**

The main visitor exit from the Cathedral is at the west end of the Crypt, up to ground level. A step free option exits from the Cathedral Floor to ground level via the North Transept.

## **CONTACT DETAILS:**

Administration address: The Chapter House, St Paul's Churchyard, London, EC4M 8AD.

Website: [www.stpauls.co.uk](http://www.stpauls.co.uk) Facebook: [stpaulscathedral](https://www.facebook.com/stpaulscathedral) Twitter: [stpaulslondon](https://twitter.com/stpaulslondon)

Instagram: [stpaulscathedrallondon](https://www.instagram.com/stpaulscathedrallondon) YouTube: [stpaulslondon](https://www.youtube.com/stpaulslondon)

### **Sales and Admissions-**

Mirian Takasugi, *Sales and Admissions Administrator*

T: +44 (0) 207 246 8357 (Mon – Fri, except Wed, 09.00 – 15.45)

E: [admissions@stpaulscathedral.org.uk](mailto:admissions@stpaulscathedral.org.uk)

Matthew Taylor, *Sales and Ticketing Manager*

T: +44 (0)207 246 8317 (Mon – Thu, 09.00 – 17.00; Fri 09.00 – 14.45)  
E: [mtaylor@stpaulscathedral.org.uk](mailto:mtaylor@stpaulscathedral.org.uk)

**Finance-**

Sue Crook, *Credit Controller*

T: +44 (0) 207 246 8302 (Tue – Thu, 09.00 – 17.00)

E: [scrook@stpaulscathedral.org.uk](mailto:scrook@stpaulscathedral.org.uk)

E: (For emailing remittance advices) [Remittances@stpaulscathedral.org.uk](mailto:Remittances@stpaulscathedral.org.uk)

**General Enquiries-**

St Paul's Cathedral reception

T: +44 (0) 207 246 8350 (Mon – Fri, 09.00 – 17.00)

E: [reception@stpaulscathedral.org.uk](mailto:reception@stpaulscathedral.org.uk)

We very much look forward to working with you.

If there is anything further we can help you with, please do not hesitate to contact us.

**Don't forget to look at our travel trade resources available online:**

<https://spc99->

[my.sharepoint.com/:f/g/personal/mtaylor\\_stpaulscathedral\\_org\\_uk/EgLwm-kTIIFNqIt\\_fqIANQkBLDTD5hMVF\\_qIoFyWIWmZ8A?e=z8UhX6](https://spc99-my.sharepoint.com/:f/g/personal/mtaylor_stpaulscathedral_org_uk/EgLwm-kTIIFNqIt_fqIANQkBLDTD5hMVF_qIoFyWIWmZ8A?e=z8UhX6)