

## POLICY FOR FUTURE CAROL SERVICES

1. In the past, it has been customary for seating at the 3 Carol Services to be unreserved except for seats allocated to the Cathedral's official guests. Until 2005, this arrangement worked satisfactorily, because the Cathedral could be kept open all day, and people could arrive whenever they wished, thus minimising queuing. The Fire Safety Reform Order (2005), however, set a limit on the number of people allowed into the Cathedral for Services and, to comply with that Order, it has been necessary to close the doors prior to each Service to ensure that the Cathedral is empty. We have also had to issue tickets at the door to account for the numbers inside the Cathedral. Apart from being a manpower-intensive exercise, this policy has resulted in overlong queues and some criticism of the Cathedral.

2. To overcome the above problems, The Dean and Chapter have agreed the following policy for future Carol Services which, this year, will be held on Friday 19, Saturday 20 and Monday 22 December:

a. All 3 services will be ticketed through the Cathedral Box Office and will have a mix of 1250 reserved seats and 750 standing spaces

b. There will be a priority booking period from Monday 29 September to Friday 10 October 2008 for the Cathedral Community Roll and Friends of the Cathedral not on the roll for the first Carol Service on Friday 19 December 2008.

c. Tickets for all 3 Carol Services will be made fully available to the public from Monday 13th October through the Box Office or online.

d. Tickets are free, but there will be a 75p postage fee for all telephone and internet bookings. Tickets may be collected from the Box Office up to 30 minutes before the start of the relevant Carol Service, but you are strongly encouraged to collect your tickets before the day of the Carol Service for which you have booked.

3. The Dean and Chapter hope that you will understand the rationale for setting in place the above policy which, it is hoped, will provide an efficient and fair means of administering the Carol Services for all concerned.