



Mars: War and Peace

This FAQ covers:

- **Mars by Day**
- **Mars by Night**
- **Celestial Heights Tours**
- **Accessible Viewing Sessions.**

Mars by Day

Do I have to book tickets to see Mars?

There is no need to book to see Mars for Mars by Day.

Tickets are required for anyone wishing to attend a Mars by Night event, and/or undertake a Celestial Heights Tour. There are also other ticketed special Mars events, please keep an eye on the [What's On page](#).

When can I see Mars by Day?

Mars by Day events will run most days. Please see the **Mars by Day** events on our [What's On page](#) for the day you intend to visit. The Mars by Day events will vary in timing due to other events and activities taking place.

How much does it cost to see Mars?

There will be no charge for entry to see Mars by Day at Truro Cathedral, but donations of £5/adult are encouraged. Your donation enables the cathedral to bring events such as Mars: War and Peace to the community of Cornwall as well as care for the historic building.

Will I have to queue?

It is anticipated that lots of people will want to come to see Mars whilst it is at Truro Cathedral, therefore you may experience some queuing. A queuing system will be in place at peak times, and the cathedral team will work to ensure visitor flow is as smooth as possible.

Do you have a Café?

We do not have a cafe, but there are numerous great cafes' nearby.

Do you have toilets?

Yes, the toilets, including an accessible toilet, are located near the Chapter House.



Do you have wheelchair access?

There is ramp access at the front of the cathedral in High Cross near the front entrance. Nearly all parts of the cathedral are accessible by ramp, but St Mary's aisle is not accessible by wheelchair. There is a wheelchair available for use by the ramp entrance. Steward assistance is available where possible.

Where can I park?

There are a number of public car parks close to Truro Cathedral. We encourage visitors to walk or use public transport when possible. You can find a map and directions to Truro Cathedral [here](#)

How can I bring a group?

If you plan to bring a school or group, please visit our dedicated [Mars Schools/Group page for further information.](#)

For anyone wishing to bring a general group of 10 or more people, please email your request, including details of your preferred date, time and number of attendees to. A member of the cathedral team will review your request and come back to you.

Can I bring my dog to see Mars by Day?

As well as assistance dogs, well-behaved dogs on leads are also welcome.

Mars Accessible Viewing Sessions**What is an Accessible Viewing Session?**

Mars Accessible Viewing Sessions are designed to be inclusive and offer a more accessible, quieter viewing experience. During these times, the permitted number of visitors will be reduced, the soundtrack accompanying Mars will be played at a lower volume, and visitors will be asked, where possible, to keep noise levels low.

Do you have toilets?

Yes, the toilets, including an accessible toilet, are located near the Chapter House.

Do you have wheelchair access?

There is ramp access at the front of the cathedral in High Cross near the front entrance. Nearly all parts of the cathedral are accessible by ramp, but St Mary's aisle is not accessible by wheelchair. There is a wheelchair available for use by the ramp entrance. Steward assistance is available where possible.

When are the Accessible Viewing Sessions taking Place?

Tuesday 14 October 10:00 - 11:00

Wednesday 22 October 16:00-17:00

Thursday 30 October 10:00-11:00

Please visit the cathedral website [Accessible Viewing Session](#) events for more information about these sessions.

Do I have to book tickets to attend an Accessible Viewing Session?

There is no ticketing and no need to book to attend an Accessible Viewing Session, however, please be aware some queuing may be required due to the reduced capacity.

How much does it cost to attend an Accessible Viewing Session ?

There will be no charge for entry to see Mars at Truro Cathedral during Accessible Viewing Sessions, with donations of £5/adult encouraged. Your donation enables the cathedral to bring events such as Mars and other exhibitions to the community of Cornwall as well as care for this historic building.

Can I bring my dog to an Accessible Viewing Session?

Assistance Dogs are welcome.

Mars by Night

What is Mars by Night?

Mars By Night are dedicated, ticketed evening sessions that provide you with the chance to experience the full illumination effect of Mars against the darker evening atmosphere in the cathedral.

When are the Mars by Night sessions happening?

The dates and times of all Mars by Night sessions can be [viewed here](#).

How much is a ticket for Mars by Night?

Tickets are £6.50 per person (free for under 11s), with all funds raised directly supporting the care and upkeep of Truro Cathedral.

Where can I buy tickets for Mars by Night?

Tickets are available to book for each session via the Truro Cathedral website. Just [click here](#), select your chosen date and follow the instructions. Your email order confirmation will act as your ticket.

Can I pay to see Mars by Night on the door?

If any slots for a session remain, it may be possible to pay at the door, however, this cannot be guaranteed so we recommend that you book in advance wherever possible.

Do I have to book Mars by Night tickets for Under 11s?

Yes, please. Although entry is free for anyone under the age of 11, please ensure to book 'FREE Under 11' tickets for all those attending with you who qualify. This will assist the cathedral in managing visitor numbers and flow – thank you.

How will I receive my Mars by Night tickets?

Once you have booked, you will receive an email from Truro Cathedral confirming your online booking, **this will act as your ticket(s)**. Please ensure you have access to your booking confirmation number when you attend.

Do I need to print my Mars by Night confirmation email?

If you can access your booking confirmation on your phone or mobile device when visiting, there is no need to print the email order confirmation.

How long is a Mars by Night experience?

To ensure an enjoyable experience for all those attending Mars by Night, each timed ticket slot lasts for around 1-hour, although you are welcome to stay for longer.

What time do I need to arrive?

To ensure the best viewing experience for all Mars by Night visitors, please be advised last entry for any slot booked will be 15 minutes prior to the booked hour ending (e.g. last admission for an 18:30-19:30 slot will be 19:15), therefore please ensure to arrive in plenty of time. Early admittance is not permitted.

What happens if I'm running late for my timeslot?

All Mars by Night tickets will come with a 1-hour timeslot. You can arrive at any point during the first 45 minutes of your timeslot (see above). We will do our best to accommodate latecomers where possible, but this is not guaranteed.

Can I change the date and time of my Mars By Night ticket?

If you would like to change your ticket date and time after purchasing your ticket: please purchase a new ticket with the required date and time, then email mars@trurocathedral.org.uk and request a refund attaching your original and new booking confirmation identifying which is to be refunded. Note that a refund can take up to seven days to be actioned.

Can I get a refund if I am no longer able to attend?

We are unable to offer refunds for Mars by Night events.

What happens if the timeslot I want is sold out?

If the slot you want is sold out, we advise you to check availability on the other dates/times. We may release additional tickets later - these will be announced in our e-newsletter and on our social media channels. Follow us on [Facebook](#), [Instagram](#) or [sign up to receive Mars email updates](#).

Can I bring my dog to see Mars by Night?

As well as assistance dogs, well-behaved dogs on leads are also welcome.

Celestial Heights Tours

What is a Celestial Heights Tour?

Celestial Heights Tours are 30-minute guided tours running alongside Mars by Night during which you ascend a stone spiral staircase before walking through the cathedral roof space to arrive at the High-Level Gallery. From here you can gaze down upon Mars allowing you to view and take photographs of the red planet's north pole from above. You can also spot 'Olympus Mons' the largest volcano in the solar system and prominent craters 'Lomonosov' and 'Korolev'.

How big is each Celestial Heights Tour group?

There will be a maximum of ten spaces available on each tour. Each tour will be led by a guide and accompanied by a safety stewards.

I would like to go on a Celestial Heights Tour – what do I need to do?

Visit the [cathedral website](#) and select the date you would like to join a tour. Click to book tickets and then follow the instructions. Please note that Celestial Heights Tours will not run every day. Please note this tour is not suitable for anyone under the age of 11, and under 18's must be accompanied by an adult.

How much is a Celestial Heights Tour ticket?

Tickets are £20.00 per person. This includes your tour (£13.50) and Mars by Night Entry (£6.50), with all funds raised directly supporting the care and upkeep of Truro Cathedral.

Where can I buy Celestial Heights Tour tickets?

Tickets are available to book for each session via the Truro Cathedral website. Just [click here](#), select your chosen date and follow the instructions.

I'm coming to a Mars by Night event - can I book onto a Celestial Heights Tour on the night?

Tickets may be available at the door if any tour slots remain. However, this cannot be guaranteed, so we recommend that you book in advance wherever possible.

How will I receive my Celestial Heights Tour tickets?

Once you have booked, you will receive an email from Truro Cathedral confirming your online booking. Please ensure you have access to your booking confirmation number when you attend.

Do I need to print my Celestial Heights Tour tickets?

If you can access your tickets/booking on your phone or mobile device when visiting, there is no need to print your tickets. However, printed tickets will, of course, be accepted.

How long does each tour last?

Each tour lasts approximately ½ hour. This provides enough time to gently ascend to the High-Level Gallery, time to appreciate the view and take photographs, and then make our way back down.

What time do I need to arrive?

Please ensure to be at the Celestial Heights Tour departure point 10 minutes prior to the start of your tour. This allows you to meet your guides, listen to a short safety briefing, and sign a safety waiver.

What happens if I'm running late?

Unfortunately, we will not be able to accommodate latecomers on the tours due to safety reasons. If there are spare slots for a later tour on the same day, we will do our best to move your booking over, but this cannot be guaranteed.

What does the tour involve?

Each tour is facilitated by a guide who will lead the group up the enclosed spiral staircase to the cathedral roof space. The stairway is steep and narrow, reducing (to 54cm wide) as you ascend the 101 steps. At the top of the stairway is a short and narrow (45cm wide x 195cm height) corridor leading to the walkway through the Western roof void. The roof void is traversed by a wooden gangway, which has handrails. You will pass through two voids before arriving over the Crossing. From here you will be able to look down and see the North Pole of Mars. There is a balcony area which you can see over and through. Caution is to be taken when viewing, moving around the rigging and other trip hazards which exist in this space. The group will stay at the Crossing for between 5 & 10 minutes before descending back to ground level. The guide will be accompanied by two safety stewards on each tour.

Are there any restrictions on who can go on a tour?

Due to the physical and safety elements of this tour, there are several restrictions:

- This tour is unsuitable for anyone who has any condition or difficulties arising from exertion or any mobility difficulty.
- The minimum age for anyone undertaking a tour is 11. Anyone aged under 18 must be accompanied by a consenting parent or guardian.
- There are several areas with low ceiling level. Caution must be undertaken. Safety helmets will be available.
- Flat (sensible) footwear must be worn.
- Participation in the tour will require tour participants to listen to a safety briefing and complete a waiver prior to the start of the tour.

Can my child attend the tour while I wait at the bottom?

Unfortunately, this tour is not suitable for anyone under the age of 11, and under 18's must be accompanied by an adult.

Can I change the date and time of my Celestial Heights Tour once booked?

If you would like to change your ticket date and time after purchasing your ticket: please purchase a new ticket with the required date and time, then email mars@trurocathedral.org.uk and request a refund attaching your original and new booking confirmation identifying which is to be refunded. Note that a refund can take up to seven days to be actioned.

Can I get a refund if I am no longer able to attend?

We are unable to offer refunds for Celestial Heights Tours.

What happens if the tour I want is sold out?

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Can I bring my dog to the Celestial Heights Tours?

Dogs can not accompany you on the Celestial Height Tours but if you have someone in your party to look after them during your tour, well-behaved dogs are welcome to Mars by Night events.