



## Lux Muralis at Truro Cathedral - Frequently Asked Questions

### Visiting to see Lux Muralis

#### **Do I have to book tickets to see Lux Muralis?**

We recommend you book in advance to avoid disappointment as we anticipate this to be a popular event. We will sell tickets at the door if any remain available.

#### **What are the event dates and times?**

Lux Muralis will be at the cathedral between 13 and 17 January. For visitor flow, there will be 20-minute intakes/timeslots running from 5.10 pm until 9.30pm each evening.

#### **How long does the event last?**

The show runs for approximately 45 mins and although you may stay as long as you wish we would anticipate your visit will take up to an hour.

#### **Is there a minimum age?**

All ages are welcome.

#### **How much does it cost to see Lux Muralis?**

Ticket prices are as follows:

Adult £10.

Children 5-18 yrs £8.

Children under 5 years FREE, no ticket required.

Family Tickets (2 adults + up to 5 children) £25.

Accompanying Registered Carers – FREE

Truro Cathedral is a Registered Charity No. 120782. Please consider giving a donation via the 'Tip' box when booking online. Funds raised will help the cathedral to continue to bring installations such as this to Cornwall.

#### **Where can I buy tickets?**

Tickets can be bought through the cathedral website in advance and can be bought on the door. Advance booking is recommended.

#### **What happens if the timeslot I want is sold out?**

Please choose an alternative time slot. 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](#) and [Twitter](#) or sign up to the website and receive email updates there.

**How will I receive my Lux Muralis tickets?**

Once you have booked, you will receive an email confirming your online booking. This acts as your ticket. Please ensure you bring your booking confirmation when you attend, this does not need to be printed.

**Do I need to print my Lux Muralis my online booking confirmation?**

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

**Will I have to queue?**

It is likely that you will have to queue. This will be outside on High Cross (in front of the cathedral) and we recommend that you wear warm clothes due to the time of year.

**What time should I arrive?**

The cathedral team will work to ensure visitor flow is as smooth as possible. Please do not come earlier than 10 minutes before your booked slot time as we are not able to let visitors into the cathedral early.

**What happens if I arrive late for my time slot?**

The cathedral team will try to accommodate where possible, please alert the team on arrival and they can advise. We will do our best to accommodate latecomers, but this is not guaranteed.

**Can I change the date and time of 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 [info@trurocathedral.org.uk](mailto:info@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 have a refund if I am no longer able to attend?**

We are unable to offer refunds.

**Do you have a Café?**

There will be refreshments at High Cross (in front of the cathedral).

**Do you have toilets?**

Yes, the toilets, including an accessible toilet, are located near the Chapter House towards the rear of the cathedral.

**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. Please make yourself known to a Steward (Stewards will have Steward Hi-Vis clothing) if you require assistance. There are a limited number of wheelchairs available for use at the cathedral – please pre-book this by emailing [info@trurocathedral.org.uk](mailto:info@trurocathedral.org.uk) prior to your visit.

**Where can I park?**

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

**How can I bring a group?**

Yes. Please note the 20-minute timeslots will have a maximum of 140 bookings per slot, and around 800 visitors could be in the cathedral for the event at any one time.

**Can I bring my dog?**

Due to the crowds, the immersive nature of the exhibition and the number of people attending, only assistance dogs will be allowed.