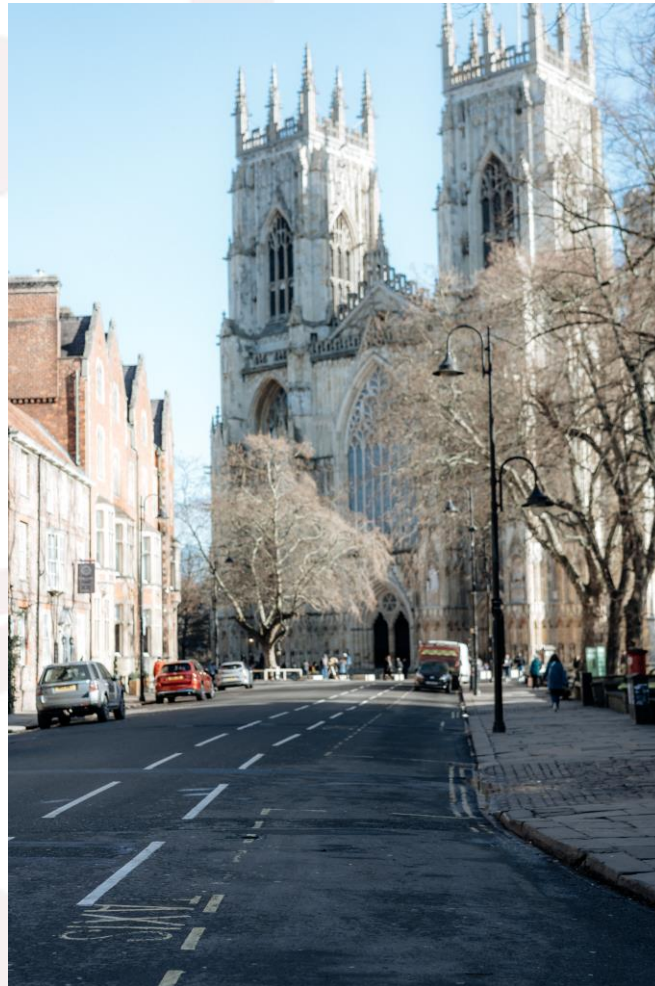


York Minster Visual Story



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The Minster is located in the heart of the city centre and has 3 different entry points from the city. The main entrance to York Minster is located on the West side.

There is a choice of ramped or stepped access with handrails.

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There are friendly members of staff to greet and help you outside the door. They wear red lanyards around their necks.

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There are suitable areas around the Minster for taxi drop offs that require a short walk to the main entrance Assistance dogs are welcome

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The Minster is open Mon-Sat 9.30am to 3.30pm (last admission) and Sun 12.45 to 2.15pm (last admission). There are times when we have different opening hours or are closed to the public so always check our website before visiting.

You need a ticket to visit York Minster for sightseeing. Tickets are valid for a year, so you are welcome to come back as many times as you want. We have free of charge tickets for carers.

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You may have to queue to enter the Minster at busy times. There are two lanes separated by a red barrier. If you are unsure the staff can help you.

The left-hand lane is for people who want to buy tickets at the admission desk inside. Tickets are by card payment only. Staff will direct you through sliding glass doors that you need to open and close yourself to get to the admission desk. The staff can assist you with this if needed.

The right-hand lane is for people who have pre-booked tickets. You can pre-book a ticket with a time slot on our website www.yorkminster.org. This will allow you to avoid queuing to buy tickets and you will be directed into the Minster by the first pull door on the right.



There is a welcome desk just inside the entrance if you need help or advice. Here you can collect floor maps, treasure hunts, and sign up for a free guided tour (Monday – Saturday, Subject to Availability)

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You can also borrow Explorer Backpacks which must be returned to the desks or shop at the end of your visit .

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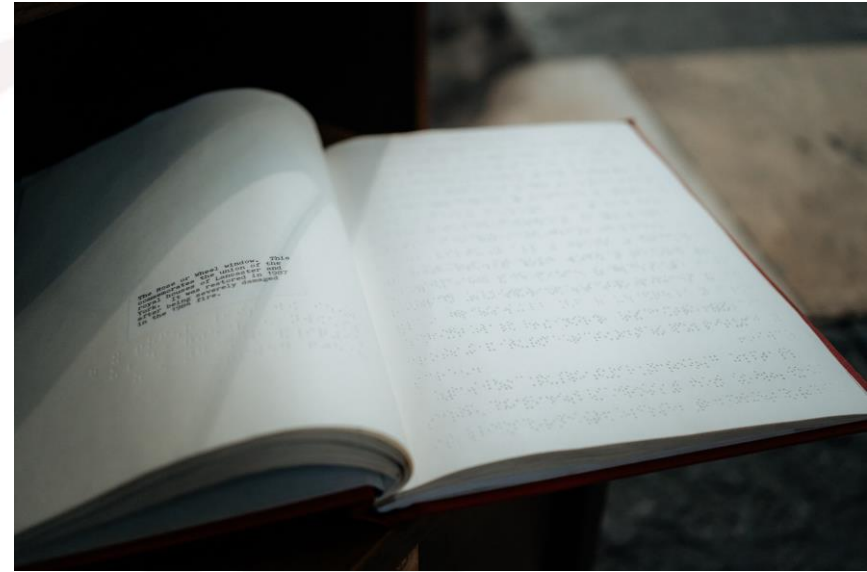




Specially trained guides can be booked in advance to meet you on your visit. If you would like to take advantage of this service please phone our bookings team on 01904 557275 or email bookings@yorkminster.org with details of the assistance required. There is no extra charge for this service, but we need six week's notice for this request.

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We have several items to borrow:

- There are sensory materials such as embroidery samples and stained glass examples available to help people with sensory impairments and learning disabilities learn about the Minster. These are kept securely at the main entrance and a member of staff will be able to help on request.
- Sensory bags, including ear defenders are available to borrow from the Welcome desk
- A tactile plan enables blind and visually impaired visitors to find, and learn about, a series of interesting and informative tactile features around the Minster, on a self-guided journey.

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York Minster is a very large Mediaeval Gothic building with high ceilings, interesting artefacts and magnificent stained glass windows. The floors are mostly made of stone and can be uneven. Wheelchairs are available to borrow.

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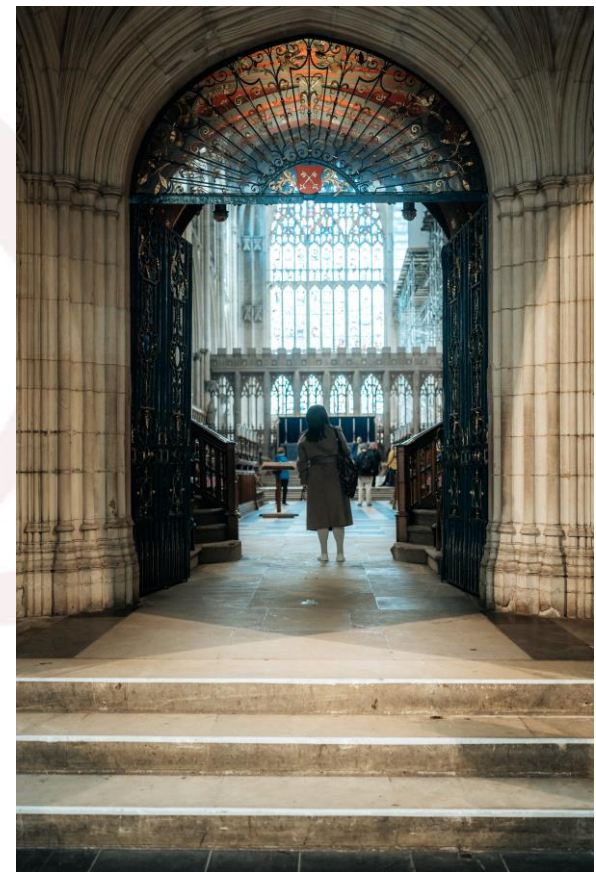
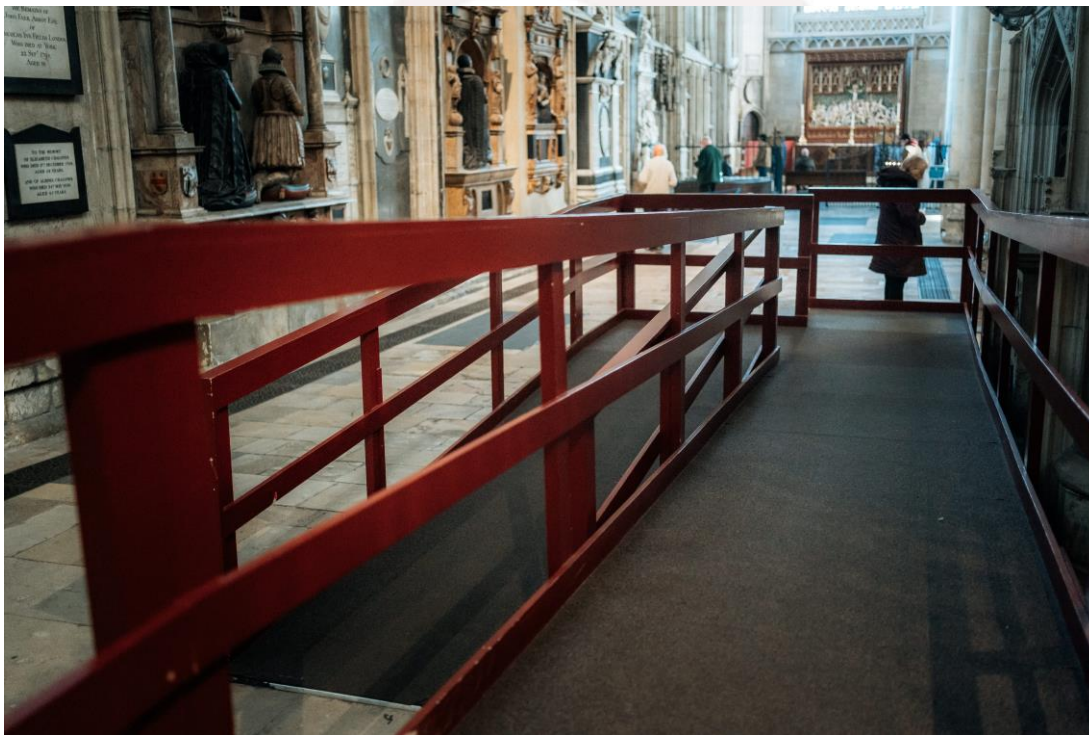


On entering the Minster is set out in the form of a cross, with the Nave in front and the North Transept to the left and South Transept to the right, with the East End beyond.

Our building is fully accessible except for the Central Tower which has 275 steps.

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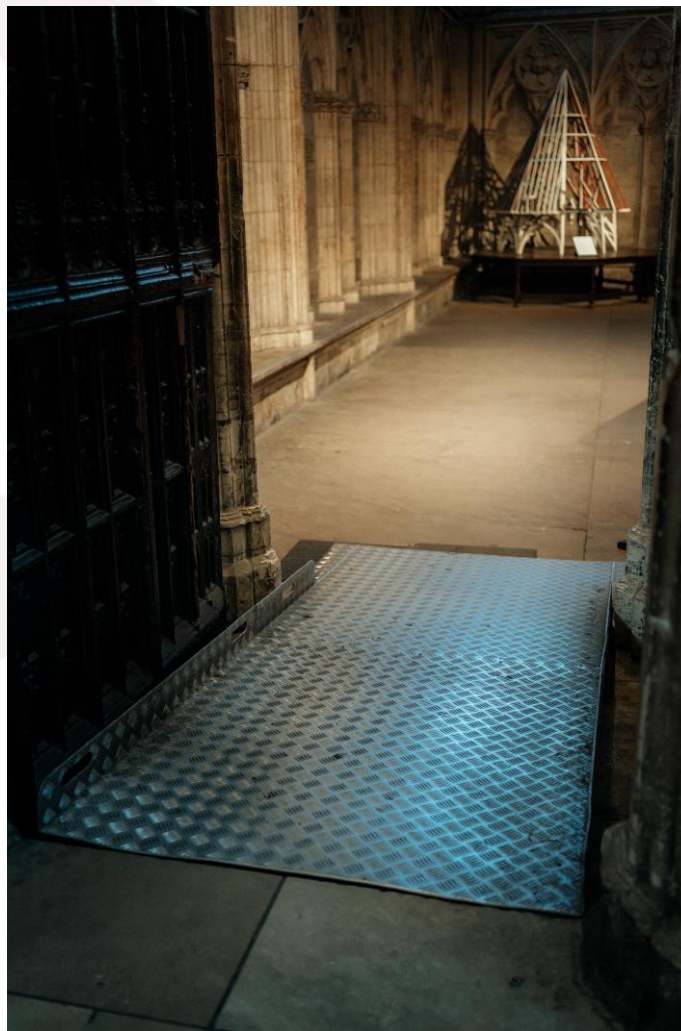
THE QUIRE:

You can access the Quire by using the steps in the middle of the arch or by a ramp through the blue gates on your left. This is where sung services such as Evensong take place daily.

About halfway down the Quire there are three sets of shallow steps which lead up to the high altar. For this reason, only the first section of the Quire is accessible for wheelchair users.

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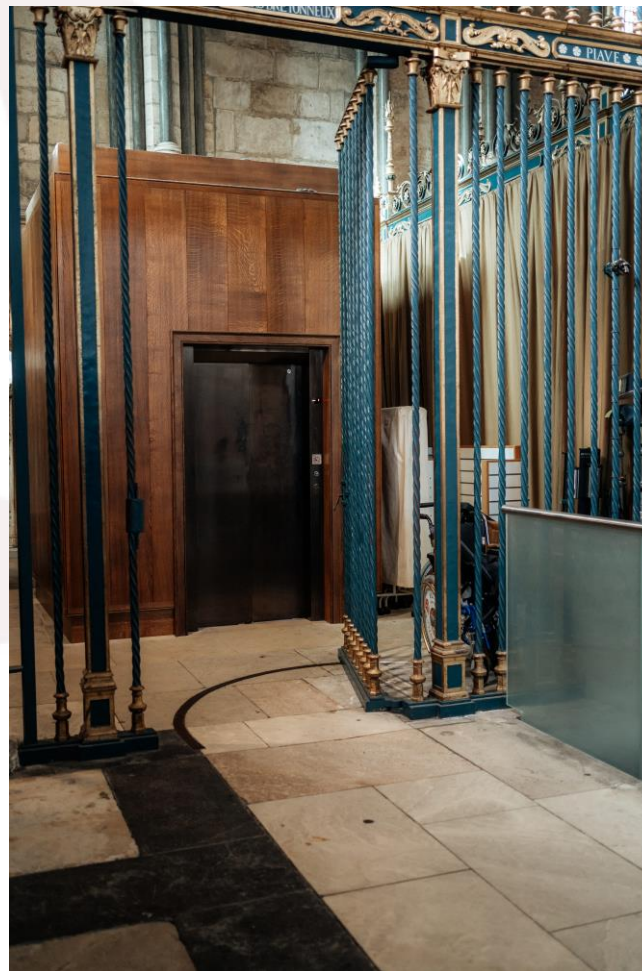


CHAPTER HOUSE:

There is a ramp to take you into the Chapter House from the north transept. There are stalls around this octagonal room, to sit and take in the splendour of the stained glass windows, and ceiling. There are hundreds of carved figures around the sides.

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THE UNDERCROFT MUSEUM:

You can visit the Undercroft Museum by the stairs or lift in the south transept.

The lift opens to the right when you arrive downstairs. If you have a large scooter it may not fit in the lift, but you are welcome to borrow a wheelchair.

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The Undercroft ceilings are lower than upstairs, but there are lots of lights and friendly staff to help you.

The museum is divided into 5 different chambers and is one way from the left-hand side.

Sometimes it can be busy as people take time to learn about the history of York Minster. Some areas are wide and some are a bit narrow, so it may take longer to get past.

Some floors slope gently up and some floors slope gently down to help you move around the museum.

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There is a room with a glass floor to see the Roman foundations. It is safe to be on or you can move around it.

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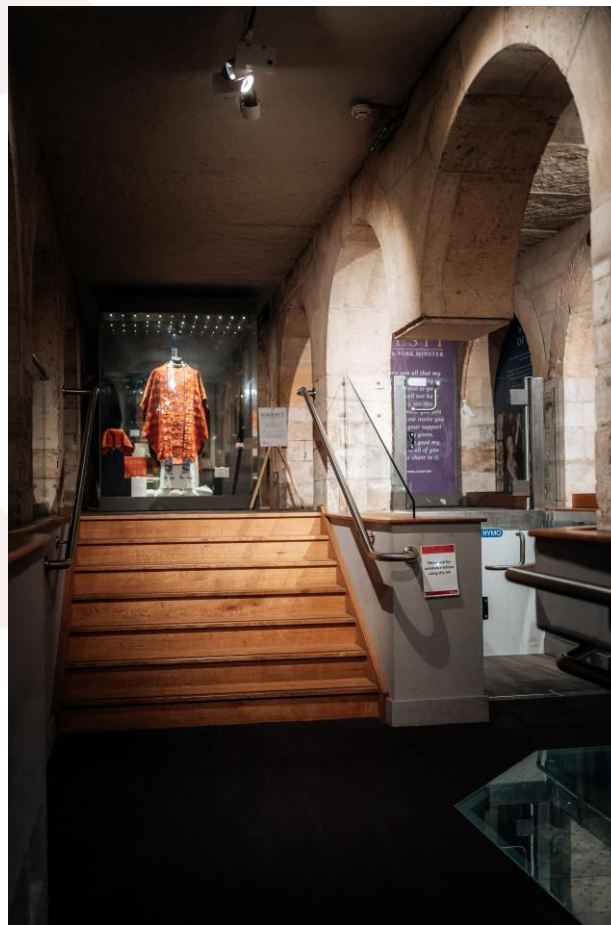


There are interesting objects to look at, screens to watch and interactives to explore.

You can build models, they may be noisy when they fall down.

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The Museum leads into the Treasury exhibition by the steps or lift. Please ask for staff assistance to use the platform lift and to access the Crypt from this area. There will be times when the treasury is closed in preparation for a new exhibition. Please see yorkminster.org for current information on our Treasury exhibitions.

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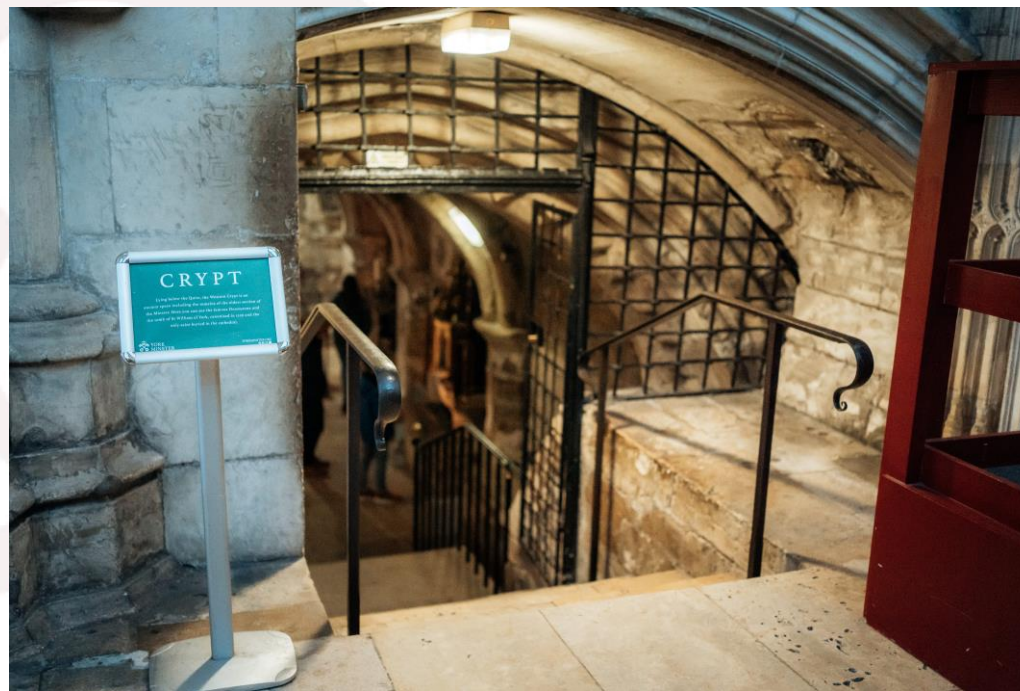


When you finish exploring the Treasury and Undercroft Museum, you can explore the Crypt and then exit this underground area via the steps in the Crypt. For a step free exit, a staff member will assist you in the platform lift and then direct you back to the beginning of the museum to access the lift to the main Minster floor.

There is always a member of staff ready to answer your questions or assist in your visit.

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THE CRYPT:

We encourage you to visit the Crypt at the end of your visit to the Undercroft Museum. However, if you wish to bypass the Museum, you can enter and exit the Crypt by the north quire aisle using the steps.

For step free access to the Undercroft museum and Crypt, which are both underground, a lift is provided. The main lift is behind the information desk in the South transept and in the museum there is a platform lift for access to the Crypt. A staff member will assist you with using the platform lift.

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There are some obstacles to move around in the Crypt including stone pillars.

The Crypt has two levels with stair or ramp access to the higher level.



There are also candle stands in the Crypt.

There are 3 sets of toilets: the first on the left is a unisex accessible toilet, the second of the left is the men's toilets with two cubicles and several urinals.

The toilets at the end of the corridor are ladies' cubicles. There is also a baby changing area with a sink to the right.

The taps on the sink will come on when you hold your hands under them. The hand dryers can be noisy.



The Minster can be busy and noisy when visitors are present. Staff can advise you of quieter spaces.

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Music is a big part of daily life at the Minster and this means the organist and choir need to practise a lot. At times this can be very loud.

On organ tuning days long notes are played at a loud volume (information on when this takes place can be found on www.yorkminster.org or by ringing 01904 557275)

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Lots of helpful people keep the Minster looking nice, and sometimes they are working with scaffolding, tools, vacuum cleaners and furniture, which can be loud.

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You might see members of Clergy who work at the Minster. They like to walk around and talk to people. They say prayers on the loudspeaker system which people can stop to listen to. They also take services which you can join.

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The Minster has its own Police force which you may see walking around. They keep the visitors and the building safe.

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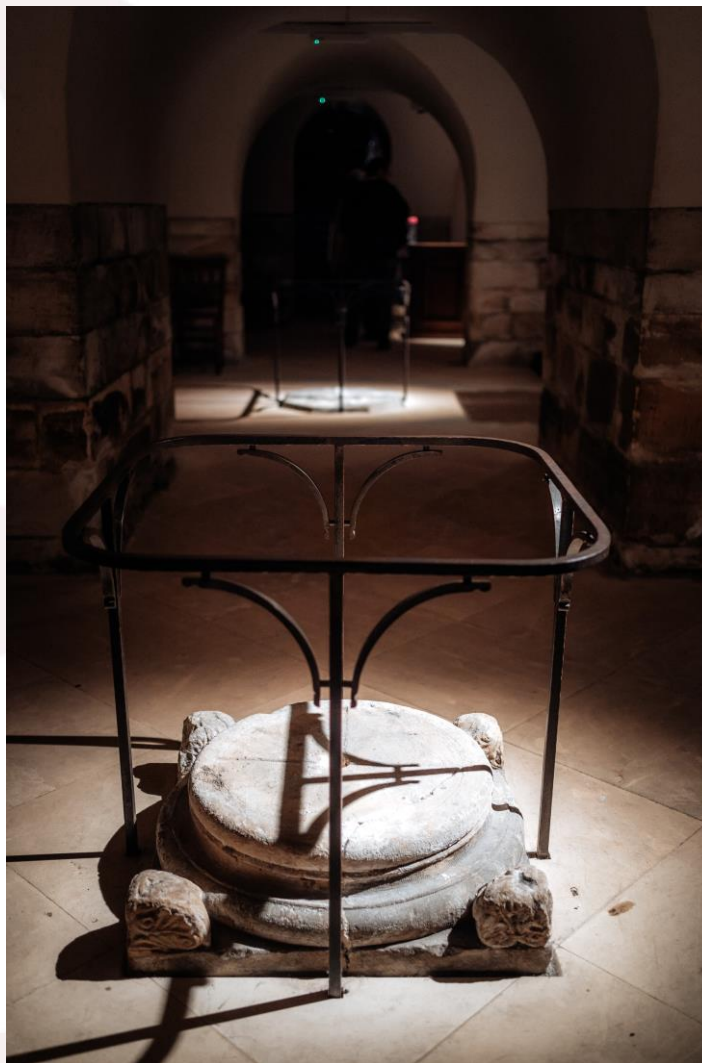




Candles can be lit by visitors on the candle stands, for loved ones and as a form of prayer. Everyone is welcome to light a candle but please support those in your care. These are left to go out in their own time.

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Light levels vary in different parts of the Minster, particularly when sunlight shines brightly through the stained glass windows or downstairs in the Undercroft museum which only has artificial lighting and is relatively dark.

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It can feel cold in the building, even in the summer.

The Undercroft Museum and Crypt are underground so can smell stuffy away from fresh air.

Sometimes incense is burned during services which creates a strong smelling perfume.



The shop entrance is in the south nave aisle and is the main exit from inside the building. The shop can also be accessed from the street outside.

There are steps to the street outside and they are quite steep. For a step-free exit from the shop ask a member of staff and they will let you out an alternative route.



If you are not comfortable entering the shop, please ask a member of staff at the information desk for an alternative exit.

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Everyone is welcome to join a service. Staff will be ready to greet you at the door at service times. Large-print service sheets are available. Please ask the stewards as you go in if you would like one. Services do not require a booking or a ticket, with the exception of some special services listed on the Minster's website.

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