

The Cathedral Pass - FAQs

Our Precincts Pass scheme is being relaunched and will be known as the Cathedral Pass. Please find below FAQs which we hope will answer any questions you may have.

What is the Precincts Pass and why is it being relaunched?

Introduced over 20 years ago, our Precincts Pass scheme enabled Pass holders to access Canterbury Cathedral and its grounds free of charge during visitor hours. As passholder numbers continue to grow, and in order for us to better communicate regularly with them, the Cathedral now needs a new system.

Though minimal, we are aware of misuse of the Precincts Pass which means a loss of invaluable visitor ticket income to the Cathedral.

The new system will enable a smoother and quicker application process for all applicants.

We also hope that you will join our mailing list so we can keep you up to date on all the latest information on events and activities at the Cathedral, often before general release.

What is replacing the Precincts Pass?

We'll soon begin to issue our new Cathedral Pass (CP). The current Precincts Pass will only be valid until 28th February 2023.

Am I eligible for the new Cathedral Pass?

Eligibility criteria for our Cathedral Pass will remain the same as for the existing Precincts Pass whereby Passes can be held by anyone who;

- works in the old city of Canterbury
- lives within 4 miles of Bell Harry tower, including within The Precincts
- is a member of the Cathedral Congregation
- is immediate family of a Cathedral staff member
- is a Cathedral Volunteer
- is a member of any church in the diocese (on the parish electoral roll or equivalent)

How do I apply?

The new Cathedral Pass can be applied for online at www.canterbury-cathedral.org from 1st January 2023.

Applications for our old Precincts Pass closed on 5th September 2022 and are no longer accepted.

If you require assistance to apply please email us at passes@canterbury-cathedral.org or call on 01227 762862.

How will I get my new Cathedral Pass?

You'll be able to collect your physical card, along with a welcome pack, from the Canterbury Cathedral visitor centre. An email will be sent to you when it is available for collection.

You'll also be provided with a digital pass which you can use to access the Cathedral and grounds.

The new card will be valid for five years at which point it will need to be renewed to continue access into the Cathedral and grounds.

Is there a charge for my new Cathedral Pass?

Yes - the fee is £6. We have kept this as low as possible and it will cover the cost of the card, administration, and help towards the Cathedral's costs - it costs over £800 an hour to keep the Cathedral accessible and in good order. The existing Precincts Pass scheme incurred costs for the Cathedral which we are no longer able to absorb.

We hope you agree that for just 10p per month this is excellent value for money!

To replace a lost physical card there is a fee of £2; your digital card can still be used.

Will you offer discounts on the Cathedral Pass?

No, we are unable to offer discounts on our Cathedral Pass.

Can a child have a Cathedral Pass?

Children under 17 are not required to hold a pass and can visit with a Cathedral Pass-holding adult free of charge.

If I give you my personal details, what will you do with them?

We hope you will give your permission for us to contact you by email; we have a range of events, services and product launches at the Cathedral and Lodge that we would love to tell you about.

We take data protection very seriously. Read our privacy policy <https://www.canterbury-cathedral.org/privacy-policy/> to find out how we keep our passholders' personal details safe.

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How will I know when my new Cathedral Pass is coming up for renewal?

We will contact you at the email address provided on your application shortly before the expiry of your Cathedral Pass.

What will happen if I don't upgrade my current Precincts Pass ahead of February 2023?

You can apply for a Cathedral Pass at any time, or should you wish to attend on a pay-per-visit basis you can purchase a ticket on the day at our Visitor Centre. Our standard visitor ticket is valid for 12 months, meaning you can re-visit the Cathedral as often as you want during that time at no extra cost. All existing Precincts Passes will expire on the 28th February 2023.

Can I still access Cathedral services of worship for free if I don't have a Cathedral Pass?

Yes. There is no charge to attend our services of worship, and everyone is welcome.

What other types of membership do you offer?

You can also support Canterbury Cathedral via our Friends of Canterbury Cathedral membership. Becoming a Friend is not only about preserving an iconic building; it's about being part of a community. Friends' membership benefits include free entry to the Cathedral, an exclusive Programme of Events, regular publications and e-newsletters, and a 10% discount in the Cathedral Shop and the Lodge. You can also become a Becket Patron with a donation of £750+ per annum, and join a distinguished group of passionate supporters with access to exclusive benefits.

More information can be found on our website www.canterbury-cathedral.org/get-involved/donate/

How do I join Friends of Canterbury Cathedral?

To become a Friend, please visit our website <https://www.canterbury-cathedral.org/get-involved/become-a-friend/>

Why not open up the Cathedral Pass to residents of Kent beyond the 4-mile radius?

Due to the significant funding required to maintain and operate the Cathedral - over £800 an hour - we are unable to extend the Cathedral Pass beyond this area as we would lose much-needed income from visitor ticket sales which are the Cathedral's main source of revenue.

Our Friends of Canterbury Cathedral membership is available to anyone, regardless of location, and offers free visitor entry, a range of free or discounted events, and discounts in the Cathedral Shop and Lodge for a low annual membership fee.

Why do I need to update my Cathedral Pass every 5 years?

In order to ensure that we have up-to-date contact details for our Pass holders, we have introduced a five-year term for the new Cathedral Pass, with the opportunity to renew your Pass before it expires.

We feel that free visitor entry as often as you like for just 10p per month is excellent value for money.

Why are you changing the Pass now after 20 years+?

There are a number of reasons for the update to our Pass scheme.

Of benefit to our Pass holders will be a better system for telling you about our events, activities and special offers, as well as an improved experience when visiting the Cathedral.

The new Pass will limit misuse of our scheme and the resultant loss of visitor income crucial to the Cathedral's survival, and cover the ongoing administration costs of the Pass which the Cathedral can no longer absorb.