

Frequently asked questions

1. When and where is the event taking place?

Thursday 7th December at St Paul's Cathedral, St Paul's Churchyard, London, EC4M 8AD.

2. What time does the event start?

Doors will open at 6pm for General Admission Ticket Holders. Please use the main front entrance (to the west side of the building), or the step-free entrance on the north side.

All guests must be seated by 6.45pm for a 7pm start.

We expect the Carol Concert to be finished at around 8.15pm.

3. Will there be security measures in place?

Security screenings will be in place upon entry. Bags larger than handbags/small rucksacks (dimensions 45cm x 35cm x 25cm) are not permitted. Please bring a minimum of possessions with you, limited to personal effects and unopened soft drinks, water, or food.

Please don't bring glass bottles or containers alcohol, opened drinks, cans, knives or sharp objects, any other items which could cause damage to our fabric or harm to others, any illegal items, items used in connection with protest or drones.

4. How do I get to the venue?

The Cathedral is in the heart of London and is easily accessible. The nearest tube station is St. Paul's Cathedral underground station. Please visit www.stpauls.co.uk/how-to-find-us for all other travel advice.

Please note parking is not included in your ticket and is not bookable through Maggie's.

5. How much does a ticket cost?

There are a range of seating options available, with tickets prices between £25-£150 (plus booking fee).

6. Where can I purchase tickets and choose my seat?

Tickets can be purchased online at <https://tickets.barbican.org.uk/choose-seats/1602401>

7. Is seating reserved?

Seating is sold in blocks and seating within your block is unreserved. On arrival you will be directed to your seat, within the relevant area by the event stewards on a first come first served

basis.

8. How many tickets can I purchase?

You can purchase up to 10 tickets in one transaction.

9. How do I receive my tickets?

You will receive tickets via an email from our ticketing platform, The Barbican. Please check junk mail folders. If you have not received your email, please contact the Special Events Team at rsvpcarols@maggies.org

10. What is the programme/what celebrities will be there?

The programme will follow a traditional carol concert format, complete with a mixture of readings, musical performances, and carols for all to enjoy. Our celebrity guests will be announced in due course.

11. Did you pay for celebrities?

All acts kindly donate their time for our event.

12. How do I book a free carer ticket?

Please contact the Special Events Team at rsvpcarols@maggies.org for more information on how to book a free carer ticket.

13. A member of our group is a wheelchair user. Is priority seating available?

If you, or a member of your group is a wheelchair user, please call the Barbican's Access phone line on 020 7101 1188, open Monday to Sunday 10am-5:30pm.

Please also inform the Special Events Team at rsvpcarols@maggies.org.

If not informed, the event organisers cannot guarantee this.

14. Is the Cathedral fully accessible?

The Cathedral is fully accessible for those with limited mobility.

We want to ensure everyone can join us for this concert, so if you have any questions or specific access needs, please get in touch with us on rsvpcarols@maggies.org – we'd love to help.

15. Will there be toilets available?

Fully accessible toilets will be available.

16. Is there an age limit?

Children must be over 12 years old, and all children under 16 years old must be accompanied by an adult.

17. Can I buy tickets on the night?

Tickets are only available to purchase in advance and until they are sold out. So, we recommend getting yours early.

18. Will I be able to take photos inside the cathedral?

Photography and videography are not permitted inside the Cathedral or during the concert.

Have another question?

If you would like to ask us more about Maggie's Carol Concert, please contact our team who will be happy to help.

Email us at: rsvpcarols@maggies.org

Call us on: 07825204063 or 07517466670