



What is a DigiWall?

The DigiWall is an indoor, 2m tall, interactive climbing wall and game console with touch-sensitive climbing holds, cool lights and sounds. There is a choice of six interactive games with three difficulty levels, suitable for ages 4 and up.

How much is it?

Tickets are £5 per person*.

We advise purchasing tickets in advance to avoid disappointment. Tickets can be purchased [online](#) in advance to guarantee access to the climbing wall.

Tickets may be available to book on the day; however, this will be subject to availability.

What should be worn?

Appropriate clothing must be worn:

- Comfortable clothing, no dresses or skirts unless worn with trousers/shorts underneath.
- Secure, closed toed shoes – no high-heels

The climbing staff reserve the right to refuse a ticket holders climb if they are found to be wearing unsuitable clothing.

Climbing restrictions

The climbing wall is suitable for ages 4 and up, dependant on ability.

It is a ticket holder's responsibility to assess whether their existing health conditions might be impacted from this activity.

If you are in the later stages of pregnancy, suffer with severe heart conditions or epilepsy, then this activity would not be recommended.

How long does a game last?

The length of your experience would be dependent on several factors including ability, speed, and game selected.

15-minute time slots have been chosen to reduce queuing time – the wall will allow up to 6 people to play at any one time.

Please note that the ticketed time is not the time you will begin your game, you may be asked to wait a few minutes before accessing the DigiWall.

What happens if I miss my time slot?

We cannot allow participants to access earlier time slots, however if you are running late, we will endeavour to allow you to climb at a later time however, this will be subject to availability.

How accessible is the experience?

The DigiWall is not suitable for those requiring mobility assistance and may not be suitable for those with sensory processing disorder.

Please note that there is no parking and **no accessible parking** on site. The closest public car park with disabled bays is Bird Street. You can check for further car parking with disabled bays here -

<https://www.visitlichfield.co.uk/accessibility>

An accessible toilet will be available, near to the Dam Street entrance of the Close.

Where can we park?

Parking in the Close is restricted to permit holders only, except blue badge holders – there are a limited number of spaces available at the west front for those who carry a blue-badge, and we are unable to offer any additional spaces.

Please do not attempt to park in the Close as it is regularly patrolled, and parking tickets are issued to cars not displaying a valid Cathedral permit.

There are several car parks just a few minutes' walk to the Cathedral. Details regarding all of the city's car parks can be found at the following link <https://www.lichfielddc.gov.uk/Residents/Transport-and-streets/Car-parking/Lichfield-city-car-park-map.aspx>

Where are the toilets?

The public toilets, situated in the Old Stables, will be open including 1 accessible toilet.

Toilets are near the pedestrian entrance to the Close via Dam Street.

Are refunds available?

REFUND POLICY

- Refunds must be requested **ahead** of your ticketed time.
- Once you step onto the mats to play, you will be unable to claim a refund.
- Refunds will be given for ticket face value only. - Lichfield Cathedral reserve the right to retain fees incurred at the point of booking and any donations given.
- Refunds will not be processed until after the event and once processed will take 7-10 working days to clear as funds in your account.

Your privacy

Lichfield Cathedral is committed to protecting and respecting your privacy.

When purchasing your ticket to this event we collected personal data such as name, email address and telephone number – this information is gathered purely for communicating details of the event booked and for financial records.

Our Privacy policy and safeguarding privacy policy can be downloaded on our website here: <https://www.lichfield-cathedral.org/downloads/privacy-policy-update.pdf>

Safeguarding

Safeguarding is the action the Church takes to promote a safer culture. This means we will promote the welfare of children, young people and adults, work to prevent abuse from occurring, seek to protect those that are at risk of being abused and respond well to those that have been abused. We will take care to identify where a person may present a risk to others and offer support to them whilst taking steps to mitigate such risks.

In order to take part in the Digiwall, all children or young people (<16) will need to be accompanied at all times by a parent or guardian. If it is a group booking, there must be an identified responsible adult who will have assumed permission to be in care of the children/young people. The responsible adult does not need to take part in the activity but must stay in the same location.

If a child, young person, or adult is found to be putting others at risk, they will be asked to cease the activity. This will be at the Cathedral's discretion and will invalidate any request for a refund.

If you have any concerns, please report this to the Cathedral Safeguarding Officer, Simon Warburton 01543 306105 or email simon.warburton@lichfield-cathedral.org

If there is any immediate or concern or danger please call 999.