

## **TICKETING FAQ's**

### **How can I buy tickets?**

The quickest way to purchase tickets is online by visiting [tickets.lancashirecricket.co.uk](https://tickets.lancashirecricket.co.uk). Alternatively, by phone 033 33 202 833. Calls cost 1.2p per minute from a BT landline, plus Phone Company's access charge. Other networks and mobiles may vary. On match days, the ticket office will be open which is located at Emirates Old Trafford.

### **Is there a limit on the number of tickets I can buy?**

Tickets are limited to six per Member for International matches and the Yorkshire Vikings T20 Blast match and four per person for non-members. Domestic matches have no ticket limits. Ashes tickets are limited to four per Member.

### **Are group tickets available?**

Group tickets are not available for International matches or the Yorkshire T20 Blast match. For all other matches there are group discounts for over seven adults, over eleven adults, and over twenty adults.

### **Can I sit in the Pavilion seats?**

The Pavilion is strictly for Lancashire Cricket Members only.

### **Is there an alcohol free section in the ground?**

Yes, Blocks BL2 and BL3 are our designated alcohol free section.

### **Where should I sit with my children?**

Stand B is classed as the family stand for all matches where junior ticket prices are available.

### **Do babies need a ticket?**

Babies in arms do not require a ticket but any junior who will be occupying a seat will need a ticket.

### **How old do I have to be to qualify for a junior ticket?**

Under 18 on 1 February of the year of the match taking place.

### **How old do I have to be to qualify for a concession ticket?**

Over 65 on 1 February of the year of the match taking place.

### **Where are the wheelchair areas?**

Wheelchair spaces are located in all stands, except Stand A. If you wish to purchase a wheelchair space online your account needs to be activated for access to these specific areas. To activate your account please email [ticketoffice@lancashirecricket.co.uk](mailto:ticketoffice@lancashirecricket.co.uk) requesting access to purchase accessible tickets online. If you have purchased a wheelchair ticket previously your account will already be activated.

### **I have another disability, where can I sit?**

There are designated accessible seats in all stands except Stand A and a complimentary carer ticket if required will be provided in the adjacent seat. Should you wish to discuss the various accessible ticket options please call 033 33 202 833 where a member of our team will be pleased to assist.

### **Do I get a free carer ticket?**

Yes, one complimentary carer ticket will be provided per disabled supporter. Should you need additional carers or family members to join you they will have to pay the ticket at the face value of the stand you are located.

### **Where can my family sit if I have a wheelchair?**

There are allocated seats directly behind or in front for the wheelchair spaces.

### **What are the booking fees?**

Booking fees can be found [here](#).

### **What are the Terms and Conditions?**

Terms and Conditions can be found [here](#).

### **How do I download my digital ticket?**

Digital tickets will be available to download from your online ticketing account under the My Bookings and Tickets section. For instructions see [here](#).

### **When will I receive my tickets?**

Tickets will be sent approximately 4-8 weeks prior to the game. If you have not received your tickets 2 weeks prior to the game please email [ticketoffice@lancashirecricket.co.uk](mailto:ticketoffice@lancashirecricket.co.uk)

### **I can no longer attend what are my options?**

Details can be found [here](#).

### **Will I get a refund if it rains?**

This depends on how much of the match is disrupted by the weather. Refund information can be found in the ticket terms and conditions [here](#).

### **Can I change the name on my tickets?**

Yes, login to your online ticketing account and navigate to tickets, where you will then be able to change the name that is printed on the tickets, alternatively email [ticketoffice@lancashirecricket.co.uk](mailto:ticketoffice@lancashirecricket.co.uk)

### **How can I see where I'm sat in relation to the pitch?**

You can see your view of the pitch by going to your booking on your online account and pressing the eye icon. Alternatively click [here](#) and key in your block, row and seat.

### **Where can I park?**

Domestic match day parking is available on the car park at the front of the ground on a first come first served basis. International and Yorkshire T20 match day parking is available at Manchester United (this is subject to availability and agreement).

### **Is there any Blue Badge car parking or a drop-off point?**

Blue badge parking is available on a first come first serve basis. For internationals, T20s and The Hundred blue badge spaces can be requested by emailing [ticketoffice@lancashirecricket.co.uk](mailto:ticketoffice@lancashirecricket.co.uk)

### **How do I get to the ground from the city centre?**

The Metrolink is the most convenient public transport as there is a station at the ground. There are however buses and a walk from the city centre would only take approx. 30 minutes. We suggest you use tfgm.com for more info.

### **When do gates open?**

Gates open one hour before County Championship and One-Day Cup matches, 90 minutes before T20 Blast matches and 2 hours before International matches.

### **Which gate do I use to enter the ground?**

You can access from any gate. All gates give access to all stands.

### **Will I get searched when I get to the ground?**

There will be a searching operation in effect for all our matches, this will include bag searches for International fixtures however we reserve the right to bag search at all of our matches.

### **What can I not bring into the ground?**

A full list of prohibited items can be found [here](#).

### **What time will the game start?**

County Championship and One-Day matches start at 11am (10:30am start in September), T20 Blast matches start times are 2.30pm or 6.30pm dependant on the day they are played, International Test matches start at 11am, International One-Day and T20 matches start times depend on the day they are played.

### **How long does a game last?**

County Championship matches last 4 days with a minimum of 96 overs per day, One-Day Cup matches last one day of 50 overs per team, T20 Blast matches last approximately 3.5 hours of 20 overs per team and International Test matches last 5 days of 90 overs per day

### **What time will the game finish?**

County Championship and One-Day matches finish approx. 6pm, T20 Blast matches finish approx. 5pm or 9.30pm dependent on the day they are played, International Test matches finish approx. 6pm, International One-Day and T20 matches finish times depend on the day they are played.

### **What food is available at the ground?**

Various different food offerings are available throughout the venue.

### **Do you cater for vegans?**

For Internationals there are always vegan options situated around the ground on matchdays. For our domestic T20 matches we always ensure that we have vegan and vegetarian options available. Vegan options are also available on request from the Members Suite for Members.

### **Do you have reusable cups?**

Yes, reusable cups are available with a £1 deposit and refunded if the cup is returned at the end of the game (Within 30 minutes of the match finishing).

### **Where is the shop?**

The shop is located next to the Trafford Cricket Centre behind Lightning Stand C.

### **Can I stay in the hotel?**

Yes, further information on the Hilton Garden Inn, Emirates Old Trafford can be found [here](#)

**Can I use the hotel bar and restaurant?**

The hotel bar and restaurant areas are only open to residents and pre-booked hospitality guests.

**Can I get access to a bar indoors?**

The only indoor bars available are in the Pavilion for Members only and within The Point for Hospitality guests only.

**Is there an ATM on site?**

Yes. There are a limited number of ATMs on site that may incur a charge.

**Can I bring my own food and drink?**

Food and drink can be brought into the ground, however all bags and picnic hampers will be subject to being searched to ensure the safety of players, spectators and staff. No alcohol, glass or can containers will be allowed into the ground and drinks will be limited to 75cl.

**Is smoking or using e-cigarettes allowed?**

Smoking is not allowed in any seats within the stadium. Anyone wishing to smoke will need to go to an uncovered concourse or other open area to the rear of the viewing stands. Smoking is not permitted in any building or in a covered concourse area.

**Can I bring a bike into the ground?**

Unfortunately we are unable to allow bikes past the ticket entry point.

**Can I bring a dog into the ground?**

Only registered assistance dogs are permitted to be brought into the ground.

**Can I get an announcement on the PA system?**

No, unfortunately we cannot make any announcements in the stadium requested by spectators.

**Where can I get a taxi after the match has finished?**

Taxis can only pick-up from Tesco on T20 and International matches. On One-Day and County Championship games they can pick-up from Talbot Road.

**Where is the Ticket Office?**

It's located on the corner of Brian Statham Way and Talbot Road and can be accessed near the top of Brian Statham Way.