



ICC Cricket World Cup 2019 Fixtures

FREQUENTLY ASKED QUESTIONS

This document should provide you with all the information required ahead of your visit to Emirates Old Trafford for the ICC Cricket World Cup 2019. We ask all supporters to arrive at the ground as early as you can and if at all possible, avoid bringing bags to the venue as they will be searched and slow down your entry to the ground. If you do not find the answer to your enquiry within this document, contact us by:-

Twitter: @LancsCricket

Facebook: www.facebook.com/LancashireCricketOfficial

Phone: 0161 282 4000

E-mail: enquires@lancashirecricket.co.uk

WHERE IS THE NEAREST CAR PARKING?

The official match day car parking is provided at Manchester United's Stadium N3 car park (M17 1EJ), which is also the location for all minibus and coach drop-off and parking. This car park is approximately a ten minute walk from Emirates Old Trafford and costs £10 per car which is payable on entrance.

You can book your parking place here - <https://www.eticketing.co.uk/muticketsandmembership/Events/Index>

For Blue Badge/disabled attendees, parking can be booked directly through Lancashire Cricket Club. To book your blue badge parking please email: ticketoffice@lancashirecricket.co.uk

Please be aware that unofficial parking operations do take place when matches are on, and the Club advises all spectators to steer clear of these facilities - many operate on private property which can lead to fines and clamping. Lancashire Cricket Club accept no responsibility if cars are fined or clamped for parking illegally.

CAN I USE PUBLIC TRANSPORT TO GET TO EMIRATES OLD TRAFFORD

Yes. Whether you are travelling to us by car or by public transport all the information you need to find us here at Emirates Old Trafford is available on the following link - <https://www.cricketworldcup.com/venues/39/old-trafford/travel>.

As always, we advise customers to plan their journey in advance ahead of arriving at Emirates Old Trafford.

Please visit the Transport for Greater Manchester website for guidance in using public transport to get to Emirates Old Trafford: <https://www.tfgm.com/>



WHERE IS THE TICKET OFFICE LOCATED?

The Ticket Office entrance is on Brian Statham Way. Ticket Office opening times are 8.00am until 5.00pm for all match days and on Saturday 15 June where the Ticket Office will be open from 9.00am until 5.00pm.

WHERE IS THE MAIN RECEPTION?

This is found at the entrance to the Pavilion from Car Park 1 on Talbot Road.

WHICH GATES CAN WE ENTER THE GROUND FROM?

Gate 1 on Talbot road, Gate 3 (turnstile block) and Gate 5 on Brian Statham Way, Gate 7 on Great Stone Road and the turnstiles on Brian Statham Way.

You can find a map of the ground via the following link under 'Spectator Venue Guide' - <https://www.cricketworldcup.com/venues/39/old-trafford/info>

WHAT TIME DO THE GATES OPEN?

The gates will be open at 8:30am for any day games and 11:30am for any day/night fixtures.

WHERE IS THE HOSPITALITY ENTRANCE?

For hospitality the entry point is the VIP Hospitality Entrance at Gate 1 on Talbot Road.

IS IT POSSIBLE TO GO INTO THE PAVILION LONG ROOM?

There will be no Members' access to the Pavilion Long Room and no Members' facilities available for any ICC Cricket World Cup 2019 fixtures, the Pavilion is only accessible for those holding tickets for the Pavilion terrace.

WHAT IS THE ACCEPTABLE DRESS CODE IN THE HOSPITALITY AREAS?

The hospitality dress code at Emirates Old Trafford is smart casual (no shorts, t-shirts or flip-flops) and guests are expected to maintain acceptable standard of dress.

Gentlemen – Casual trousers or smart jeans are acceptable, jackets are not required, however neat shirts with collars or polo shirts are allowed

Ladies – Dresses, skirts, trousers or smart jeans, with blouses or smart tops may be worn.



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I HAVE LOST MY TICKETS, WHAT SHOULD I DO?

Please go to the Ticket Office. There is an entrance to the Ticket Office on the junction of Brian Statham Way and Talbot Road.

THERE IS A PROBLEM WITH MY SEAT, WHAT SHOULD I DO?

Please speak to the nearest steward who will be happy to help.

IS THERE ANY ENTERTAINMENT INSIDE THE GROUND?

There will be plenty of entertainment on throughout the ground with food and drink outlets located at the rear of or near to each stand and will be clearly signed. There will also be entertainment including live music and fun games for people to take part in.

WHAT HAPPENS IF IT RAINS?

If play is restricted or does not take place please see the following link for all in stand tickets –
<https://cricket.lancashirecricket.co.uk/media/9977/icc-cricket-world-cup-terms-and-conditions.pdf>

For any hospitality packages please refer to the following terms and conditions –
<https://cricket.lancashirecricket.co.uk/media/11990/hospitality-package-terms-of-sale-2019-v-1.pdf>

WHERE CAN I GET A TAXI AFTER THE DAY'S PLAY?

Taxis will not be permitted to pick up after the game from either within or immediately outside the ground. You'll be able to get a taxi further down Talbot Way or on Warwick Road.

IS THERE A PRAYER ROOM AVAILABLE AT THE GROUND?

Yes, there is a prayer room available. It is located in the Trafford Cricket Centre, behind Stand C.

IS THERE A CASH MACHINE IN THE GROUND?

There will be ATMs located within the various food and bar areas around the ground (charge for use).

ARE THERE ANY MOBILE PHONE CHARGE POINTS AT THE GROUND?

Yes, mobile phone charging points will be free of charge for 30 minutes and will be located behind Stand E and on the ground floor of The Point for all hospitality guests.



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ARE THERE ANY ACCESSIBLE TOILETS/CHANGING PLACES ON-SITE?

Yes, they will be located next to the Trafford Cricket Centre. This is in addition to our fixed accessible toilets that are underneath each stand. The changing places accessible toilet will be provided by Mobiloo and more information can be found here: <https://www.mobiloo.org.uk/>

CAN I BRING FOOD AND DRINK INTO THE GROUND?

Food and drink can be brought into the ground, however all bags and picnic hampers will be subject to being searched, any items on the prohibited list will not be permitted to enter the ground.

No alcohol, glass or can containers will be allowed into the ground and drinks will be limited to 75cl. Please note all bags will be searched on entry to ensure the safety of players, spectators and staff.

WHAT ITEMS ARE NOT ALLOWED INTO THE GROUND?

Prohibited and Restricted Behaviour and Items Policy

IBC1, the Host and/or any Authorised Person may refuse admission to, or eject from, a Venue at any time without refund any Ticket Holder who, in the reasonable opinion of IBC, the Host and/or any Authorised Person (as applicable):

- (a) does not produce a valid Ticket upon request;
- (b) is in breach of any of these Conditions;
- (c) may unreasonably obstruct the viewing of other spectators;
- (d) may be a source of danger, nuisance or annoyance or who may otherwise give rise to concerns in relation to the safety and security arrangements for a Match or who is behaving in any way that is or could reasonably be construed as provocative, discriminatory, offensive, indecent or threatening (whether to the life or safety of himself/herself or any other person(s)), including but not limited to:
 - (i) public nudity or indecency;
 - (ii) excessive noise or any interference with the conduct of a Match;
 - (iii) the wearing or other display of commercial, political or offensive signage or logos;
 - (iv) the throwing of any object that might injure or cause damage to people or property;
 - (v) the obstruction of any gangway, access-way, exit, entrance or staircase;
 - (vi) climbing roofs, walls, fences, stands, lighting masts or any other structures or constructions in a Venue or standing on seats;
 - (vii) defacing or obscuring any notice, advertisement, branding or signage;
 - (viii) smoking in any area where smoking is not permitted; and/or
 - (ix) engaging in any conduct (whether through the use of language, gestures or otherwise) which is likely to offend, insult, humiliate, intimidate, threaten, disparage or vilify any reasonable person (including, without limitation, any player, umpire, referee, Authorised Person or other spectator) on the basis of their race, sex, religion, culture, colour, descent, nation or ethnic origin;
- (e) fails to comply with instructions from any Authorised Person, police, steward or other security officer;
- (f) is noticeably under the influence of alcohol, illicit drugs or any behaviour-modifying substance;
- (g) is suspected of committing, or having committed, or being likely to commit, a criminal offence in or about a Venue;
- (h) whilst within any Venue, enters any restricted access or prohibited area or other area where that person is not permitted, including but not limited to:
 - (i) the playing field, any dressing rooms, practice areas or other players' or officials' areas; and/or



- (ii) any area for which accreditation is required or which is designated as an area to which members of the public are not entitled access;
- (i) damages, interferes with or tampers with any property of any third party; and/or
- (j) is in possession of any Prohibited Items, including:
- (i) any article that is offensive, dangerous, hazardous and/or illegal or that may be used or that may be expected to be used as a weapon or a missile or that may compromise or otherwise interfere with the enjoyment, comfort or safety of (or pose a hazard to) any person or security at a Venue (including, without limitation, knives, fireworks, firearms, explosives, flammable items (other than cigarette lighters or matches for personal use), compressed gas containers, maces, flares, lasers, smoke bombs, illicit drugs (other than those prescribed by a registered medical practitioner) and/or flag sticks that protrude more than a hand's breadth below the flag);
- (ii) alcohol;
- (iii) unless otherwise specified in the Venue Regulations (and other than those purchased or provided in a Venue), any food or non-alcoholic drink other than small amounts for personal consumption;
- (iv) animals;
- (v) banners, placards, leaflets, signs or other materials, items, objects or clothing displaying political, religious, offensive or race-related messages, slogans or images or promotional or commercial identification or messages in breach of IBC policies;
- (vi) any tripods, monopods or commercial digital video camera equipment whatsoever (whether or not for personal use);
- (vii) any camera or other type of photographic or recording device (of any nature whatsoever and whether capable of capturing still or moving pictures) other than for personal non-commercial use;
- (viii) any other items listed as prohibited on the applicable Venue Regulations; and/or
- (ix) any other items that IBC, the Host and/or any Authorised Person determine may in their opinion be a source of danger, nuisance or annoyance or which may otherwise give rise to concerns in relation to the safety and security arrangements for a Match.

Musical Instruments Policy

Any person wishing to bring a musical instrument into the stadium for an ICC event must adhere to the following requirements:

- The instrument must be able to be contained within a seating space, i.e. under a seat, and therefore not cause any obstruction to access/egress points
- The instrument should be of a type that can be searched, i.e. no hollow spaces where items can be concealed
- All horn-type instruments are prohibited
- Anyone with a musical instrument is reminded that venues will deal robustly with any failures to comply with requests from stewards.

Any organised group wishing to perform at the venue must inform the venue directly of any intention to attend any event, in order to ensure that areas can be set aside for performance if possible. They must also advise the venue of the anticipated numbers of people within the group intending to perform. Early engagement is advised.

The venues reserve the right to limit numbers attending.

CAN I BRING IN MY DOG?

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



CAN I BRING AN UMBRELLA INTO THE GROUND?

We are hoping for some great weather but you are able to bring in a small umbrella should you wish. Please be mindful about the size of the umbrella so it doesn't affect the viewing of your fellow supporters.

IS IT POSSIBLE TO GO OUT OF THE GROUND DURING THE DAY AND COME BACK IN?

All match day tickets are digitally barcoded and are scanned to enter the ground. Any spectator wishing to leave the ground must scan their ticket "OUT" if they wish to re-enter the ground again that day. Please note, Passouts are only permitted from 11.30am during day games and from 2.30pm during day night fixtures.

IS IT POSSIBLE TO GET BIRTHDAY ANNOUNCEMENTS ETC MADE ON THE PUBLIC ADDRESS SYSTEM?

Unfortunately we cannot make any announcements in the stadium requested by spectators.

IS SMOKING OR THE USE OF E-CIGARETTES ALLOWED?

The Club's No Smoking Policy is as follows - 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. This also applies to E-Cigarettes.

CAN 2019 LANCASHIRE CRICKET MEMBERS RECEIVE A DISCOUNT AT BARS?

Yes, 2019 Lancashire Cricket Members will receive a discount at any hotel or concourse bar on production of their 2019 membership card.

CAN I WATCH THE GAME FROM THE RED ROSE BUILDING?

There will be no access to the Red Rose building with the exception of guests with tickets for the Red Rose Suite.

CAN BABIES ATTEND?

Babes in arms are not charged an entrance fee. There are baby changing facilities in stadium toilets at several points around the ground. Please be aware that you will be sat in the open air, exposed to the weather for long periods of time. If you are bringing you baby to the match please be prepared for hot sunshine and also inclement weather.



WHERE CAN I BUY A PROGRAMME/SCORECARD?

Official programmes and scorecards will be on sale inside the ground.

I HAVE LOST SOMETHING AT THE GROUND, WHAT SHOULD I DO?

All enquiries for lost property should be made at the Pavilion reception.

WHAT SHOULD I DO IF I WITNESS ANTI-SOCIAL BEHAVIOUR?

Anti-social behaviour ruins the viewing experience of fellow supporters and Lancashire Cricket Club does not tolerate this. Please report the incident to the nearest steward who will take the necessary action.

IS THE HOTEL OPEN TO THE GENERAL PUBLIC?

The hotel (including bar and restaurant areas) is only open to hotel residents for all ICC Cricket World Cup 2019 fixtures.

REUSEABLE CUPS

For the 2019 season, all Foster's Fan Village and concourse bars will no longer serve drinks in single use plastic cups. These have been replaced by a more sustainable, reusable souvenir cup.

- There is a 30 cup limit for returns.
- Anyone under the age of 18 must be accompanied by an adult when returning a cup for a £1 refund.
- ICC Cricket World Cup 2019 cups cannot be returned after the tournament ends.
- Bars will be open for a maximum of 30 minutes after the close of play for cup returns.

ORDERING YOUR FIRST DRINK

When you arrive at a bar to purchase your first drink of the day, the price of each of your drinks will include a £1 deposit for a reusable, souvenir cup.

FANCY ANOTHER DRINK?

After you have purchased your first drink, you will be able to exchange your cup for a fresh one without paying an additional £1 deposit. Simply turn up to the bar, make your order, and we will serve your drink in a fresh new cup.



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WANT YOUR £1 BACK?

If you would like to return your souvenir cup and reclaim your £1 deposit, you just need to return it to any concourse bar located around the ground. These will be clearly signposted. If you are having trouble locating our return points, please speak to one of our friendly stewards.

CAN I TAKE MY CUP HOME?

You can! We are encouraging fans to take their souvenir cups home in a bid to help us reduce our plastic waste and help the environment, so please feel free to take home your cup as memorabilia from your unforgettable day at our iconic stadium this summer.

Note, you will not be able to collect your £1 refund if you are taking the souvenir cup home.