



Lancashire County  
Cricket Club



Old Trafford

**England v Pakistan Second Investec Test Match**

**Friday 22 July to Tuesday 26 July 2016**



## FREQUENTLY ASKED QUESTIONS

If you do not find the answer to your enquiry, either on this or other pages dedicated to the match, contact us by:-

- Twitter [@LancsCCC](#)
- Facebook: <http://www.facebook.com/LancsCCC>
- Phone **0161 282 4000**
- E-mail: [enquires@lccc.co.uk](mailto:enquires@lccc.co.uk)
- Site Map: <http://www.lccc.co.uk/cricket/tickets/seating-guide/>

### **WHERE IS THE NEAREST CAR PARKING?**

The official match day car parking is provided at Manchester United's Stadium car parks, which is also the location for all minibus and coach drop-off and parking. These car parks are approximately a ten-minute walk from Emirates Old Trafford.

Spaces are available to book in advance from MUFC by visiting:

<http://manunitedcarparking.co.uk/events> .

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

### **PUBLIC TRANSPORT AND METROLINK**

There will be some restrictions in place on the Metrolink service and we advise customers to plan their journey in advance and consult the following links.

<http://www.metrolink.co.uk/>

<http://transformationinformation.co.uk/summer-changes>

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

### **WHERE IS THE TICKET OFFICE AT THE GROUND?**

The Ticket Office is on the junction of Brian Statham Way and Talbot Road. Ticket sales and collection will be available from the Ticket Office.

### **WHERE IS THE MAIN RECEPTION?**

This is found at the entrance to the Pavilion from the main car park area on Talbot Road.

### **WHAT TIME DO THE GATES OPEN?**

The gates will be open at 9am, two hours before the scheduled start of play at 11am.

### **WHERE IS THE HOSPITALITY ENTRANCE?**

The hospitality entrance is located just off Talbot Road by the marquee.

### **IS IT POSSIBLE TO GO IN THE PAVILION?**

Unfortunately only ticket holders with Members' area and Hospitality tickets are allowed in to the Pavilion, this prevents overcrowding and is for spectator's safety and comfort.

### **WHAT IS THE ACCEPTABLE DRESS CODE IN THE PAVILION AND THE POINT?**

The dress code for the Pavilion is smart/casual. In the 1864 Suite, Legends' Lounge, Boardroom and Executive Boxes it is jacket, collar and shoes.

The dress code for The Point is smart casual. No tracksuits, shorts or trainers are allowed.

### **IS THERE A PRAYER ROOM AVAILABLE AT THE GROUND?**

Yes, there will be a marquee located on Car Park Four which will be a designated space for those who wish to pray.

### **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 BIKE PARKING AVAILABLE AT THE VENUE?**

Bike parking is available in the Bruntwood Office Car Park next to the ground, entrance via Great Stone Road.

### **IS THERE ANY ENTERTAINMENT INSIDE THE GROUND?**

The Foster's Fan Village is located on Car Park 3 and will offer a wide range of food and drink options, include vegetarian and halal options. There will also be entertainment including live music and fun games for people to take part in. Day 4 (Monday 25 July) is Big Red Day and we'll have a special activation area where fans can take part in fun fitness challenges. Big Red Day is our charity day which will see us support the LCCC Foundation, We Love MCR charity and the British Heart Foundation.

### **WHAT HAPPENS IF IT RAINS?**

If play is restricted or does not take place, you may claim a refund of only the match ticket value subject to there being:

- (a) 10 overs or less because of adverse weather conditions and no result is obtained - a full refund;
- (b) 10.1 overs to 24.5 overs because of adverse weather conditions and no result is obtained - a 50% refund.

Tickets purchased with a credit or debit card will be automatically refunded the face value of the ticket (excluding booking and postal charges). If you do not receive your refund within 28 days please contact 0161 282 4000 or e-mail [tickets@lccc.co.uk](mailto:tickets@lccc.co.uk)

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

Generally there are several taxis outside the ground, and there is a taxi pick-up area on Warwick Road, near its junction with Talbot Road.

### **IS THERE A CASH MACHINE IN THE GROUND?**

There is a cash machine in the Pavilion, but that can only be accessed by Pavilion ticket holders.

### **CAN I BRING FOOD AND DRINKS INTO THE GROUND?**

Food and drink, and picnics 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. We recommend soft drinks in plastic containers up to a maximum size of 750cl, and plastic cutlery.

**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 items included all alcohol, glass bottles, cans or tins, any sharp objects including cutlery, flags attached to sticks/poles. We do not have a left luggage facility and prohibited items must therefore either be disposed of (no return) or taken elsewhere before admission will be granted.

**Please note all bags will be searched on entry to ensure the safety of players, spectators and staff**

### **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 an umbrella should you wish. Please be mindful though about the size of the umbrella so it doesn't affect the viewing of your fellow supporters.

### **ARE THERE ANY ALCOHOL-FREE AREAS OF THE GROUND?**

The consumption of alcohol is not permitted in the alcohol free area on Stand B Lower, Block 1.

### **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 2pm onwards.

### **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.

### **CAN I GET THE PLAYERS' AUTOGRAPHS OR LEAVE SOMETHING TO BE SIGNED?**

LCCC staff are under instruction not to accept any items for signing by the teams. However, at close of play on the final day of the match, the England players may sign autographs for supporters at the front of C Stand.

### **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 I WATCH THE GAME FROM THE RED ROSE BUILDING?**

You will need a ticket for this area to enter. Please note though that the top floor won't be open.

**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 at each entrance

**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 LCCC does not tolerate this. Please report the incident to the nearest steward who will take the necessary action