



# Manchester Super Giants

## Ticketing FAQs

### How can I buy tickets?

Tickets are to be purchased online by visiting [tickets.manchestersupergiants.co.uk/](https://tickets.manchestersupergiants.co.uk/)

On match days, tickets can be purchased from the Ticket Office which is located at the junction of Talbot Road and Brian Statham Way at Emirates Old Trafford; however, ticket prices increase on matchdays.

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

Yes, there are ticket limits on certain Hundred matches to ensure the matches are accessible to as many different families and groups as possible

### What if it rains?

In the event of cancellation or curtailment of play due to adverse weather, Manchester Super Giants shall effect any refund or reimbursement which may be due to a Ticket Purchaser in accordance with the following refund policy.

If 100 balls or less are bowled in respect of **both Matches on the day** for which the Ticket is valid (where the date of the Match has changed, this means the new date of the Match) and no result is obtained in respect of both Matches, an automatic full (100%) refund of the amount paid for the Ticket (excluding any booking fees) will be made to the original credit or debit card used by the Ticket Purchaser to make the purchase of the Ticket(s).

If 100 balls or less are bowled in respect of one of the two **Matches on the day** for which the Ticket is valid (where the date of the Match has changed, this means the new date of the Match) and no result obtained in respect of such Match, an automatic partial refund equal to 50% of the amount paid for the Ticket (excluding any booking fees) will be made to the original credit or debit card used by the Ticket Purchaser to make the purchase of the Ticket(s).

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

Yes, tickets are available in the Pavilion Terrace at the Platinum Price Category with access to the Members pay bar and pay food facilities.

### Where are the alcohol-free sections in the ground?

Blocks A6, A7 and BL2 are our designated alcohol-free sections for The Hundred

### Where should I sit with my children?

Stand A is designated as our Family Friendly area and is closest to the Fan Village for food, drinks and kids' entertainment.



### **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. Anyone over the age of two will require a ticket.

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

3 to 15 years old. Please note that children aged under 16 years must be accompanied by an adult to enter the ground for all matches.

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

There are no concession prices for the Hundred

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

Wheelchair spaces are in all stands, except Stand A and can be purchased online or by emailing [ticketoffice@lancashirecricket.co.uk](mailto:ticketoffice@lancashirecricket.co.uk)

### **Are there seats for fans with other disabilities?**

Yes, there are accessible seats on all stands, except Stand A and can be purchased online or by emailing [ticketoffice@lancashirecricket.co.uk](mailto:ticketoffice@lancashirecricket.co.uk)

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

Yes, one complimentary carer ticket will be provided per disabled supporter.

### **Can my family sit nearby if I have a wheelchair?**

Yes, there are allocated seats directly behind or in front of the wheelchair spaces.

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

£1.50 per transaction

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

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

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

Tickets will be available in the Hundred app approximately 4 weeks before the tournament



## **How do I access my tickets via the app?**

Details on how to access your digital tickets and transfer them to your friends can be found below

<https://faqs.thehundred.com/hc/en-us/articles/6216271916573-How-to-print-or-download-your-tickets-at-home>

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

Tickets cannot be exchanged or re-sold. If you have purchased a ticket that you no longer require, once Tickets are in the Hundred App, you will be able to transfer to friends/family via the app.

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

Refund information can be found within the Ticket Terms and Conditions [here](#).

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

You can see the view from your seat by clicking [here](#) and keying in your block, row and seat details.

## **Where can I park?**

You can find car parking spaces via [www.yourparkingspace.co.uk](http://www.yourparkingspace.co.uk).

## **Is Blue Badge car parking available?**

Blue Badge parking is available to book online [here](#) disabled spaces are allocated on a first come, first served basis.

## **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 the below link for more information: [https://travel.yousmartthing.com/lancashire\\_cricket\\_club/journeyplan?from=currentlocation&to=emirates+old+trafford+cricket+ground](https://travel.yousmartthing.com/lancashire_cricket_club/journeyplan?from=currentlocation&to=emirates+old+trafford+cricket+ground)

## **When do gates open?**

Gates open 90 minutes before the first match starts.

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

You can access the ground from any gate; all gates provide access to all the stands.

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

Yes, all spectators and their possessions may be subject to a search upon entry to a venue. Anyone refusing to be searched will not be permitted to enter the venue.

**What can I bring into the ground?**

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

**What time will the game start?**

Start times will be indicated on your tickets.

**How long does a game last?**

Hundred matches last approximately 3 hours of 100 balls per team.

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

There are various food offerings are available throughout the venue.

**Do you cater for vegans?**

There are vegan and vegetarian options situated in the Fan Village and around the ground. Vegan options are also available on request from the Members Suite for Members.

**Where is the shop?**

The shop is located next to the Indoor Cricket Centre behind 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 an indoor bar?**

The indoor bars are available only by buying a Platinum Ticket or Hospitality Package.

**Is there an ATM on site?**

No, Emirates Old Trafford is a cashless venue.



### **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 cans will be allowed into the ground, and drinks will be limited to 75cl.

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

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 and is not allowed in any seats within the stadium.

### **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 are only able to pick-up from Chester Road.

### **Where is the Ticket Office?**

It's located on the corner of Brian Statham Way and Talbot Road.

For more Hundred FAQ's please use the following link: <https://faq.thehundred.com/hc/en-us>