

# Ticketing FAQs

## How can I buy tickets?

Tickets are to be purchased online by visiting [tickets.lancashirecricket.co.uk](https://tickets.lancashirecricket.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, please note that ticket prices increase on matchdays for Blast and Hundred matches.

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

Tickets are limited to six per person for International matches and the Yorkshire T20 Blast match. All other domestic matches have no ticket limits.

## Are group tickets available?

Group tickets are not available for international matches, the Yorkshire T20 Blast Men's match or out-ground matches. For all other matches there are group discounts for groups of over seven adults, over eleven adults, and over twenty adults.

## What if it rains?

There is a refund policy that covers loss of play due to the weather. This policy differs per competition as below:

**Test Match** - For days 1 to 4 of the Test Match: If, for the day for which the ticket is valid, play does not take place OR play is restricted, you will be entitled to a refund of only the match ticket value subject to there being: (a) zero to 15 overs played - a full refund; (b) 15.1 overs to 30 overs played - a 50% refund. In no other circumstances can money be refunded.

**IT20** - If, for the day for which the ticket is valid play does not take place OR play is restricted, you will be entitled to a refund of only the match ticket value subject to there being: (a) zero to 10 overs are played of the only or last match of the day and no result is obtained - a full refund; (b) 10.1 overs to 20 overs are played of the only or last match of the day and no result is obtained - a 50% refund. In no other circumstances can money be refunded.

**T20 Blast Single Header**- If, for the day for which the ticket is valid play is restricted or does not take place at the Ground on the day for which your ticket is valid, including any reserve days, those who have purchased tickets in advance with credit or debit card will be automatically refunded the face value of the ticket (excluding booking and postal charges) subject to there being fewer than 10 overs played because of adverse weather conditions and no result is achieved. Return of tickets is not required.

**T20 Blast Double Header** - If, for the day for which the ticket is valid, play is restricted or does not take place at the Ground on the day for which your ticket is valid, including any reserve days, those who have purchased tickets in advance with credit or debit card will be automatically refunded the face value of the ticket, subject to there being fewer than a total of 20 overs played and no result achieved in respect of both matches. Return of tickets is not required.

If, for the day for which the ticket is valid, play is restricted or does not take place at the Ground on the day for which your ticket is valid, including any reserve days, those who have purchased tickets in advance with credit or debit card will be automatically refunded 50% of the face value of the ticket, subject to there being fewer than a total of 20 overs played and no result achieved in respect of one of the matches. Return of tickets is not required.

Full details are in the Terms and Conditions that can be found [here](#)

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

The Pavilion Terrace is for Lancashire Cricket Members and guests only. Memberships are available to purchase and are great value for anyone attending matches at Emirates Old Trafford. For more information click [here](#)

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

Blocks A6, A7, BU8 and BU9 are our designated alcohol-free sections for internationals. For the Yorkshire T20 Blast match, it is Blocks A6, A7, BU8, BU9 and BU10 and for The Hundred it is Blocks A6, A7 and BL2. For other matches when the ground has been sold as unreserved seating, there will not be a designated alcohol-free area, as operationally we will only open blocks based on ticket sales.

### Where should I sit with my children?

Stand A is designated as our family 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?

Under 18 on the date of the match taking place. ID may be requested on entry. 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?

Over 65 on the date of the match taking place. Please note that the over 65 discount is not applicable to Internationals or T20 Blast matches.

### Where are the wheelchair areas?

Wheelchair spaces are 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.

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

There are designated accessible seats in all stands except Stand A. If you wish to purchase an Easy Access seat, your online 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.

### **Do I get a 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 face value of the ticket of the stand they are located. Proof of eligibility may be requested at the time of booking. This can be done online once you have updated your online account with the Ticket Office.

### **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?**

We do not charge booking fees for any International or Lancashire domestic match tickets.

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

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

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

Tickets will be injected into the Lancashire Cricket Tickets App approximately 6 weeks prior to each match. The QR codes on the tickets will be activated on the day of the match. If you have not received your tickets in the app a week prior to the match, please email [ticketoffice@lancashirecricket.co.uk](mailto:ticketoffice@lancashirecricket.co.uk). Please note that, if you have allocated your tickets to friends and family, these tickets will be automatically distributed to their own email addresses via the app.

### **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 [here](#).

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

You can place your tickets on the official Lancashire Cricket Resale Platform or exchange your tickets for another match. Details can be found [here](#).

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

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

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

If you have already allocated your tickets to a friend and you wish to change the recipient, please 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 the view from your seat by clicking [here](#) and keying in your block, row and seat details.

### Where can I park?

Domestic match day parking is available on the car park in front of the Pavilion on a first come, first served basis when there is no Fan Village in operation. For Internationals and T20 Blast matches parking is available at Manchester United (this is subject to availability and agreement). Alternatively, you can find car parking spaces via Your Parking Space by clicking [here](#)

### Is Blue Badge car parking available?

Blue Badge parking is available to book online [here](#) for internationals, Vitality Blast matches and out-grounds. For County Championship and One Day Cup matches at Emirates Old Trafford, 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 [www.tfgm.com](http://www.tfgm.com) for more info.

### When do gates open?

Gates open one hour before County Championship and One-Day Cup matches start, 90 minutes before T20 Blast matches start and 2 hours before international matches and the Yorkshire Blast match starts.

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

You can access the ground from any gate, all gates give access to all stands.

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

Yes, we reserve the right to bag search at all our matches, these are mandatory bag searches for all international fixtures.

### 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 are indicated on our Match Centre [here](#)

### How long does a game last?

County Championship matches last 4 days with a minimum of 96 overs per day, starting in the morning and finishing at approximately 6pm.

One-Day Cup matches last one day of 50 overs per team, starting in the morning and finishing at approximately 6pm.

T20 Blast matches last approximately 3.5 hours of 20 overs per team.

International Test matches last 5 days of 90 overs per day starting at 11am and finishing at approximately 6.30pm.

### What food is available at the ground?

There are various food offerings 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 in the Pavilion are for Members and Hospitality guests only and the bars within The Point are for Hospitality guests only.

### 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?**

For International matches and T20 Blast matches, taxis are only able to pick-up from Chester Road. For One-Day Cup and County Championship matches taxis can pick-up from Talbot Road.

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

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