

Frequently Asked Questions

Ticketing

How will ticketing arrangements work in allocating seats and stand numbers?

Seats will automatically be assigned by seat based on a socially distanced seating plan. Tickets purchased within the same booking will be classed as a bubble.

Will households / bubbles be able to book seats?

To ensure you can be joined by those within your bubble, you must order your tickets within the same booking to ensure you are allocated seats together.

Will friends be able to book seats in close proximity to each other?

Similar to the above, tickets must be purchased on the same booking to be allocated seats together, up to six individuals or two households as per Government guidelines.

How will tickets be distributed to Members?

E-Tickets and mobile app tickets will be available. However, there will be support for those without smartphones on match day via the Ticket Office on Brian Statham Way.

Will there be any visiting members supported at the ground?

Away fans are able to book tickets online for all game, subject to availability, with Lancashire Cricket Members given first priority to secure match tickets.

Transport

How will the car parking arrangements work and which car parks will be open?

Parking is available on a first come first served basis for the Second XI and Yorkshire CC matches. Members' car parking ticket discount will be available from the Pavilion. Please refer to the specific match day guide for parking arrangements. For domestic T20's and Internationals, there will be no public parking on-site. For accessible parking, please contact the Ticket Office directly to pre-book.

Will Lancashire Cricket be sending out communications for public transport safety procedures

Details on public transport will be found in the specific match guide for each fixture. The information within the match guide will direct supporters and Members to Transport for Greater Manchester, where the latest information on travel and Government guidance can be found.

Will there be staff near the tram station to guide Members upon arrival?

Yes. There will be match stewards located at the Old Trafford tram stop to provide support and direction for spectators.

What catering facilities will be open?

Members bar and catering facilities will be available in the Long Room. There will be external food vendors available for non-members around the ground.

Safety

Will there be testing as you arrive at the Ground (temperature rather than lateral flow)?

No. We won't be administering any tests on arrival. For specific safety information at each game, please refer to our match guide

How will you control queuing to ensure people follow social distancing rules?

There will be an increased level of staff to ensure social distancing measures are maintained around the ground. There will also be signage and queue barriers in place to ensure Government guidelines are adhered to. If you have any concerns, please speak to one of our friendly team members.

Where and when will facemasks need to be worn?

Face asks will need to be worn at all times, except when seated in the stands or when eating or drinking.

Will facemasks be available for purchase on the day for those Members who may forget to bring their own?

Unfortunately, we don't have masks to purchase via the Lancashire Cricket Official Store, however there will be disposable facemasks available to those who don't have one.

Will Members be asked to bring vaccine cards?

No. However we ask that spectators undertake a personal risk assessment form which will be available when downloading you digital tickets.

What happens if someone arrives at the cricket and has a valid reason for not wearing a facemask?

For those who are exempt due to medical reason, we will politely request proof of exception.

How do you keep people safely apart (during breaks, if it rains and at the end of the day's play)?

Supporters will be required to maintain social distancing throughout the day, however we will have controlled queue lanes, signage and staff to assist.

Where do Members go with any queries on the day?

If Members have any queries during the day, they can speak to one of our friendly staff members, or alternatively, the Members Representative Group will be available during Day One and Day Two of the Yorkshire LV= Insurance County Championship match between Stand A and the Pavilion.

Ground

Will there be nominated entrances and exits on the day?

Yes, there will be dedicated entrance and exit points. Please follow the stewards instructions and signage when arriving to site. Please note that gate entry will differ per match.

What elements within the ground will be open (suites, Pavilion)?

The areas that will be open will vary by fixture. Please refer to the latest match guide for details.

Will Members be restricted in moving around the ground during the day, other than using toilets and catering facilities?

Members are able to walk around the ground using the new two-way system which has been put in place, however we would encourage Members to stay within their ticketed stand area to limit cross-over. Unfortunately, due to the safety of our playing staff, there will be no access to the pitch this season.