

England v Pakistan

Vitality International T20
Tuesday 20 July

Gate Open – 3.30pm
Start of Play – 6.30pm

FREQUENTLY ASKED QUESTIONS

This document should provide you with all the information required ahead of your visit to Emirates Old Trafford for the Third Vitality International T20 between England and Pakistan. 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, either on this or other pages dedicated to the match, contact us by:

Twitter: @LancsCricket
Phone 0161 282 4000
E-mail: enquires@lancashirecricket.co.uk

WHAT TIME DO THE GATES OPEN?

The gates will be open at 3.30pm, with the scheduled start of play at 6.30pm. We ask all supporters to arrive at the ground as early as possible, avoid bringing bags to the venue as they will be searched and slow down your entry to the ground

DO I NEED TO WEAR A FACE MASK?

We are encouraging guests to still wear masks when inside the stadium to help protect themselves and others. Staff at the stadium will still be wearing a mask.

Hand sanitising stations will still be in place around the stadium for people to use. We are also encouraging social distancing within the stadium.

IMPORTANT: WHAT COVID PROTOCOLS WILL BE IN PLACE TO GAIN ENTRY?

The recent Government announcement around the lifting of the restrictions on Monday 19 July is a welcome update even though we are being encouraged to 'proceed with caution'. The safety and wellbeing of our supporters is of the utmost importance. With this in mind Lancashire Cricket, in conjunction with the licensing authority, we have outlined the following protocols:

Due to protocols around indoor facilities, those with **hospitality tickets MUST** show proof of one of the following:

- A negative lateral flow test or PCR Test taken in the last 48 hours prior to the game shown, for example, on the NHS app, Email, or message on your smart phone.
- Proof of a double vaccination either by showing your vaccination card, or via the NHS app on your smart phone. To do this, visit [nhs.uk](https://www.nhs.uk)

Please note, you will not be guaranteed access to the hospitality suite if you fail to show your proof of the conditions above.

Those with **general admission tickets** are strongly encouraged to:

- Take a Lateral Flow Test within 48 hours of attending the game (although this is not mandatory)

When moving around the venue and your hospitality suite, we strongly encourage you to do the following:

- Wear a face mask when walking around the site and your hospitality suite
- Not to travel to or enter Emirates Old Trafford if you have symptoms of Covid-19
- Maintain social distancing

Lancashire Cricket would like to thank you for your co-operation and appreciation of the above restrictions and protocols.

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 15 minute walk from Emirates Old Trafford and costs £20 per car which is payable on entrance by card only. Follow signs for the N3 car park, postcode M17 1EJ.

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.

Please note: There will be no cash parking available on-site at Emirates Old Trafford for this fixture.

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 the Emirates Old Trafford Stadium [is available here](#).

As always, we advise customers to plan their journey in advance 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/>

NOTE: Between Monday 19 July and Saturday 31 July there will be improvement works on the Metrolink Eccles line. During this time, no trams will operate between Eccles and Piccadilly. A replacement bus service will operate between Eccles and Piccadilly and call at all stops. [Find out more here](#).

WHERE IS THE TICKET OFFICE LOCATED?

The Ticket Office is on the junction of Brian Statham Way and Talbot Road and will be open from 9am.

The match is sold out and no tickets will be available to purchase on the day of the match.

Make sure your tickets have been downloaded to the TIXnGO app or printed at home ready for entry. Please note that barcodes will be activated two hours before gates open.

If you are collecting tickets, please bring proof of ID.

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 (for general admittance and VIP/Hospitality), Gate 3 and Gate 5 on Brian Statham Way and Gate 7 on Great Stone Road.

WHERE IS THE HOSPITALITY ENTRANCE?

The hospitality entrance is Gate 1 on Talbot Road.

IS IT POSSIBLE TO GO INTO THE PAVILION LONG ROOM?

Due to the covid protocols around indoor facilities, the pavilion long room will operate as a takeaway service only. We apologise for any inconvenience this may cause.

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

The dress code for the Pavilion, Legends Lounge and Executive Boxes is smart casual. In The 1864 Suite it is tailored trousers, smart jeans and a collared shirt, accompanied by shoes. Members and their guests are requested not to wear replica kits, t-shirts, blue denims, shorts or sports shoes. We reserve the right to refuse admittance to The 1864 Suite if a Member of guest is not dressed appropriately.

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

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 inside the ground. We have a range of exciting music acts who will be roaming through crowds in the Foster's Fan Village. There will also be a special Q&A in the Fan Village with Lancashire Cricket Director of Cricket Paul Allott and Sky Sports Cricket Pundit David 'Bumble' Lloyd from 4pm.

WHAT HAPPENS IF IT RAINS?

If play is restricted or does not take place at the ground on the day for which this ticket is valid, you will be entitled to a refund of only the match ticket value subject to there being: (a) non admittance of spectators OR 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.

In respect of tickets purchased in advance for the day on which this ticket is valid, refunds will be made automatically by Lancashire Cricket Club to the original purchaser only, either by refunding his or her debit or credit card. In respect of tickets purchased at the Ground on the day for which this ticket is valid, refunds may be claimed by sending this ticket with your name and address in block capitals to International Refund Application, Lancashire Cricket Club, Emirates Old Trafford, Manchester M16 0PX within 28 days of the Match date.

WHAT HAPPENS IF IT RAINS? (HOSPITALITY CUSTOMERS)

If for any reason the Event is postponed, the Customer's booking for that Event will be valid for the re-scheduled Event (if any) save where such re-scheduled Event takes place at a location other than the original Ground applicable to the Services.

If for any reason outside the control of the Seller (including, without limitation, due to the circumstances set out in condition 8.1 of the Hospitality Package Terms of Sale) the Event is postponed, cancelled or abandoned (whether in whole or in part) any refunds shall be at the entire discretion of the Seller and the Customer is advised to take out its own insurance to cover such risks and associated costs.

Play is not guaranteed and under no circumstances will any refund be made in respect of the purchases for Packages. However, if a refund scheme for the ticket element (the Ticket) included in the Package applies, then a partial refund or ticket exchange may be applicable in accordance with Lancashire Cricket Club Ticket Terms and Conditions.

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

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

ARE MULTI-FAITH FACILITIES AVAILABLE AT THE GROUND?

There will be multi-faith facilities available on the day. Please ask the nearest steward for details.

CAN I PAY BY CASH AND CARD INSIDE THE GROUND?

To deliver the most efficient and safest possible experience at Emirates Old Trafford, we will now be operating a new cashless system (card payments) which will be in places across all areas around the ground. For assistance on the day, please speak to one of our friendly stewards.

ARE THERE ANY ACCESSIBLE TOILETS ON-SITE?

Toilet and baby changing facilities are easily accessible throughout the ground. Toilets are available within the Pavilion (Members and hospitality bookers only), Stand A, Stand B, Lightning Stand C and Stand E. A changing place facility will be available on-site, provided by Mobiloo.

Accessible toilets are located in Stand B, Lightning Stand C and Stand E which can all be accessed using a RADAR Key. RADAR keys will be available from the nearest bar.

If you have any trouble locating these facilities, please speak to one of our friendly stewards who will be more than happy to point you in the right direction.

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 items include 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.

Pocket phone charges are not permitted into the ground. 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 a small 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.

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 I WATCH THE GAME FROM THE RED ROSE BUILDING?

The Red Rose building will be in use by staff as a match day check in service.

DO BABIES NEED A TICKET?

Babies 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 your baby to the match please be prepared for hot sunshine and also inclement weather.

WHERE CAN I BUY A PROGRAMME/SCORECARD?

Official scorecards will be on sale inside the ground in the Members' Suite and in the Lancashire Cricket Official Store behind Lightning Stand C. However, there will be no programmes available to purchase for this match.

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 residents and pre-booked hospitality guests during the Vitality IT20.