



## Frequently Asked Question's

### **I CAN'T DOWNLOAD OR PRINT MY TICKET, WHAT DO I DO?**

There is no need to download or print a ticket, your booking confirmation email is all you need.

### **WHERE CAN I PARK?**

There is ample parking on site. Please enter via gate 1 and let the steward know that you are here for a Stadium Tour.

### **WHERE IS THE ACCESSIBLE PARKING?**

There is ample parking on site, with accessible parking available directly outside Pavilion Reception, which is the meeting point for the tour.

### **WHERE DOES THE TOUR START?**

On arrival, please head to the meeting point in Pavilion Reception, our tour guides will greet you there.

### **WHAT TIME SHOULD I ARRIVE?**

Please aim to arrive 10 minutes before your time slot.

### **WHAT IF I AM LATE FOR MY TOUR?**

If you are more than 10 minutes late, you may not be able to partake in the tour.

### **HOW LONG WILL THE TOUR LAST?**

The tour is a minimum of 1 hour and a maximum of 1.5 hours.

### **I AM IN A WHEELCHAIR; CAN I STILL DO THE TOUR?**

Absolutely! All areas on the tour are fully accessible in a wheelchair.

### **I STRUGGLE WALKING; CAN I STILL DO THE TOUR?**

Yes, there is lift access to all areas so you don't have to use stairs if you don't wish to but be aware that the tour is a walking tour that lasts at least 1 hour and often longer so please consider your abilities and bring along any walking aids you may need.

### **I AM HARD OF HEARING/DEAF; CAN I STILL DO THE TOUR?**

Yes, we can offer a printed 'script' of the tour to read as you go. We currently don't do BSL tours.

### **CAN I TAKE PHOTOS?**

Yes, there are lots of opportunities to take photos. Feel free to ask our tour guides to take your photo, too.

### **HOW MUCH DO TICKETS COST?**

£12 or £10 concession

### **WHAT DAYS AND TIMES ARE THE TOURS ON?**

Tours run on all OFF SEASON weekends at 10am, 12pm and 2pm (NB Tours will not run over the Christmas period 17<sup>th</sup> Dec-6<sup>th</sup> Jan).

### **HOW MANY TICKETS CAN I BUY?**

Maximum 10 per booking. If you need more or you're interested in a group booking, please get in touch [stadiumtours@lancashirecricket.co.uk](mailto:stadiumtours@lancashirecricket.co.uk) or call 0161 282 4000

### **CAN I BRING A BAG?**

Yes, but we recommend you do not bring a large heavy bag with you as there is no luggage drop or cloakroom available. Suitcases and large backpacks will not be permitted.

### **CAN I BOOK FOR A LARGE GROUP OR SCHOOL TRIP?**

If you would like to enquire about a large booking, please get in touch [stadiumtours@lancashirecricket.co.uk](mailto:stadiumtours@lancashirecricket.co.uk) or call 0161 282 4000

### **WILL I NEED TO DEMONSTRATE MY COVID STATUS?**

No. In accordance with government guidelines there will be no covid restrictions.

### **HOW DO I GET TO EMIRATES OLD TRAFFORD?**

Check out [our directions section](#) to see how to get to Emirates Old Trafford.

### **ARE THERE ANY BUSES OR METROLINK SERVICES?**

Old Trafford Metrolink is located directly outside of the Emirate's Old Trafford Stadium.

Please use the following link for more information about Metrolink:

<http://www.metrolink.co.uk/Documents/lccc-travel-leaflet.pdf>

### **WHERE CAN I BUY MERCHANDISE?**

Our official store is open on Saturdays, or you can buy online <https://store.lancashirecricket.co.uk/>

### **KEEPING UP TO DATE**

You can get up to date information from our website: [emiratesoldtrafford.co.uk](http://emiratesoldtrafford.co.uk), on our Facebook page: EmiratesOldTrafford, or by following @EmiratesOT on Twitter.

### **CAN I HAVE A TOUR IN ANOTHER LANGUAGE?**

We currently only conduct guided Tours in English.

### **CAN I GO ONTO THE PITCH?**

You are not permitted to access any part of Emirates Old Trafford other than where you are taken by your Tour guide, including the pitch.

**CAN I SMOKE ON THE TOUR?**

Smoking is not allowed during Tours.

**HOW MANY PEOPLE WILL BE IN MY TOUR GROUP?**

There will be between 4-12 people on your tour.