



Frequently Asked Questions

DO I NEED TO DOWNLOAD OR PRINT MY TICKET(S)?

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

WHERE CAN I PARK?

There is car parking available on site. Please enter via Gate 1. Car parking is available on a first come first served basis.

WHERE IS THE ACCESSIBLE PARKING?

There are designated Blue Badge spaces. This includes some which are directly outside Pavilion Reception. These are available on a first come first served basis.

WHERE DOES THE TOUR START?

On arrival, please head to the meeting point at 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 will be approximately 60-90 minutes.

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. But please be aware that it is a walking tour that will last at least one hour so please consider your abilities and bring along any walking aids that 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 (on request) to read as you go. Please email stadiumtours@lancashirecricket.co.uk to request a printed script. Unfortunately, we don't currently offer BSL tours.

CAN I TAKE PHOTOGRAPHS?

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

HOW MUCH DO TICKETS COST?

£15 for adults and £12 for under 18s.

WHAT DAYS AND TIMES ARE THE TOURS ON?

Tours currently run on selected weekends during the off season only. The timeslots that are available to book are 10:00 and 12:30. Please see the following link for the calendar of available dates:

<https://tours.lancashirecricket.co.uk/selection/timeslotpass?productId=10228609606541>

CAN I BOOK A TOUR ON THE DAY?

Stadium Tours are only available to pre-book online. Unfortunately, we are unable to process bookings for walk ups on the day.

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 via stadiumtours@lancashirecricket.co.uk.

CAN I BRING A BAG?

Yes, but we recommend that 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 A SCHOOL TRIP?

If you would like to enquire about a large booking, please get in touch by emailing stadiumtours@lancashirecricket.co.uk.

WHAT IF I NEED TO AMEND MY BOOKING?

If you need to amend your existing booking, please email stadiumtours@lancashirecricket.co.uk or call 0161 868 6712.

WILL I NEED TO DEMONSTRATE MY COVID STATUS?

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 Emirates Old Trafford Stadium.

Please use the following link for more information about Metrolink:

<https://tfgm.com/plan-a-journey>

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, on our Facebook page: EmiratesOldTrafford, or by following @EmiratesOT on Twitter.

CAN I HAVE A TOUR IN ANOTHER LANGUAGE?

Unfortunately, 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 4-15 people on your tour.