

## Frequently Asked Questions

**1. When will I receive my match tickets and my special guest credentials?** An electronic itinerary will be emailed no later than two (2) weeks prior to the trip. This package will include all confirmation numbers, match details, a schedule of events for your trip and other pertinent information for your Liverpool experience. Your physical match tickets and VIP credentials will be waiting at the hotel for you when you check in. If you are not in the Hope Street Hotel with us, please let us know so we can arrange delivery.

**2. Where are the seats located for the match?**

Match hospitality is the 1892 Lounge- Match tickets next to the Directors' Box in the Lower Tier (great seats)

**4. I don't live in North America, can I still attend?**

Yes! Supporters must reside in the United States, Canada, the Caribbean, Central or South America (collectively, the "Americas") to participate.

**5. If I would like to extend my stay, should I do so through Fenway Sports or should I call the hotel directly?**

All hotel extensions should be made with Fenway Sports via telephone at 617-226-6909 to ensure that you receive our special discounted rate. Please book all extensions to your stay no later than thirty (30) days prior to your check-in date in order to ensure availability (after 30 days, hotel dates are fixed and changing dates will result in loss of hotel night).

**6. What happens if the match changes dates?**

If the date or time of the match changes, we will adjust the events accordingly with regard to the Anfield Tour, Welcome Event, etc. Regardless of any changes, all events will take place between the respective Friday and Monday of the trip dates. If you book the standard nights, you are guaranteed to not miss the match and events!

**7. Are flights included?**

Not at this time. We will promote if an airline wants to offer a discount!

**8. What if I need mobility assistance?**

Please let our staff know if you need mobility seating or accommodations via email at [travel@fenwaysportsgroup.com](mailto:travel@fenwaysportsgroup.com) or by phone at (617) 226-6909. Match day assistance is available through the LFC day of game staff.

**9. What is the cocktail event?**

We will be arranging a welcome cocktail event at the start of the trip. The venue/date is still TBD, once we will communicate all of this as soon as it is finalized.

**10. What LFC gifts will be included in the package?**

The exact gifting has yet to be determined. This will be communicated once it is confirmed.

**11. Will I need any other ground transportation in Liverpool?**

We include transfers to/from Anfield for the match and the VIP Tour. Any other transportation is on your own. Taxi and Uber are readily available in the city for sightseeing. For transfers to/from the airport, please let our staff know if you need assistance in setting up a car service at [travel@fenwaysportsgroup.com](mailto:travel@fenwaysportsgroup.com). Otherwise, we'd recommend the train or a taxi!

**12. What is the dress code at the matches?**

If you are in the 1892 Lounge, the dress code is "business casual- nice jeans/chinos and a shirt". Basically, home shirts are not allowed in this 1892 lounge. For the Titanic package and Boot Room, the dress code is casual and home shirts are allowed.