

Who is Sports Entertainment Tours?

The team of Sports Entertainment Tours consists of Sports and Travel professionals who understand that visiting an event is more than just a concert or a sports match, it's a true experience. We want your experience to start before the actual event, and for you to remember it for a lifetime. We can provide all types of travel packages for each event; from an inexpensive access to the most luxurious Hospitality packages.

What is included in the cost?

Included in the cost is your seated match ticket, hospitality if applicable plus hotel accommodation which you have selected for your stay. We can also add extra such as travel and excursions.

Why can't I get a ticket only without hotel stay?

Our contract states we must sell some of our match break packages with a minimum 1 night hotel stay.

When will I receive my tickets?

Generally tickets are dispatched between 10-4 days prior to the event. In most cases tickets will be sent as e-tickets to your e-mail address. On the rare occasion some tickets will be posted, collect at venue or mobile tickets.

What happens after I submit my details to make a reservation?

After you have chosen your preferred game and package, you will receive your confirmation email. This will include all your booking details. Please check your junk mail folder if you do not receive this immediately after booking. If you have any questions after you receive your confirmation then you can email us with your confirmation number and query to info@sportsentertainmenttours.com

Can I add extra hotel night (s) to my booking?

Yes. We can add additional hotel nights before or after your event date. If you wish to do this simply call us drop us an email.

What documents do I need to take with me?

You will need to take your match tickets and hotel voucher. You will receive these via post or email depending on the match booked.

How do I get my match tickets if I book last minute?

Depending on what type of ticket type you book. Most clubs now have e-tickets, if this is the case these will be sent to the email address provided. If we are unable to email your tickets we can either arrange for the tickets to be collected from the stadium on matchday or the tickets could be delivered to your city centre hotel.

What happens if I lose my match tickets?

Never worry! Please contact one of emergency numbers located on our website and we will arrange for your tickets to be reprinted for stadium collection or we can void your original e-ticket and dispatch a new one.

Why can't I choose where I sit?

We have a specific allocation given to us by the club and it is the club who allocate the tickets. We have a dedicated section of the stadium, so you can be seated in any area of that section.

What is the child age?

Depending on the event this may vary. Please check our website for further details.

Do I need a valid passport?

Yes, you will need a passport for travel. Although it will be the sole responsibility of each individual to make sure they have a full, valid passport/visa as required for their selected dates of travel.

La Liga - Are flights included?

We only offer hotel and ticket package, no flights are included you can contact a member of our team if you wish us to book any flights/transfers for you.

When will I receive my itinerary?

We know how much you are looking forward to the event. we'll do our best to have to your final travel itineraries to you 5-7 days before you travel but if it's going to take a bit longer, we'll let you know.

Will we be guaranteed to sit together?

We always try our best to make this happen but we can't always 100% guarantee as it is the venue that seat you not ourselves. Children under the age of 18 will always be sat with an adult.

Can I pay a deposit?

For some fixtures outside 14 weeks we can offer a deposit. For full details check on our website or with a member of the team.

Do you offer a child price?

All of our prices are standard, we do not sell packages at a discounted child price.

Can I book for 4 people but only 2 attend the game?

Yes, this is possible. You will need to contact our team to book as this option will not be available on our website.

Can I cancel my booking?

Get in touch and we'll be able to advise on your specific booking. Take a look at our T&Cs for more information on cancellation charges.

Is there a minimum age for children to attend?

All kids must be accompanied by at least one adult and every guest must count as an individual on the booking no matter how small, but there is no minimum age.

If an event is sold out will it go back on sale?

Probably not. We'll have sold out of our allocation of tickets and may only have new availability if someone cancels or we're able to get more.

Can we book from overseas?

Yes. If there are restrictions on regions we'll let you know in the booking process.

Why have you cancelled the trip?

Sometimes, there won't be enough interest in a trip from our fans for a trip to go ahead. If this happens, the trip may not run, but we will let you know if this will happen as soon as we can so you can book something else instead.

Do I need to buy travel insurance?

Everyone should have travel insurance so that you can be looked after if anything goes wrong. Some insurances covers you for theft or losing personal items, so it's definitely worth having.

Are there disabled tickets available?

If anyone on your booking needs any special assistance for reduced mobility, disability or any other medical condition, please drop us a line at info@sportsentertainmenttours.com. We can give you more information about the accessibility of different services and the assistance available from suppliers, or at venues. Availability and access to certain services/seating may be limited by the service provider so we'd like it if you'd you talk to us about what you need before booking. If you book online please add information of any special assistance you need.

My fixture has been moved to another date. What can I do?

Premier League fixtures can change date and kick-off time as close as a couple of weeks before they're played. All sorts can affect the times and dates of matches; the TV schedules and other competitions are the usual reasons. The premier League will announce confirmed match dates and times usually no later than 4 weeks before they're played, but every so often, it can be a little later. If the match you have booked has its date and/or time changed you will get an email from us telling you what to do next.

If a match moves from a weekend day to another weekend day (e.g. Saturday to Sunday), or the match time changes but the date doesn't, we can change the date of you hotel stay if you want to. This is the same if a Tuesday game changes to a Wednesday. When you get your email from us telling you about the change, you'll have 7 days to come back to us to change your hotel dates. If we don't hear from you, we'll keep the booking the same. We might have to give you a little less time if the change happens really close to match day, but we'll let you know on the email we send.

What time can I check-in at my hotel?

Check-in is usually from 3pm, but this can be different depending on the hotel you've chosen. If you arrive at your hotel before check in opens, you might not be able to check in straight away, but you'll be able to store you bags so you can get your trip started.

I've not received my booking confirmation email, where is it?

First thing's first, check your spam. You can also add our email address to your address book and you will never miss an email again. Should you still have problems, please get in touch with us by email info@sportsentertainmenttours.com or speak to a member of our team on +44 2890 024446.

If I have an emergency whilst on my trip, what can I do?

We have a dedicated out of hours team, give us a call on +44 2890 024446 and we'll be there to help.