

**Scottish Football Association**  
**Terms & Conditions**  
**Scotland Supporters Club**  
**Supporters Club Membership 2023/24**

The Scotland Supporters Club (Supporters Club) is organised by The Scottish Football Association Limited, a company registered in Scotland and having its registered office at Hampden Park, Glasgow G42 9AY with company number SC005453 (the Scottish FA). Membership of the Supporters Club is governed by these terms and conditions (the Terms and Conditions) which set out the terms of the contract between Members and the Scottish FA. If Members do not comply with these Terms and Conditions their membership of the Supporters Club may be suspended or terminated.

Please read these Terms and Conditions carefully and make sure you understand them before completing the Online Application to join the Supporters Club or renewing your Membership. By completing the Online Application on our website, you agree to be bound by these Terms and Conditions and any other documents expressly referred to within these Terms and Conditions, including:

- the Scottish FA's Website Use Terms and Conditions (<https://www.scottishfa.co.uk/terms-conditions>)
- the Scottish FA's General Privacy Policy (<https://www.scottishfa.co.uk/privacy-notice>); and if you have any questions regarding these Terms and Conditions or how your personal data will be used, please contact [supporters@scottishfa.co.uk](mailto:supporters@scottishfa.co.uk).

### **Definitions**

In the Terms and Conditions, the following terms shall have the following meanings:

***Accompanying Adult*** means an individual aged 18 years or older, including but not limited to an Adult Member or a Senior Member.

***Adult Member*** means an individual aged between 16 years and 64 years with legal capacity to apply for and who has paid the appropriate Membership Renewal Fee or Membership Joining Fee and has had his/her Online Application or for Membership accepted by the Scottish FA to become a Member of the Supporters Club in accordance with these Terms and Conditions.

***Away Match(es)*** means any International Match played out with Scotland.

***Bonus Loyalty Point*** means a Loyalty Point awarded to each Member who has renewed his/her Membership for the last three (3) consecutive Membership Periods (from Membership Period 2016/2017 to Membership Period 2020/2021 inclusive) and renewed before 31 January 2023.

<b><i>Board</i></b>	means the board of directors of the Scottish FA from time to time.
<b><i>Cancellation Period</i></b>	shall have the meaning ascribed to it in Clause 28 below.
<b><i>Chief Executive</i></b>	means the Chief Executive of the Scottish FA appointed by the Board from time to time.
<b><i>Code of Conduct</i></b>	means the code of conduct with which each Member is required to comply, more specifically narrated in Clause 16 and Clause 17 below.
<b><i>Contract</i></b>	has the meaning given to that term in Clause 4.
<b><i>Full International Team</i></b>	means the men's or women's association football team chosen to represent the Scottish FA at the highest international level.
<b><i>Home Match(es)</i></b>	means any International Match played within Scotland.
<b><i>International Match(es)</i></b>	means any international association football match or matches involving the Full International Team whether a Home Match or an Away Match.
<b><i>Junior Member</i></b>	means an individual aged 15 years or under who has paid the appropriate Membership Renewal Fee or Membership Joining Fee and has had his/her Online Application for membership accepted by the Scottish FA to be a Member of the Supporters Club in accordance with these Terms and Conditions.
<b><i>Loyalty Points</i></b>	means points that may be awarded to Members by the Scottish FA on Membership Renewal and on ticket purchase and subsequent attendance at any International Match.
<b><i>Match Venue</i></b>	means a venue within Scotland which hosts an International Match.
<b><i>Member</i></b>	means a member of the Supporters Club, being an Adult Member, Senior Member or Junior Member, as appropriate.
<b><i>Membership</i></b>	means membership of the Scotland Supporters Club.
<b><i>Membership Card</i></b>	means the card issued to Members by or on behalf of the Scottish FA for the duration of the Membership Period.
<b><i>Membership Renewal Fee</i></b>	means the sum of money (inclusive of Value Added Tax) specified in Appendix 1, required to be paid to become a Member of the Supporters Club for the Membership Period.

<b><i>Membership Period</i></b>	means the twenty four (24) month period for membership of the Scotland Supporters Club, as prescribed by the Scottish FA from time to time. At the date of issue of the Terms and Conditions (January 2023), the Membership Period will be as specified in Clause 9.
<b><i>Membership Renewal</i></b>	means the renewal of Membership of the Supporters Club from one Membership Period to the next consecutive Membership Period via an Online Application.
<b><i>Online Application</i></b>	means the method for any person to make an application to renew or join the Supporters Club at <a href="https://tickets.scottishfa.co.uk">tickets.scottishfa.co.uk</a> or such other Website address as may be notified by the Scottish FA from time to time.
<b><i>Scottish FA</i></b>	means the Scottish Football Association Limited, a company incorporated in Scotland under the Companies Acts with the registered number SC005453 and having its registered office at Hampden Park, Glasgow G42 9AY.
<b><i>Senior Member</i></b>	means an individual aged 65 years and over with legal capacity to apply for and who has paid the appropriate Membership Renewal Fee or Membership Joining Fee and has his/her Online Application for membership accepted by the Scottish FA to become a Member of the Supporters Club in accordance with these Terms and Conditions.
<b><i>Ticketing &amp; Membership Operations Team</i></b>	means the team available to assist Members with general enquiries which can be contacted on the enquiry line offered to Members on the numbers 0141 616 6000 option 1 or by emailing <a href="mailto:supporters@scottishfa.co.uk">supporters@scottishfa.co.uk</a> .
<b><i>Scotland Supporters Club</i></b>	means the Scotland Supporters Club organised by the Scottish FA, which Members belong to by virtue of agreeing to these Terms and Conditions, paying the Membership Renewal Fee or Membership Joining Fee, and having their Online Application accepted by the Scottish FA.
<b><i>Terms &amp; Conditions</i></b>	means the terms and conditions applicable to the membership of the Supporters Club as specified hereunder.
<b><i>Ticket Terms &amp; Conditions</i></b>	means the relevant terms and conditions which govern the Member's purchase of Tickets which will be provided to Members on purchase.
<b><i>Website</i></b>	means the website and ticketing system used by the Scottish FA to facilitate Membership applications, Membership Renewals, and the sale of Tickets available at <a href="https://tickets.scottishfa.co.uk">tickets.scottishfa.co.uk</a> or such other website as may be notified by the Scottish FA to the Member from time to time.

## General Terms of Membership

1. The Scottish FA shall supply the Membership Card to the Member in accordance with these Terms and Conditions. As part of the application process, Members will be required to provide an Image to the Scottish FA.
2. Only individuals can become Members of the Supporters Club.
3. The Scottish FA will issue an email confirming acceptance of an application of a Member who has submitted their application using the Online Application process and has been accepted and payment of the Membership Renewal Fee or Membership Joining Fee has been authorised. Acceptance of an application for Membership shall be at the absolute discretion of the Scottish FA.
4. Once the Member's application has been confirmed by the Scottish FA and the Membership Renewal Fee or Membership Joining Fee, having been processed by the Scottish FA, a binding contract will be formed between the Member and the Scottish FA for provision of Membership based on these Terms and Conditions (the Contract).
5. A Member will be awarded one Loyalty Point for the renewal of a Membership. A Loyalty Point for Membership Renewal will only be awarded to a Member who has renewed his/her membership before midnight on 31 January 2023. All Loyalty Points awarded for Membership Renewal will expire on 31 December 2024.
6. A Bonus Loyalty Point will be awarded to a Member who has renewed his/her Membership before midnight on 31 January 2023. All Bonus Loyalty Points will expire on 31 December 2024.
7. The award of all Loyalty Points and Bonus Loyalty Points is at the absolute discretion of the Scottish FA. Loyalty Points and Bonus Loyalty Points may not become active until 28 February 2023 after the Contract has been formed and, consequently, may not be considered for any other International Matches or Home Matches within this period.
8. The Membership Card will be received by the Member by post within 6 weeks of the Contract being entered into. The Scottish FA will do everything that it reasonably can to meet these delivery dates. In the case of unforeseen circumstances beyond the reasonable control of the Scottish FA, the Scottish FA will contact the Member to provide information on a new dispatch date for the Membership Card. The Scottish FA cannot accept any liability for late or failed delivery.
9. Irrespective of when the Contract is entered into, the Membership Period will be 1 January 2023 until 31 December 2024 inclusive.

10. Applications for a Junior Membership will only be accepted if directly linked to an application for an Adult Membership or Senior Membership who is responsible for the Junior Member and who has previously been accepted as a Member of the Supporters Club during the Membership Period. It is a condition of membership that a Member acknowledges and agrees to abide by these Terms and Conditions.
11. Applications to become a Junior Member, Adult Member or Senior Member must only be made by (or on behalf) of a prospective Member who meets the age requirements which apply to the type of Membership applied for.
12. For the avoidance of doubt, any Member or prospective Member found not to meet the age requirements applicable to the type of membership that he/she has applied for or has obtained (as applicable) will: (i) have his/her Membership terminated by the Scottish FA immediately with no refund of the Membership Renewal Fee or Membership Joining Fee; and (ii) have any future Membership application(s) refused.
13. Any Member found to have supplied false and/or misleading information in his/her application form will have his/her Membership terminated by the Scottish FA immediately with no refund of the Membership Renewal Fee or Membership Joining Fee.
14. Transfer of Membership of the Supporters Club from one Member to a third party is at the absolute discretion of the Scottish FA. Members wishing to transfer Membership to a third party should contact [supporters@scottishfa.co.uk](mailto:supporters@scottishfa.co.uk) in the first instance, providing information relating to the proposed transfer of Membership. The Scottish FA shall be entitled to charge a reasonable administration fee in respect of any approved Membership transfers.
15. All Membership transfers are subject to the incoming Member's acceptance of these Terms & Conditions.

## **Membership Code of Conduct**

Members are regarded by the Scottish FA as ambassadors for the Scotland Supporters Club. Members are required to conduct themselves in a manner befitting this status when travelling to and attending any International Match. Drunkenness, foul, insulting, offensive or abusive language or behaviour, racist, discriminatory or sectarian behaviour, remarks, songs, chants, banners or displays; and the promotion or endorsement of any political organisation are not permitted within a Match Venue or at any International Match. Members must follow the Supporter Code of Conduct ([www.scottishfa.co.uk/scotland/supporters-tickets/hampden-visitor-information/code-of-conduct/](http://www.scottishfa.co.uk/scotland/supporters-tickets/hampden-visitor-information/code-of-conduct/)) & Stadium Regulations of Hampden Park ([www.scottishfa.co.uk/scotland/supporters-tickets/hampden-visitor-information/stadium-rules-regulations/](http://www.scottishfa.co.uk/scotland/supporters-tickets/hampden-visitor-information/stadium-rules-regulations/)).

16. Members shall not upload any illegal or unlawful materials to the Website, including materials that: (i) defame other persons; (ii) willfully promote hatred against any identifiable group or individual; or (iii) infringe the copyright, trade secret or other intellectual property rights of any person.
17. The Scottish FA reserves the right, in its absolute discretion, to refuse membership to the Supporters Club or terminate or suspend the Membership of any existing Member who has: (a) been convicted in the United Kingdom or elsewhere of any football related offence or any other offence involving conduct which in the opinion of the Scottish FA is not conducive to the promotion of football or which may bring the Scottish FA and the Supporters Club into disrepute; (b) received a football banning order; (c) not collected their Away Match Tickets in accordance with Clause 55 below; (d) sold or transferred tickets to a third party in breach of these Terms and Conditions; (e) is in breach of any provision contained in these Terms and Conditions, including Clause 10; and (f) is in breach of the Members' Code of Conduct.
18. The Scottish FA may take such action, as it considers appropriate in relation to the membership of a Member. In particular, the Scottish FA may suspend or terminate the membership of any Member considered to have breached these Terms and Conditions by giving such Member notice in writing of such suspension or termination.
19. The Scottish FA does not tolerate threatening behaviour, foul or abusive language or unacceptable or unreasonable behaviour towards its staff members or representatives whether delivered online, by email, by telephone, during Home Matches or International Matches or by any other means. The Scottish FA may take such action as it considers appropriate, in its sole discretion, including the suspension or termination of membership, in relation to any Member or incident of unacceptable behaviour.
20. Decisions of the Scottish FA shall be final and binding in all respects.
21. Standing is FORBIDDEN in seated viewing areas.
22. The Match Venue authorities may operate CCTV cameras and body worn cameras in and around the Match Venue(s) which monitor and record images for the purposes of safety and crime prevention. Information notices will be displayed at Match Venues and Away Matches where CCTV and/or body worn cameras are in operation.

## **Membership Cards**

23. A Member will be required to exhibit his/her Membership Card to the Scottish FA, or any person acting on its authority, on demand.
24. The Membership Card shall remain the property of the Scottish FA and must be returned to the Scottish FA on demand.
25. The Membership Card must be returned to the Scottish FA in the event of the membership being terminated for any reason or the Member resigning his/her membership of the Supporters Club.
26. If a Membership Card is lost, damaged or a replacement is required to be re-issued due to the card being illegible for identification purposes, the Scottish FA reserves the right, in its absolute discretion, to charge the Member a fee of £5 for a replacement card (inclusive of posting and packaging).

## **Membership Cancellation**

27. The Member has the right to cancel their Membership within 14 days without giving any reason from the date of the Contract (the Cancellation Period).
28. To exercise the right to cancel, the Member must inform the Scottish FA of his or her decision to cancel their Membership by a clear statement (for example a letter sent by post or email). The Member may use the model cancellation form attached at Appendix 2, but it is not obligatory. To meet the cancellation deadline, it is sufficient for the Member to send his or her communication concerning the right to cancel before the Cancellation Period has expired.
29. If the Member cancels their Membership within the Cancellation Period, the Scottish FA will reimburse to the Member all payments received from the Member, including the costs of delivery. The Scottish FA shall make the reimbursement no later than 14 days after the date during the Cancellation Period on which the Scottish FA is informed of the Member's decision to cancel the Contract.
30. If the Member requested to use their Membership during the Cancellation Period, the Scottish FA may charge an amount to the Member which is in proportion to the Membership benefits provided until the Member has communicated its cancellation of the Contract, in comparison with the full coverage of this Contract.

31. A Member may cancel his or her membership at any time after the Cancellation Period by returning his Membership Card with a clear statement of the intention to cancel. It will be in the Scottish FA's sole discretion to offer any refunds in these circumstances.

## **Home Matches**

32. Purchases of Tickets for Home Matches by Members shall be governed by the Ticket Terms and Conditions.
33. Each Member will be invited to purchase one (1) Ticket, subject to availability, for his/her own personal use for any Home Match. A Junior Member can only apply for a Ticket for a Home Match, if an eligible Accompanying Adult also applies for a Ticket for the same Home Match.
34. Members can apply for Tickets for themselves and other Members (using the friends and family facility) in the same booking, provided that overall, each Member only applies for one (1) Ticket. Members must ensure that they have secured the consent of fellow Members and notified those Members of these Terms and Conditions. Members must assign each seat during the purchasing process for each individual Member to receive their Loyalty Point for attending the match.
35. Members shall only be able to exercise their invitation to purchase a Ticket for a Home Match for an exclusive period notified by the Scottish FA to its Members. Any Tickets remaining after this period will be made available for general sale for Non-Members.
36. A Member may be awarded one Loyalty Point for attendance at a Home Match. The award of a Loyalty Point is at the absolute discretion of the Scottish FA. Loyalty Points will only be awarded by the Scottish FA for Tickets purchased directly from the Scottish FA via the Website using their membership log in. Loyalty Points shall not be awarded for Tickets purchased from any other vendors or sources. Loyalty Points may not become active until up to two (2) weeks after the Home Match has taken place and, consequently, may not be considered for any other International Match within this period.
37. For Home Matches the Scottish FA reserves the right, in its absolute discretion, not to invite Members to purchase a Ticket or to refuse or restrict applications for multiple Tickets.



38. For Home Matches, Tickets will be issued to applicant Members on the basis as determined by the Chief Executive, in his absolute discretion, and as notified to Members from time to time, and subject to the Ticket Terms and Conditions.
39. The issue of Tickets for all matches is subject to availability. The means of allocation of Tickets shall be determined by the Scottish FA from time to time in its absolute discretion.
40. In the event of an over-subscription of demand for Tickets to attend a Home Match, the Scottish FA will allocate Tickets to Members with the most Loyalty Points (from January 2023). If the number of Members on equal Loyalty Points is more than the number of Tickets remaining, Tickets will be distributed on a first come, first served basis by reducing Loyalty Points' levels until all remaining Tickets are allocated.
41. The Scottish FA is under no obligation to replace any Tickets that are lost or stolen.
42. Junior Members will not be admitted to any International Match without being accompanied by an Accompanying Adult.
43. The Scottish FA may, on instruction from any regulatory body, authority or association, relocate a Member to an alternative seat for any International Match. Reasonable efforts will be made by the Scottish FA to provide a comparable seat for the Member in these circumstances and the Scottish FA shall contact the relevant Member in relation to changing their seating arrangements. Requests from Members to relocate his or her seats are at the absolute discretion of the Scottish FA.

### **Away Matches**

44. Purchases of Tickets for Away Matches by Members shall be governed by the Ticket Terms and Conditions.
45. Each Member will be invited to purchase, subject to availability, one (1) Ticket for his/her own personal use for any Away Match. A Junior Member can only apply for a Ticket for an Away Match, if an eligible Accompanying Adult also applies for a Ticket for the same Away Match.
46. Members may be awarded two Loyalty Points for attendance at an Away Match. The award of Loyalty Points is at the absolute discretion of the Scottish FA. Loyalty Points will only be awarded by the Scottish FA for Tickets purchased directly from the Scottish FA. Loyalty Points shall not be awarded for Tickets purchased from any other vendors or sources. Loyalty Points may not become active until up to two (2) weeks after the Away Match has taken place and, as a consequence, may not be considered for any other International Match within this period.

47. In the event of an over-subscription of demand for Tickets to attend an Away Match, the Scottish FA will allocate Tickets to Members with the most Loyalty Points (from January 2023). If the number of Members on equal Loyalty Points is more than the number of Tickets remaining, Tickets will be distributed on a first come, first served basis by reducing Loyalty Points' levels until all remaining Tickets are allocated. Loyalty Points are not used to determine a specific price category, only priority access to tickets.
48. Any person, not being a Member, will not be invited, nor entitled, to apply for a Ticket for an Away Match.
49. The Scottish FA reserves the right, in its absolute discretion, to refuse an allocation of Tickets from any other national football association for Away Matches for any reason including, without limitation, on grounds of safety and security.
50. Tickets will be issued for Away Matches at the absolute discretion of the Scottish FA. The Scottish FA reserves the right, in its absolute discretion, not to invite Members to purchase a Ticket or multiple Tickets or to refuse or restrict applications for Tickets or multiple Tickets for Away Matches.
51. Tickets will be issued to applicant Members for Away Matches on the basis as determined by the Chief Executive in his absolute discretion, and as notified to Members from time to time, subject to the Ticket Terms and Conditions under which the Away Match is being played.
52. Members shall be responsible for arranging their own travel and accommodation to attend Away Matches.
53. The issuing of an Away Match ticket is conditional on each Member producing to the Scottish FA copies of valid travel documentation as may be requested by the Scottish FA from time to time.
54. It may be necessary from time to time for a Member to collect their Ticket for an Away Match locally in the city where the Away Match is taking place. A booking fee may be applied to facilitate and cover the associated costs of a collection point within the host city at the relevant Away Match host city. The Scottish FA will advise the Members where to collect their Tickets in advance of the match kick off time and they will be asked to present their Membership Card, valid Passport, or photographic ID for identification purposes before a Ticket will be issued.
55. Tickets are issued by the Scottish FA for use by the named Member only. Members are expressly prohibited from disposing of, re-selling, posting on social or retail

websites for re-sale, or transferring any tickets that have been allocated to them. Failure to comply with this obligation may result in the membership being suspended or terminated as determined by the Scottish FA, in its absolute discretion.

56. The Scottish FA is under no obligation to replace any Tickets that are lost or stolen.

### **Payment**

57. A Member will be required by the Scottish FA to submit the Membership Renewal Fee or Membership Joining Fee by credit or debit card to the Scottish FA or to such third party so authorised by the Scottish FA. The following credit or debit cards shall be valid for payment of the Membership Renewal Fee or Membership Joining Fee: Visa, Visa Debit, Visa Electron, MasterCard and Maestro. A Member will be required to submit in advance payment for an International Match ticket.
58. The Membership Renewal Fee or Membership Joining Fee will only be refunded as the Scottish FA determines in its absolute discretion from time to time, in accordance with these Terms and Conditions. If the Member defaults in payment of any amount due to the Scottish FA, the Scottish FA reserves the right, in its absolute discretion, to refuse, suspend or withdraw membership to the Supporters Club until the payment is made in full and/or not to issue Tickets until payment is made in full. During this period, any rights and entitlements of the Member relating to the Supporters Club are suspended.
59. Credit/debit cards will be charged immediately on the Scottish FA's receipt of the Member's application. Your payment details will be encrypted to minimise the possibility of unauthorised access or disclosure. Authority for payment must be given at the time of the Online Application.

### **General**

60. A copy of these Terms and Conditions shall be provided to each Member with the Scottish FA's confirmation of their Membership to the Supporters Club.
61. Each of the paragraphs of these Terms and Conditions operate separately. If any court or relevant authority decides that any of them are unlawful, the remaining paragraphs will remain in full force and effect.
62. The failure of the Scottish FA to exercise or enforce any right conferred on the Scottish FA by these Terms and Conditions shall not be deemed to be a waiver of any such right or operate to bar the exercise or enforcement of any right, power,

or remedy available to the Scottish FA at that time.

63. The Scottish FA may revise these Terms and Conditions from time to time. Every time the Member renews their Membership the Terms and Conditions in force at that time will apply to the Contract between the Scottish FA and the Member. The current copy of the Terms and Conditions in force can be found at [tickets.scottishfa.co.uk](https://tickets.scottishfa.co.uk).
64. These Terms and Conditions shall be governed by and construed in accordance with the Laws of Scotland any disputes that may arise will be subject to the non-exclusive jurisdiction of the Scottish Courts.
65. Details of what is covered by the Membership Fee can be found on the Website detailing a Members exclusive benefits (<https://www.scottishfa.co.uk/scotland/supporters-tickets/scotland-supporters-club-membership/ssc-faqs/>)

## Enquiries

66. For all enquiries, please contact the Ticketing & Membership Operations Team at [supporters@scottishfa.co.uk](mailto:supporters@scottishfa.co.uk). Please note that the helpline offered by the Ticketing & Membership Operations Team is for general queries. In all other cases, to purchase a Scotland Supporters Club Membership, the Online Application facility on the website must be used.

## Appendix 1 Membership Price

### Scotland Supporters Club Membership - Table of Charges

Membership Category	Renewal Price	New Member Price
Adult	£45	£55
Senior	£25	£30
Junior	£10	£15

*No postage or fulfilment charges apply.  
Price inclusive of VAT.*

## Appendix 2 Cancellation Form

To: The Scottish Football Association, Hampden Park, Glasgow, G42 9AY.

Email: [supporters@scottishfa.co.uk](mailto:supporters@scottishfa.co.uk).

I/We [\*] hereby give notice that I/we [\*] cancel my/our [\*] membership of the Scotland Supporters Club.

Ordered on: Name of consumer(s):

Address of consumer(s):

Signature of consumer(s) (only if this form is notified on paper):

Date:

[\*] delete as appropriate

**Scottish Football Association**  
**Terms & Conditions**  
**Scotland Supporters Club**  
**Youth Group Supporters Club Membership 2023/24**

The Scotland Supporters Club (Supporters Club) is organised by The Scottish Football Association Limited, a company registered in Scotland and having its registered office at Hampden Park, Glasgow G42 9AY with company number SC005453 (the Scottish FA). Membership of the Supporters Club is governed by these terms and conditions (the Terms and Conditions) which set out the terms of the contract between Members and the Scottish FA. If Members do not comply with these Terms and Conditions their membership of the Supporters Club may be suspended or terminated.

Please read these Terms and Conditions carefully and make sure you understand them before completing the Online Application to join the Supporters Club or renewing your Membership. By completing the Online Application on our website, you agree to be bound by these Terms and Conditions and any other documents expressly referred to within these Terms and Conditions, including:

- the Scottish FA's Website Use Terms and Conditions (<https://www.scottishfa.co.uk/terms-conditions>)
- the Scottish FA's General Privacy Policy (<https://www.scottishfa.co.uk/privacy-notice>); and if you have any questions regarding these Terms and Conditions or how your personal data will be used, please contact [supporters@scottishfa.co.uk](mailto:supporters@scottishfa.co.uk).

### **Definitions**

In the Terms and Conditions, the following terms shall have the following meanings:

***Accompanying Adult*** means an individual aged 18 years or older, including but not limited to an Adult Member or a Senior Member.

***Adult Member*** means an individual aged between 16 years and 64 years with legal capacity to apply for and who has paid the appropriate Membership Renewal Fee or Membership Joining Fee and has had his/her Online Application or for Membership accepted by the Scottish FA to become a Member of the Supporters Club in accordance with these Terms and Conditions.

***Away Match(es)*** means any International Match played out with Scotland.

***Bonus Loyalty Point*** means a Loyalty Point awarded to each Member who has renewed his/her Membership for the last three (3) consecutive Membership Periods (from Membership Period 2016/2017 to Membership Period 2020/2021 inclusive) and renewed before 31 January 2023.

<b><i>Board</i></b>	means the board of directors of the Scottish FA from time to time.
<b><i>Cancellation Period</i></b>	shall have the meaning ascribed to it in Clause 28 below.
<b><i>Chief Executive</i></b>	means the Chief Executive of the Scottish FA appointed by the Board from time to time.
<b><i>Code of Conduct</i></b>	means the code of conduct with which each Member is required to comply, more specifically narrated in Clause 16 and Clause 17 below.
<b><i>Contract</i></b>	has the meaning given to that term in Clause 3.
<b><i>Full International Team</i></b>	means the men's or women's association football team chosen to represent the Scottish FA at the highest international level.
<b><i>Home Match(es)</i></b>	means any International Match played within Scotland.
<b><i>International Match(es)</i></b>	means any international association football match or matches involving the Full International Team whether a Home Match or an Away Match.
<b><i>Junior Member</i></b>	means an individual aged 15 years or under who has paid the appropriate Membership Renewal Fee or Membership Joining Fee and has had his/her Online Application for membership accepted by the Scottish FA to be a Member of the Supporters Club in accordance with these Terms and Conditions.
<b><i>Loyalty Points</i></b>	means points that may be awarded to Members by the Scottish FA on Membership Renewal and on ticket purchase and subsequent attendance at any International Match.
<b><i>Match Venue</i></b>	means a venue within Scotland which hosts an International Match.
<b><i>Member</i></b>	means a member of the Supporters Club, being an Adult Member, Senior Member or Junior Member, as appropriate.
<b><i>Membership</i></b>	means membership of the Scotland Supporters Club.
<b><i>Membership Card</i></b>	means the card issued to Members by or on behalf of the Scottish FA for the duration of the Membership Period.
<b><i>Membership Renewal Fee</i></b>	means the sum of money (inclusive of Value Added Tax) specified in Appendix 1, required to be paid to become a Member of the Supporters Club for the Membership Period.
<b><i>Membership Period</i></b>	means the twenty four (24) month period for membership of the Scotland Supporters Club, as prescribed by the Scottish FA from time

to time. At the date of issue of the Terms and Conditions (January 2023), the Membership Period will be as specified in Clause 9.

***Membership Renewal*** means the renewal of Membership of the Supporters Club from one Membership Period to the next consecutive Membership Period via an Online Application.

***Online Application*** means the method for any person to make an application to renew or join the Supporters Club at [tickets.scottishfa.co.uk](https://tickets.scottishfa.co.uk) or such other Website address as may be notified by the Scottish FA from time to time.

***Scottish FA*** means the Scottish Football Association Limited, a company incorporated in Scotland under the Companies Acts with the registered number SC005453 and having its registered office at Hampden Park, Glasgow G42 9AY.

***Senior Member*** means an individual aged 65 years and over with legal capacity to apply for and who has paid the appropriate Membership Renewal Fee or Membership Joining Fee and has his/her Online Application for membership accepted by the Scottish FA to become a Member of the Supporters Club in accordance with these Terms and Conditions.

***Ticketing & Membership Operations Team*** means the team available to assist Members with general enquiries which can be contacted on the enquiry line offered to Members on the numbers 0141 616 6000 option 1 or by emailing [supporters@scottishfa.co.uk](mailto:supporters@scottishfa.co.uk).

***Scotland Supporters Club*** means the Scotland Supporters Club organised by the Scottish FA, which Members belong to by virtue of agreeing to these Terms and Conditions, paying the Membership Renewal Fee or Membership Joining Fee, and having their Online Application accepted by the Scottish FA.

***Terms & Conditions*** means the terms and conditions applicable to the membership of the Supporters Club as specified hereunder.

***Ticket Terms & Conditions*** means the relevant terms and conditions which govern the Member's purchase of Tickets which will be provided to Members on purchase.

***Website*** means the website and ticketing system used by the Scottish FA to facilitate Membership applications, Membership Renewals, and the sale of Tickets available at [tickets.scottishfa.co.uk](https://tickets.scottishfa.co.uk) or such other website as may be notified by the Scottish FA to the Member from time to time.



***Youth Group*** a group with a limit up to, but not exceeding, ten (10) people comprising a maximum of 8 Children and 2 Accompanying Adult Members/Non-Members. A Youth Group will not exceed twenty (20) tickets in total.

***Youth Group Member*** means a Youth Group having had its Online Application for Membership accepted by the Scottish FA to become a Youth Group Member of the Supporters Club. References to a Youth Group Member shall include the individual members within the Youth Group.

***Youth Group Representative*** means any individual, age 18 years or over, with legal capacity to apply for and who has entered into the Contract on behalf of a Youth Group and who has paid all of the fees on behalf of a Youth Group.

## **General Terms of Membership**

1. The Scottish FA will issue an email confirming acceptance of an application of a Youth Group Member who has submitted their application using the Online Application process and has been accepted and payment of the Membership Renewal Fee or Membership Joining Fee has been authorised.
2. Acceptance of an application for Membership shall be at the absolute discretion of the Scottish FA.
3. Once the Youth Group Member's application has been confirmed by the Scottish FA and the Membership Renewal Fee or Membership Joining Fee, having been processed by the Scottish FA, a binding contract will be formed between the Member and the Scottish FA for provision of Membership based on these Terms and Conditions (the Contract).
4. A Youth Group Member will be awarded one Loyalty Point for the renewal of a Membership. A Loyalty Point for Membership Renewal will only be awarded to a Member who has renewed his/her membership before midnight on 31 January 2023. All Loyalty Points awarded for Membership Renewal will expire on 31 December 2024.
5. A Bonus Loyalty Point will be awarded to a Member who has renewed his/her Membership before midnight on 31 January 2023. All Bonus Loyalty Points will expire on 31 December 2024.

6. The award of all Loyalty Points and Bonus Loyalty Points is at the absolute discretion of the Scottish FA. Loyalty Points and Bonus Loyalty Points may not become active until 28 February 2023 after the Contract has been formed and, consequently, may not be considered for any other International Matches or Home Matches within this period.
7. Irrespective of when the Contract is entered into, the Membership Period will be 1 January 2023 until 31 December 2024 inclusive.
8. It is a condition of membership that a Youth Group Member acknowledges and agrees to abide by these Terms and Conditions.
9. Any Member found to have supplied false and/or misleading information in his/her application form will have his/her Membership terminated by the Scottish FA immediately with no refund of the Membership Renewal Fee or Membership Joining Fee.
10. Transfer of Membership of the Supporters Club from one Member to a third party is at the absolute discretion of the Scottish FA. Members wishing to transfer Membership to a third party should contact [supporters@scottishfa.co.uk](mailto:supporters@scottishfa.co.uk) in the first instance, providing information relating to the proposed transfer of Membership. The Scottish FA shall be entitled to charge a reasonable administration fee in respect of any approved Membership transfers.
11. All Membership transfers are subject to the incoming Member's acceptance of these Terms & Conditions.

### **Membership Code of Conduct**

12. Youth Group Members are regarded by the Scottish FA as ambassadors for the Scotland Supporters Club. Members are required to conduct themselves in a manner befitting this status when travelling to and attending any International Match. Drunkenness, foul, insulting, offensive or abusive language or behaviour, racist, discriminatory, or sectarian behaviour, remarks, songs, chants, banners or displays; and the promotion or endorsement of any political organisation are not permitted within a Match Venue or at any International Match. Members must follow the Supporter Code of Conduct (<https://www.scottishfa.co.uk/media/10289/supportercodeofconduct230223-22032023.pdf>) & Stadium Regulations of Hampden Park.
13. Youth Group Members shall not upload any illegal or unlawful materials to the Website, including materials that: (i) defame other persons; (ii) willfully promote hatred against any identifiable group or individual; or (iii) infringe the copyright,

trade secret or other intellectual property rights of any person.

14. The Scottish FA reserves the right, in its absolute discretion, to refuse membership to the Supporters Club or terminate or suspend the Membership of any existing Member who has: (a) been convicted in the United Kingdom or elsewhere of any football related offence or any other offence involving conduct which in the opinion of the Scottish FA is not conducive to the promotion of football or which may bring the Scottish FA and the Supporters Club into disrepute; (b) received a football banning order; (c) not collected their Away Match Tickets in accordance with Clause 55 below; (d) sold or transferred tickets to a third party in breach of these Terms and Conditions; (e) is in breach of any provision contained in these Terms and Conditions, including Clause 10; and (f) is in breach of the Members' Code of Conduct.
15. The Scottish FA may take such action, as it considers appropriate in relation to the membership of a Youth Group Member. In particular, the Scottish FA may suspend or terminate the membership of any Member considered to have breached these Terms and Conditions by giving such Member notice in writing of such suspension or termination.
16. The Scottish FA does not tolerate threatening behaviour, foul or abusive language or unacceptable or unreasonable behaviour towards its staff members or representatives whether delivered online, by email, by telephone, during Home Matches or International Matches or by any other means. The Scottish FA may take such action as it considers appropriate, in its sole discretion, including the suspension or termination of membership, in relation to any Member or incident of unacceptable behaviour.
17. Decisions of the Scottish FA shall be final and binding in all respects.
18. Standing is FORBIDDEN in seated viewing areas.
19. The Match Venue authorities may operate CCTV cameras and body worn cameras in and around the Match Venue(s) which monitor and record images for the purposes of safety and crime prevention. Information notices will be displayed at Match Venues and Away Matches where CCTV and/or body worn cameras are in operation.

### **Membership Cancellation**

20. The Member has the right to cancel their Membership within 14 days without giving any reason from the date of the Contract (the Cancellation Period).

21. To exercise the right to cancel, the Member must inform the Scottish FA of his or her decision to cancel their Membership by a clear statement (for example a letter sent by post or email). The Member may use the model cancellation form attached at Appendix 2, but it is not obligatory. To meet the cancellation deadline, it is sufficient for the Member to send his or her communication concerning the right to cancel before the Cancellation Period has expired.
22. If the Member cancels their Membership within the Cancellation Period, the Scottish FA will reimburse to the Member all payments received from the Member, including the costs of delivery. The Scottish FA shall make the reimbursement no later than 14 days after the date during the Cancellation Period on which the Scottish FA is informed of the Member's decision to cancel the Contract.
23. If the Member requested to use their Membership during the Cancellation Period, the Scottish FA may charge an amount to the Member which is in proportion to the Membership benefits provided until the Member has communicated its cancellation of the Contract, in comparison with the full coverage of this Contract.
24. A Member may cancel his or her membership at any time after the Cancellation Period by returning his Membership Card with a clear statement of the intention to cancel. It will be in the Scottish FA's sole discretion to offer any refunds in these circumstances.

### **Home Matches**

25. Purchases of Tickets for Home Matches by Members shall be governed by the Ticket Terms and Conditions.
26. A Youth Group Member will be invited to apply to purchase a minimum of 10 Tickets (with a ratio of 8 Juniors to 2 Accompanying Adults). A Youth Group can apply for a maximum of 20 tickets total. The Youth Group will receive 25% discount upon the total order.
27. Subject to Clause 26, the Youth Group Member shall ensure that up to 10 Juniors are accompanied by 2 Accompanying Adults, and between 10 to 16 Juniors are accompanied by 4 Accompanying Adults. Members must assign each seat during the purchasing process for each individual Member to receive their Loyalty Point for attending the match.
28. Members shall only be able to exercise their invitation to purchase Tickets for a Home Match for an exclusive period notified by the Scottish FA to its Members via

Online Application. Any Tickets remaining after this period will be made available for general sale for non-members.

29. A Youth Group Member may be awarded one Loyalty Point for attendance at a Home Match. The award of a Loyalty Point is at the absolute discretion of the Scottish FA. Loyalty Points will only be awarded by the Scottish FA for Tickets purchased directly from the Scottish FA via the Website using their membership log in. Loyalty Points shall not be awarded for Tickets purchased from any other vendors or sources. Loyalty Points may not become active until up to two (2) weeks after the Home Match has taken place and, consequently, may not be considered for any other International Match within this period.
30. For Home Matches the Scottish FA reserves the right, in its absolute discretion, not to invite Members to purchase a Ticket or to refuse or restrict applications for multiple Tickets.
31. For Home Matches, Tickets will be issued to applicant Members on the basis as determined by the Chief Executive, in his absolute discretion, and as notified to Members from time to time, and subject to the Ticket Terms and Conditions.
32. The issue of Tickets for all matches is subject to availability. The means of allocation of Tickets shall be determined by the Scottish FA from time to time in its absolute discretion.
33. In the event of an over-subscription of demand for Tickets to attend a Home Match, the Scottish FA will allocate Tickets to Members with the most Loyalty Points (from January 2023). If the number of Members on equal Loyalty Points is more than the number of Tickets remaining, Tickets will be distributed on a first come, first served basis by reducing Loyalty Points' levels until all remaining Tickets are allocated.
34. The Scottish FA is under no obligation to replace any Tickets that are lost or stolen.
35. Junior Members will not be admitted to any International Match without being accompanied by an Accompanying Adult.
36. The Scottish FA may, on instruction from any regulatory body, authority or association, relocate a Member to an alternative seat for any International Match. Reasonable efforts will be made by the Scottish FA to provide a comparable seat for the Member in these circumstances and the Scottish FA shall contact the relevant Member in relation to changing their seating arrangements. Requests from Members to relocate his or her seats are at the absolute discretion of the Scottish FA.

## **Away Matches**

37. A Youth Group member is not eligible to purchase tickets for away matches, this is inclusive of any major tournament such as the UEFA EURO or FIFA World Cup competitions.

## **Payment**

38. A Youth Group Member will be required by the Scottish FA to submit the Membership Renewal Fee or Membership Joining Fee by credit or debit card to the Scottish FA or to such third party so authorised by the Scottish FA. The following credit or debit cards shall be valid for payment of the Membership Renewal Fee or Membership Joining Fee: Visa, Visa Debit, Visa Electron, MasterCard and Maestro. A Youth Group Member will be required to submit in advance payment for an International Match ticket.
39. The Membership Renewal Fee or Membership Joining Fee will only be refunded as the Scottish FA determines in its absolute discretion from time to time, in accordance with these Terms and Conditions. If the Member defaults in payment of any amount due to the Scottish FA, the Scottish FA reserves the right, in its absolute discretion, to refuse, suspend or withdraw membership to the Supporters Club until the payment is made in full and/or not to issue Tickets until payment is made in full. During this period, any rights and entitlements of the Member relating to the Supporters Club are suspended.
40. Credit/debit cards will be charged immediately on the Scottish FA's receipt of the Member's application. Your payment details will be encrypted to minimise the possibility of unauthorised access or disclosure. Authority for payment must be given at the time of the Online Application.

## **General**

41. A copy of these Terms and Conditions shall be provided to each Youth Group Member with the Scottish FA's confirmation of their Membership to the Supporters Club.
42. Each of the paragraphs of these Terms and Conditions operate separately. If any court or relevant authority decides that any of them are unlawful, the remaining paragraphs will remain in full force and effect.
43. The failure of the Scottish FA to exercise or enforce any right conferred on the Scottish FA by these Terms and Conditions shall not be deemed to be a waiver of

any such right or operate to bar the exercise or enforcement of any right, power, or remedy available to the Scottish FA at that time.

44. The Scottish FA may revise these Terms and Conditions from time to time. Every time the Member renews their Membership the Terms and Conditions in force at that time will apply to the Contract between the Scottish FA and the Member. The current copy of the Terms and Conditions in force can be found at [tickets.scottishfa.co.uk](http://tickets.scottishfa.co.uk).
45. These Terms and Conditions shall be governed by and construed in accordance with the Laws of Scotland any disputes that may arise will be subject to the non-exclusive jurisdiction of the Scottish Courts.

### Enquiries

46. For all enquiries, please contact the Ticketing & Membership Operations Team at [supporters@scottishfa.co.uk](mailto:supporters@scottishfa.co.uk). Please note that the helpline offered by the Ticketing & Membership Operations Team is for general queries. In all other cases, to purchase a Scotland Supporters Club Membership, the Online Application facility on the website must be used.

### Appendix 1

#### Membership Price

#### Scotland Supporters Club Membership - Table of Charges

Membership Category	Price
Youth Group	£15

*No postage or fulfilment charges apply.  
Price inclusive of VAT.*

### Appendix 2

#### Cancellation Form

To: The Scottish Football Association, Hampden Park, Glasgow, G42 9AY.

Email: [supporters@scottishfa.co.uk](mailto:supporters@scottishfa.co.uk).

I/We [\*] hereby give notice that I/we [\*] cancel my/our [\*] membership of the Scotland Supporters Club.

Ordered on: Name of consumer(s):

Address of consumer(s):

Signature of consumer(s) (only if this form is notified on paper):

Date:

[\*] delete as appropriate

**Scottish Football Association**  
**Terms & Conditions**  
**Scotland Home Match Tickets**  
**Home Match Package 2024**

These terms and conditions (the "Terms and Conditions"), together with the Membership Terms and Conditions govern the Member's purchase of the Ticket from the Scottish Football Association Limited, a company registered in Scotland and having its registered office at Hampden Park, Glasgow, G42 9AY with company number SC005453 ("the Scottish FA"). The Terms and Conditions and the Membership Terms and Conditions set out the terms of the contract between Members and the Scottish FA relating to the Ticket. Please read them now.

Please note that if the Member is purchasing Tickets on behalf of other Members, it is the purchasing Member's responsibility to notify those other Members of the terms of the contract. All Members, by making use of Tickets, shall be deemed to have read, understood, and accepted these Terms and Conditions and the Membership Terms and Conditions.

Please note that the use of the Website to make an Online Application for Tickets is governed by the Scottish FA's Website Use Terms and Conditions, (<https://www.scottishfa.co.uk/terms-conditions/>) which apply in addition to these Terms and Conditions and the Membership Terms and Conditions.

The Member/Non-Member acknowledges that personal details provided to the Scottish FA during both the Online Application and Telephone Application and otherwise will be used by the Scottish FA in accordance with the Scottish FA's General Privacy Policy (found at <https://www.scottishfa.co.uk/privacy-notice/>)

If the Member/Non-Member does not comply with these Terms and Conditions and/or the Membership Terms and Conditions then they may be escorted from the National Stadium, or any other stadium where a Home Match is being hosted and prohibited from purchasing Tickets for or attending any future matches organised by the Scottish FA. In addition, the Membership of the Scotland Supporters Club may be suspended or terminated, and the Member may not be able to use or be entitled to a refund of the Tickets purchased.

The Member/Non-Member acknowledges that he or she has no right to cancel the Contract. The Scottish FA will only offer Ticket refunds to Members/Non-Members in its absolute discretion.

### **Definitions**

In the Terms and Conditions, the following terms shall have the following meanings:

***Accessible Area*** means a designated area of the National Stadium where concessions are available for Members with a disability.

***Accompanying Adult*** means an individual aged 18 years or older, including but not limited to an Adult Member or a Senior Member.



<b><i>Adult Member</i></b>	means an individual aged between 16 years and 64 years with legal capacity to apply for and who has paid the appropriate Membership Renewal Fee or Membership Joining Fee and has had his/her Online Application or for Membership accepted by the Scottish FA to become a Member of the Supporters Club in accordance with these Terms and Conditions.
<b><i>Booking Period</i></b>	means the period of time given to the sale of the Home Match Package.
<b><i>Campaign Period</i></b>	means the period of the Home Match Package as stated in the sales schedule.
<b><i>Child</i></b>	means an individual aged 15 years or younger. The term "Children" shall be construed accordingly.
<b><i>Contract</i></b>	has the meaning given to that term in Clause 10.
<b><i>Chief Executive</i></b>	means the Chief Executive of the Scottish FA appointed by the Board from time to time.
<b><i>Code of Conduct</i></b>	means the code of conduct with which each Member is required to comply, more specifically narrated in Clause 40-54 below.
<b><i>Contract</i></b>	has the meaning given to that term in Clause 1.
<b><i>Full International Team</i></b>	means the men's or women's association football team chosen to represent the Scottish FA at the highest international level.
<b><i>Email Application</i></b>	means the email method by contacting the Ticketing & Membership Operations Team.
<b><i>E-Ticket</i></b>	means a, received electronically, by a Member on a Mobile Device to gain access to the National Stadium.
<b><i>Hampden Park Tickets App</i></b>	means the mobile ticket application that hosts the mobile ticket. The application is available to download via the Apple Store or Google Play Store on an individual's mobile device.
<b><i>Home Match(es)</i></b>	means any International Match played within Scotland.
<b><i>Home Match Package</i></b>	means a ticket for each match played within the Campaign Period purchased under one price.

<b><i>International Match(es)</i></b>	means any international association football match or matches involving the Full International Team whether a Home Match or an Away Match.
<b><i>International Friendly</i></b>	means a non-competitive match at the National Stadium during the Campaign Period.
<b><i>Junior</i></b>	means an individual aged 15 years or younger.
<b><i>Junior Member</i></b>	means an individual aged 15 years or under who has paid the appropriate Price and has had his/her Online Application or Telephone Application accepted by the Scottish FA in accordance with these Terms and Conditions.
<b><i>Loyalty Points</i></b>	means points that may be awarded to Members by the Scottish FA on attendance at a Home Match(es).
<b><i>Matchday</i></b>	means the day on which a Home Match takes place.
<b><i>Member</i></b>	means a member of the Supporters Club, being an Adult, Senior, Junior or Youth Group Member, as appropriate.
<b><i>Membership</i></b>	means membership of the Supporters Club.
<b><i>Membership Card</i></b>	means the card which is issued to Members by or on behalf of the Scottish FA for the duration of the Membership Period. This card will be used for identification purposes.
<b><i>Membership Terms &amp; Conditions</i></b>	means the terms and conditions that govern the membership of the Scotland Supporters Club, accessed at <a href="https://tickets.scottishfa.co.uk">tickets.scottishfa.co.uk</a> .
<b><i>Mobile Application</i></b>	means a software application developed specifically for use on small, wireless computing devices such as smartphones.
<b><i>Mobile Device</i></b>	means an electronic handheld device, such as a smart phone, with the capability to receive a Mobile Ticket on the Hampden Park Ticket App.
<b><i>Mobile Ticket</i></b>	means a valid ticket hosted within the Hampden Park Tickets Application.
<b><i>National Stadium</i></b>	means the entire premises of Hampden Park, Glasgow, G42 9BA including all areas that require a Ticket to gain access, as well as the immediate vicinity of such areas.
<b><i>Nations League</i></b>	means home matches played in the UEFA Nations League competition at the National Stadium during the Campaign Period.

<b><i>Non-Member</i></b>	means a customer that is not a Member of the Scotland Supporters Club.
<b><i>Online Application</i></b>	means the method for a Member/Non-Member to make an application to purchase Tickets for Home Matches at <a href="https://tickets.scottishfa.co.uk">https://tickets.scottishfa.co.uk</a> (Ticket Shop) or such other Website address as may be notified by the Scottish FA from time to time.
<b><i>Paper Ticket</i></b>	means a Ticket in paper form.
<b><i>Partner(s)</i></b>	means a sponsor and/or partner of the Scottish FA whose services and/or information may be relevant to Members/Non-Members
<b><i>Postage &amp; Fulfillment Price</i></b>	means the fees for postage and delivery of a Paper Ticket.  means the relevant price for the Home Match Package or Home Matches set out in Appendix 1.
<b><i>Scottish FA</i></b>	means the Scottish Football Association Limited, a company incorporated in Scotland under the Companies Acts with the registered number SC005453 and having its registered office at Hampden Park, Glasgow, G42 9AY.
<b><i>Senior</i></b>	means an individual aged 65 years or older.
<b><i>Senior Member</i></b>	means an individual aged 65 years or over with legal capacity to apply for and who has paid the appropriate Price and having their Online Application or Telephone Application accepted by the Scottish FA in accordance with these Terms and Conditions.
<b><i>Ticketing &amp; Membership Operations Team</i></b>	means the team available to assist Members/Non-Members with general enquiries which can be contacted by email at <a href="mailto:supporters@scottishfa.co.uk">supporters@scottishfa.co.uk</a>
<b><i>Scotland Supporters Club</i></b>	means the supporters club which Members belong to by virtue of agreeing to the Membership Terms and Conditions.
<b><i>Ticket Shop</i></b>	means the online website to purchase tickets.
<b><i>Telephone Application</i></b>	means the telephone method including by which Youth Group Members or Members requiring accessible seating may purchase tickets by contacting the Ticketing & Membership Operations Team.
<b><i>Terms &amp; Conditions</i></b>	means these terms and conditions applicable to the purchase of Tickets, accessed at <a href="https://tickets.scottishfa.co.uk">tickets.scottishfa.co.uk</a> .

<b><i>Ticket(s)</i></b>	means a Ticket, whether E-Ticket, Mobile Ticket or Paper Ticket, giving right to attend any Home Matches, purchased by Members/Non-Members in accordance with these Terms and Conditions.
<b><i>Youth Group</i></b>	a group with a minimum of ten (10) people comprising a maximum of 8 Children and 2 Accompanying Adult Members/Non-Members. A Youth Group will not exceed twenty (20) tickets in total.
<b><i>Youth Group Member</i></b>	means a Member which is a Youth Group which has paid the appropriate Price and has purchased Mobile Tickets directly from the Online Application or Ticketing & Membership Operations Team in accordance with these Terms and Conditions. References to a Youth Group Member shall include the individual members of the Youth Group.
<b><i>Website</i></b>	means the website used by the Scottish FA to facilitate sale of Tickets available at <a href="https://tickets.scottishfa.co.uk">tickets.scottishfa.co.uk</a> or such other address as may be notified by the Scottish FA to the Member/Non-Member from time to time.
<b><i>Working Days</i></b>	means Monday to Friday, except on days which are bank holidays in Scotland.

## **General Terms of Sale**

1. The Scottish FA shall supply the Ticket to the Member in accordance with these Terms and Conditions.
2. Members can apply for Tickets using the Online Application process at the time in accordance with the sales schedule. Members will have exclusive access to purchase their ticket within a set period before the sale is opened to Non-Members. Non-Members will be able to apply subject to availability. Each customer must have a unique email address against their account in order to access the Ticket Shop.
3. Members will be notified by email in advance should the Booking Period change.
4. Acceptance of any application for the purchase of a Ticket shall be at the absolute discretion of the Scottish FA.
5. Members/Non-Members wishing to purchase a ticket in the Accessible Area can purchase via the Online Application process (when available). If needed, they can also purchase a ticket via Telephone Application.

6. Youth Group Members must purchase via Online Application.
7. Members who do not own a Mobile Device or have no methods by which to purchase using the Online Application process are required to contact to make an Email Application to the Ticket & Membership Operations Team.
8. In the case where a member does not have a Mobile Device or Email Address, a Paper Ticket may be issued.
9. When a Member/Non-Member has submitted their application using the Online Application process, the Scottish FA will issue an email confirming acceptance of an application and the Member/Non-Member's application has been accepted and payment of the Price has been authorised. The email confirmation will contain instructions on how and when to download the Hampden Park Tickets App.
10. Once the Member/Non-Member's application has been confirmed by the Scottish FA and payment of the Price has been authorised, a binding contract will be formed between the Member/Non-Member and the Scottish FA for the provision of the Ticket(s) based on the Terms & Conditions (the Contract).

### **Ticket Allocation**

11. There are five (5) Home Matches in the Home Match Package taking place during the Campaign Period (the Home Matches).
12. Each Member will be invited to purchase one (1) Ticket for his/her own personal use. A Junior Member can only apply for a Ticket if an Accompanying Adult Member applies for a Ticket for the same Home Match Package.
13. A Youth Group Member will be entitled to either apply to purchase a minimum of 10 Tickets (with a ratio of 8 Children or under to 2 Accompanying Adult Members with a maximum of 20 Tickets. A 25% discount will be applied to the order for the entire Home Match Package.
14. To purchase Tickets, Members should use the Online Application process via the Website.
15. Members can apply for a Home Match Package for themselves and other Members (using the friends and family facility) in the same booking provided that overall, each Member only applies for one (1) Ticket. Members must ensure that they have secured the consent of fellow Members and notified those Members of these Terms and Conditions.
16. Members shall only be able to exercise their exclusive invitation to purchase a Home Match Package during the Booking Period. Any Tickets remaining after this period will be made available for general sale for Non-Members.

17. To purchase a Home Match, Members/Non-Member must log in using email address and password. Never share your password with anyone, including a family member or a Scottish FA employee.
18. If Membership numbers or surnames are wrong and/or Membership numbers or surnames do not match the Member's details held by the Scottish FA, the Ticket sale cannot be completed or confirmed.
19. Members/Non-Members purchasing a Home Match Package will be seated in the same seat for each Home Match played at the National Stadium.
20. Junior Members/Non-Members will only be allocated a Ticket if directly linked to an Accompanying Adult Member.
21. Junior Members/Non-Members will not be admitted to the National Stadium or any other stadium where a Home Match is being hosted without being accompanied by an Accompanying Adult Member.
22. A Member's attendance at a Home Match will be recorded by the Scottish FA.
23. A Member may be awarded one Loyalty Point for attendance at a Home Match. The award of a Loyalty Point is at the absolute discretion of the Scottish FA. Loyalty Points will only be awarded by the Scottish FA for Tickets purchased in advance directly from the Scottish FA using either the Online Application process on the Website or the Email or Telephone Application process. Points shall not be awarded for Tickets purchased or obtained from any other vendors or sources. Members must assign each seat during the purchasing process for each individual Member to receive their Loyalty Point for attending the match.
24. The Home Match Package is issued by the Scottish FA for use by the named Member only. Members are expressly prohibited from disposing of, posting on social or retail websites for re-sale, re-selling or transferring any Tickets that have been allocated to them, other than as may be permitted to friends and family pursuant to paragraph 12. Failure to comply with this provision may result in the Membership and the entitlement to attend the Home Match being suspended or terminated as determined by the Scottish FA.
25. The number of Home Match Packages available to a Member/Non-Member may increase from time to time at the absolute discretion of the Scottish FA.
26. The Home Match Package are issued at the absolute discretion of the Scottish FA.
27. The Scottish FA may, on instruction from any regulatory body, authority or association, relocate a Member/Non-Member to an alternative seat or part of the National Stadium for

any Home Match. Reasonable efforts will be made by the Scottish FA to provide a comparable seat for the Member in these circumstances and the Scottish FA shall contact the relevant Member in relation to changing their seating arrangements.

28. Requests from Members to relocate his or her seat(s) are at the absolute discretion of the Scottish FA.
29. The Scottish FA is under no obligation to replace any Tickets that are lost or stolen.

### **Payment & Fulfilment**

30. A Member/Non-Member will be required by the Scottish FA to pay the Ticket Price by credit or debit card to the Scottish FA or to such third party so authorised by the Scottish FA. The following credit or debit cards shall be valid for payment of the Price: Visa, Visa Debit, Visa Electron, MasterCard and Maestro. A Member will be required to submit in advance payment for a Ticket.
31. Mobile Tickets will be issued for all Online Bookings submitted throughout the Booking Period. At a time set by the Scottish FA, the Tickets will be delivered to the Hampden Park Tickets App for Members/Non-Members to download. Should a Paper Ticket be issued in relation to a Telephone Application then the Member/Non-Member will be required to pay Royal Mail Special Delivery. The Member/Non-Member is obligated to pay the Price, as well as Postage & Fulfillment. The Scottish FA will deliver the Ticket(s) to the Member no later than 7 days prior to the Home Match and by accepting these Terms & Conditions, the Member agrees to this timescale.
32. If a Member/Non-Member resides outside of the United Kingdom that applies for Ticket(s), they are required to apply via the Online Application process.
33. Credit/debit cards will be charged immediately on the Scottish FA's receipt of the Member/Non-Members application.
34. If a Member/Non-Member is applying for a Mobile Ticket using the Online Application Process, they will be required to pay the Price.
35. If a Member/Non-Member does not own a mobile device or has no method by which to use the Online Application Process and is applying for a Ticket using the Email Application Process, they will be required to pay the Price as well as any Postage and Fulfilment.
36. In the event of postponement/abandonment/cancellation of the Home Match, the Member/Non-Member may be entitled to a refund (in full or in part, depending upon the circumstances) of the Price. The Member/Non-Member can contact the Scottish FA for details via the Ticketing & Membership Operations Team.

37. In the event of the postponement of the Home Match or the abandonment of the Home Match occurring before half-time, the Mobile Ticket or retained portion of the Paper Ticket will permit admittance to the re-arranged fixture for the Home Match.
38. The Price will only be refunded by the Scottish FA in accordance with these Terms and Conditions. If the Member defaults in payment of any amount due to the Scottish FA, the Scottish FA reserves the right, in its absolute discretion, to refuse, suspend or withdraw Membership to the Supporters Club until the payment is made in full and/or not to issue Tickets until payment is made in full. During this period, any rights and entitlements of the Member relating to the Supporters Club are suspended.
39. Duplicate Tickets will not be issued for lost or stolen Paper Tickets.
40. The Scottish FA shall not be held liable for any Paper Ticket lost or late delivery caused by malfunction, interruption of mail services, or incomplete data entry by the Member.

### **Use of Tickets**

41. Access to the National Stadium shall be authorised upon presentation of a complete and valid Ticket.
42. The Member acknowledges that his or her presence in and around the National Stadium is at the Member's own risk and that, subject to the provisions of these Terms and Conditions, the Scottish FA or any other relevant body cannot be held liable for any risk, danger and loss, including bodily harm, personal property damage or loss, or any other incident whether occurring before, during or after the relevant Home Match.
43. The Member shall comply with all legal requirements whilst in attendance at the National Stadium.
44. It is an offence, punishable by law, for any person to enter or attempt to enter the grounds of the National Stadium:
  - a. Whilst in possession of a controlled container which is or was capable of holding liquid and which if thrown would be capable of causing injury to another person;
  - b. Whilst in possession of alcohol;
  - c. Whilst drunk;
  - d. Whilst in possession of any controlled article or substance whose main purpose is the emission of a flare for purposes of illuminating or signaling or the emission of smoke or a visible gas;
  - e. Whilst in possession of any article which is a firework; and/or



- f. All persons attending the Home Match may be searched by Police Scotland and/or the stadium authorities.
45. The Scottish FA reserves the right, in its absolute discretion, to refuse to sell Tickets to a Member or terminate or suspend the Membership of any Member who has: (a) been convicted in the United Kingdom or elsewhere of any football related offence or any other offence involving conduct which in the opinion of the Scottish FA is not conducive to the promotion of football or which may bring the Scottish FA and the Supporters Club into disrepute; (b) received a football banning order; (c) sold or transferred tickets to a third party in breach of these Terms and Conditions; and/ or (d) is in breach of any provision contained in the Membership Terms and Conditions.
46. The Member is not permitted to take a camera or photographic apparatus of any description into the National Stadium, or take any cinematograph picture or photograph of any kind of the Home Match.
47. The Member acknowledges that any photographs taken of the Member by an accredited photographer inside the National Stadium or within the immediate National Stadium perimeter may be used by the Scottish FA for commercial purposes.
48. The National Stadium authorities may operate CCTV cameras and body worn cameras in and around the National Stadium which monitor and record images for the purposes of safety and crime prevention. Information notices will be displayed at the National Stadium where CCTV and/or body worn cameras are in operation.
49. The Scottish FA reserves the right to amend the kick-off time of any Home Match in order to comply with any instruction by FIFA, UEFA or any other relevant authority. Tickets will be valid for the re-arranged kick-off.
50. Members found in the wrong area amid opposing fans may be ejected by Police Scotland and/or the stadium authorities.
51. The Scottish FA, its servants or agents will not be liable for any loss, injury or damage howsoever caused to Ticket users. The possession of this Ticket shall constitute an acceptance by the Member of these Terms and Conditions and imply an undertaking on the part of the Member to observe them. In the event of any breach of these Terms and Conditions the Scottish FA reserves the right to cancel this Ticket and retain the money paid therefor. In particular nothing in these Terms and Conditions shall be construed so as to limit the liability of the Scottish FA for death or personal injury caused by the Scottish FA's negligence or for fraudulent misrepresentation.
52. In the event of any breach of these Terms and Conditions or the Membership Terms and Conditions by any Member, the Scottish FA reserves the right, in its absolute discretion, to

refuse, suspend or withdraw Membership to the Supporters Club and/or not to issue Tickets. During this period, any rights and entitlements of the Member relating to the Supporters Club will be suspended.

53. The Member acknowledges and agrees that Tickets are issued subject to any applicable local laws, ground regulations or rules in force available at the National Stadium ([www.scottishfa.co.uk/scotland/supporters-tickets/hampden-visitor-information/stadium-rules-regulations/](http://www.scottishfa.co.uk/scotland/supporters-tickets/hampden-visitor-information/stadium-rules-regulations/))

54. Standing is strictly FORBIDDEN in seated viewing areas.

### **Personal Information**

55. The Member agrees and acknowledges that personal details provided to the Scottish FA during the Online Application process or Telephone Application process will be used by the Scottish FA in accordance with the Scottish FA's General Privacy Policy (found at <https://www.scottishfa.co.uk/privacy-notice/>) and processed by the Scottish FA in accordance with all applicable data protection legislation. In particular, the Scottish FA will use the information of Members to:

- a. provide the Member with the services or information requested.
- b. to analyse the collected information so that the Scottish FA can administer, support, improve and develop its business and the services it offers.
- c. to contact Members in order to send details of the Scottish FA's goods and services and those of the Partners which may be of interest.
- d. for all other purposes consistent with the proper performance by the Scottish FA's operations and business.
- e. to contact Members for their views on the Scottish FA and/or its Partners' products and services.
- f. to ensure the safety of all those attending football matches and for the purposes of preventing crime.
- g. to monitor operational and safety related incidents.
- h. to apprehend and prosecute offenders, and provide evidence to take civil action in the courts.
- i. to help provide a safer environment for our staff.
- j. to determine whether you should be awarded with any Loyalty Points.
- k. to ensure that you are not breaching these Terms and Conditions.
- l. to prevent fraud.
- m. to help us with understanding more about how our website and Membership is used; and
- n. to assess whether you have been convicted or are being investigated for any criminal offence, particularly in relation to football related offences, such as football banning orders.

## General

56. A copy of these Terms and Conditions shall be provided to each Member with the Scottish FA's confirmation of Ticket purchase.
57. Each of the paragraphs of these Terms and Conditions operate separately. If any court or relevant authority decides that any of them are unlawful, the remaining paragraphs will remain in full force and effect.
58. The failure of the Scottish FA to exercise or enforce any right conferred on the Scottish FA by these Terms and Conditions shall not be deemed to be a waiver of any such right or operate to bar the exercise or enforcement of any right, power or remedy available to the Scottish FA at that time.
59. These Terms and Conditions shall be governed by and construed in accordance with the Laws of Scotland any disputes that may arise will be subject to the non-exclusive jurisdiction of the Scottish Courts.

## Enquiries

60. For all enquiries, please contact the Ticketing & Membership Operations Team. Please note that the helpline offered by the Ticketing & Membership Operations Team is for general queries. In all other cases, to purchase a Ticket, Members must use either the Online Application process on the Website or the Telephone Application process.

## Appendix 1 Home Match Package Price Table of Charges

Price Category	East/West	North/South
SSC Adult Member	£175	£150
Adult	£175	£200
Senior	£100	£125
Junior	£50	£100
Accessible – SSC Adult Member	£75	£90
Accessible Adult	£90	£100
Accessible Senior	£50	£65

Accessible Junior	£40	£65
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**Scottish Football Association**  
**Terms & Conditions**  
**Scotland Home Match Tickets**  
**Home Matches 2024**

These terms and conditions (the "Terms and Conditions"), together with the Membership Terms and Conditions govern the Member's purchase of the Ticket from the Scottish Football Association Limited, a company registered in Scotland and having its registered office at Hampden Park, Glasgow, G42 9AY with company number SC005453 ("the Scottish FA"). The Terms and Conditions and the Membership Terms and Conditions set out the terms of the contract between Members and the Scottish FA relating to the Ticket. Please read them now.

Please note that if the Member is purchasing Tickets on behalf of other Members, it is the purchasing Member's responsibility to notify those other Members of the terms of the contract. All Members, by making use of Tickets, shall be deemed to have read, understood, and accepted these Terms and Conditions and the Membership Terms and Conditions.

Please note that the use of the Website to make an Online Application for Tickets is governed by the Scottish FA's Website Use Terms and Conditions, (<https://www.scottishfa.co.uk/terms-conditions/>) which apply in addition to these Terms and Conditions and the Membership Terms and Conditions.

The Member/Non-Member acknowledges that personal details provided to the Scottish FA during both the Online Application and Telephone Application and otherwise will be used by the Scottish FA in accordance with the Scottish FA's General Privacy Policy (found at <https://www.scottishfa.co.uk/privacy-notice/>)

If the Member/Non-Member does not comply with these Terms and Conditions and/or the Membership Terms and Conditions then they may be escorted from the National Stadium, or any other stadium where a Home Match is being hosted and prohibited from purchasing Tickets for or attending any future matches organised by the Scottish FA. In addition, the Membership of the Scotland Supporters Club may be suspended or terminated, and the Member may not be able to use or be entitled to a refund of the Tickets purchased.

The Member/Non-Member acknowledges that he or she has no right to cancel the Contract. The Scottish FA will only offer Ticket refunds to Members/Non-Members in its absolute discretion.

### **Definitions**

In the Terms and Conditions, the following terms shall have the following meanings:

***Accessible Area*** means a designated area of the National Stadium where concessions are available for Members with a disability.

***Accompanying Adult*** means an individual aged 18 years or older, including but not limited to an Adult Member or a Senior Member.

<b><i>Adult Member</i></b>	means an individual aged between 16 years and 64 years with legal capacity to apply for and who has paid the appropriate Membership Renewal Fee or Membership Joining Fee and has had his/her Online Application or for Membership accepted by the Scottish FA to become a Member of the Supporters Club in accordance with these Terms and Conditions.
<b><i>Booking Period</i></b>	means the period of time given to the sale of the Home Match(es).
<b><i>Booking Fee</i></b>	Means a charge that covers the cost of processing and administering a ticket.
<b><i>Campaign Period</i></b>	means the period of the Home Match as stated in the sales schedule.
<b><i>Child</i></b>	means an individual aged 15 years or younger. The term "Children" shall be construed accordingly.
<b><i>Contract</i></b>	has the meaning given to that term in Clause 9.
<b><i>Chief Executive</i></b>	means the Chief Executive of the Scottish FA appointed by the Board from time to time.
<b><i>Code of Conduct</i></b>	means the code of conduct with which each Member is required to comply, more specifically narrated in Clause 16 and Clause 17 below.
<b><i>Contract</i></b>	has the meaning given to that term in Clause 4.
<b><i>Full International Team</i></b>	means the men's or women's association football team chosen to represent the Scottish FA at the highest international level.
<b><i>Email Application</i></b>	means the email method by contacting the Ticketing & Membership Operations Team.
<b><i>E-Ticket</i></b>	means a, received electronically, by a Member on a Mobile Device to gain access to the National Stadium.
<b><i>Hampden Park Tickets App</i></b>	means the mobile ticket application that hosts the mobile ticket. The application is available to download via the Apple Store or Google Play Store on an individual's mobile device.
<b><i>Home Match(es)</i></b>	means any International Match played within Scotland.
<b><i>Home Match Package</i></b>	means a ticket for each match played within the Campaign Period purchased under one price.

<b><i>International Match(es)</i></b>	means any international association football match or matches involving the Full International Team whether a Home Match or an Away Match.
<b><i>International Friendly</i></b>	means a non-competitive match at the National Stadium during the Campaign Period.
<b><i>Junior</i></b>	Means an individual aged 15 years or under.
<b><i>Junior Member</i></b>	means an individual aged 15 years or under who has paid the appropriate Price and has had his/her Online Application or Telephone Application accepted by the Scottish FA in accordance with these Terms and Conditions.
<b><i>Loyalty Points</i></b>	means points that may be awarded to Members by the Scottish FA on attendance at a Home Match(es).
<b><i>Matchday</i></b>	means the day on which a Home Match takes place.
<b><i>Member</i></b>	means a member of the Supporters Club, being an Adult, Senior, Junior or Youth Group Member, as appropriate.
<b><i>Membership</i></b>	means membership of the Supporters Club.
<b><i>Membership Card</i></b>	means the card which is issued to Members by or on behalf of the Scottish FA for the duration of the Membership Period. This card will be used for identification purposes.
<b><i>Membership Terms &amp; Conditions</i></b>	means the terms and conditions that govern the membership of the Scotland Supporters Club, accessed at <a href="https://tickets.scottishfa.co.uk">tickets.scottishfa.co.uk</a> .
<b><i>Mobile Application</i></b>	means a software application developed specifically for use on small, wireless computing devices such as smartphones.
<b><i>Mobile Device</i></b>	means an electronic handheld device, such as a smart phone, with the capability to receive a mobile ticket on the Hampden Park Ticket App.
<b><i>Mobile Ticket</i></b>	means a valid ticket hosted within the Hampden Park Tickets Application.
<b><i>National Stadium</i></b>	means the entire premises of Hampden Park, Glasgow, G42 9BA including all areas that require a Ticket to gain access, as well as the immediate vicinity of such areas.
<b><i>Nations League</i></b>	means home matches played in the UEFA competition at the national stadium during the Campaign Period.

<b><i>Non-Member</i></b>	means a Ticket purchaser that is not a member of the Scotland Supporters Club.
<b><i>Online Application</i></b>	means the method for a Member/Non-Member to make an application to purchase Tickets for Home Matches at <a href="https://tickets.scottishfa.co.uk">https://tickets.scottishfa.co.uk</a> (Ticket Shop) or such other Website address as may be notified by the Scottish FA from time to time.
<b><i>Paper Ticket</i></b>	means a Ticket in paper form.
<b><i>Partner(s)</i></b>	means a sponsor and/or partner of the Scottish FA whose services and/or information may be relevant to Members/Non-Members
<b><i>Postage &amp; Fulfillment Price</i></b>	means the fees for postage and delivery of a Paper Ticket.  means the relevant price for the Home Match Package or Home Matches set out in Appendix 1.
<b><i>Scottish FA</i></b>	means the Scottish Football Association Limited, a company incorporated in Scotland under the Companies Acts with the registered number SC005453 and having its registered office at Hampden Park, Glasgow, G42 9AY.
<b><i>Senior</i></b>	means an individual aged 65 years or older.
<b><i>Senior Member</i></b>	means an individual aged 65 years or over with legal capacity to apply for and who has paid the appropriate Price and having their Online Application or Telephone Application accepted by the Scottish FA in accordance with these Terms and Conditions.
<b><i>Ticketing &amp; Membership Operations Team</i></b>	means the team available to assist Members/Non-Members with general enquiries which can be contacted by email at <a href="mailto:supporters@scottishfa.co.uk">supporters@scottishfa.co.uk</a>
<b><i>Scotland Supporters Club</i></b>	means the supporters club which Members belong to by virtue of agreeing to the Membership Terms and Conditions.
<b><i>Ticket Shop</i></b>	means the online website to purchase tickets.
<b><i>Telephone Application</i></b>	means the telephone method including by which Youth Group Members or Members requiring accessible seating may purchase tickets by contacting the Ticketing & Membership Operations Team.
<b><i>Terms &amp; Conditions</i></b>	means these terms and conditions applicable to the purchase of Tickets, accessed at <a href="https://tickets.scottishfa.co.uk">tickets.scottishfa.co.uk</a> .



<b><i>Ticket(s)</i></b>	means a Ticket, whether E-Ticket, Mobile Ticket or Paper Ticket, giving right to attend any Home Matches, purchased by Members/Non-Members in accordance with these Terms and Conditions.
<b><i>Youth Group</i></b>	a group with a minimum of ten (10) people comprising a maximum of 8 Children and 2 Accompanying Adult Members/Non-Members. A Youth Group will not exceed twenty (20) tickets in total.
<b><i>Youth Group Member</i></b>	means a Member which is a Youth Group which has paid the appropriate Price and has purchased Mobile Tickets directly from the Online Application or Ticketing & Membership Operations Team in accordance with these Terms and Conditions. References to a Youth Group Member shall include the individual members of the Youth Group..
<b><i>Website</i></b>	means the website used by the Scottish FA to facilitate sale of Tickets available at <a href="https://tickets.scottishfa.co.uk">tickets.scottishfa.co.uk</a> or such other address as may be notified by the Scottish FA to the Member/Non-Member from time to time.
<b><i>Working Days</i></b>	means Monday to Friday, except on days which are bank holidays in Scotland.

## **General Terms of Sale**

1. The Scottish FA shall supply the Ticket to the Member in accordance with these Terms and Conditions.
2. Members can apply for Tickets using the Online Application process at the time in accordance with the sales schedule. Members will have exclusive access to purchase their ticket within a set period before the sale is opened to Non-Members. Non-Members will be able to apply subject to availability. Each customer must have a unique email address against their account in order to access the Ticket Shop.
3. Members will be notified by email in advance should the Booking Period change.
4. Acceptance of any application for the purchase of a Ticket shall be at the absolute discretion of the Scottish FA.
5. Members/Non-Members wishing to purchase a ticket in the Accessible Area can purchase via the Online Application process (when available). If needed, they can also purchase a ticket via Telephone Application.

6. Youth Group Members must purchase via Online Application.
7. Members who do not own a Mobile Device or have no methods by which to purchase using the Online Application process are required to contact the Ticket & Membership Operations Team to make an Email Application.
8. In the case where a member does not have a Mobile Device or Email Address, a Paper Ticket may be issued.
9. When a Member/Non-Member has submitted their application using the Online Application process, the Scottish FA will issue an email confirming acceptance of an application and the Member/Non-Member's application has been accepted and payment of the Price has been authorised. The email confirmation will contain instructions on how and when to download the Hampden Park Tickets App.
10. Once the Member/Non-Member's application has been confirmed by the Scottish FA and payment of the Price has been authorised, a binding contract will be formed between the Member/Non-Member and the Scottish FA for the provision of the Ticket(s) based on the Terms & Conditions (the Contract).

### **Ticket Allocation**

11. Each Member will be invited to purchase one (1) Ticket for his/her own personal use. A Junior Member can only apply for a Ticket if an Accompanying Adult Member applies for a Ticket for the same Home Match. A Member/Non-Member can apply for a maximum number of tickets during the sales period determined at the discretion of the Scottish FA. The maximum number will be publicised on the Website. For a member, the additional tickets that can be purchased are inclusive of their own.
12. A Youth Group Member will be entitled to apply to purchase a minimum of 10 Tickets (with a ratio of 8 Children or under to 2 Accompanying Adult Members) with a maximum of 20 Tickets. A 25% discount will be applied to the order for the entire Home Match Package.
13. To purchase Tickets, Members should use the Online Application process via the Website.
14. Members can apply for a Home Match for themselves and other Members (using the friends and family facility) in the same booking provided that overall, each Member only applies for one (1) Ticket. Members must ensure that they have secured the consent of fellow Members and notified those Members of these Terms and Conditions.

15. Members shall only be able to exercise their exclusive invitation to purchase a Home Match during the Booking Period. Any Tickets remaining after this period will be made available for general sale for Non-Members.
16. To purchase a Home Match, Members/Non-Member must log in using email address and password. Never share your password with anyone, including a family member or a Scottish FA employee.
17. If Membership numbers or surnames are wrong and/or Membership numbers or surnames do not match the Member's details held by the Scottish FA, the Ticket sale cannot be completed or confirmed.
18. Junior Members/Non-Members will only be allocated a Ticket if directly linked to an Accompanying Adult Member.
19. Junior Members/Non-Members will not be admitted to the National Stadium or any other stadium where a Home Match is being hosted without being accompanied by an Accompanying Adult Member.
20. A Member's attendance at a Home Match will be recorded by the Scottish FA.
21. A Member may be awarded one Loyalty Point for attendance at a Home Match. The award of a Loyalty Point is at the absolute discretion of the Scottish FA. Loyalty Points will only be awarded by the Scottish FA for Tickets purchased in advance directly from the Scottish FA using either the Online Application process on the Website or the Email or Telephone Application process. Points shall not be awarded for Tickets purchased or obtained from any other vendors or sources. Members must assign each seat during the purchasing process for each individual Member to receive their Loyalty Point for attending the match.
22. The Home Match Ticket is issued by the Scottish FA for use by the named Member only. Members are expressly prohibited from disposing of, posting on social or retail websites for re-sale, re-selling or transferring any Tickets that have been allocated to them, other than as may be permitted to friends and family pursuant to paragraph 12. Failure to comply with this provision may result in the Membership and the entitlement to attend the Home Match being suspended or terminated as determined by the Scottish FA.
23. The number of Home Match Ticket(s) available to a Member/Non-Member may increase from time to time at the absolute discretion of the Scottish FA.
24. The Home Match Ticket(s) are issued at the absolute discretion of the Scottish FA.

25. The Scottish FA may, on instruction from any regulatory body, authority or association, relocate a Member/Non-Member to an alternative seat or part of the National Stadium for any Home Match. Reasonable efforts will be made by the Scottish FA to provide a comparable seat for the Member in these circumstances and the Scottish FA shall contact the relevant Member in relation to changing their seating arrangements.
26. Requests from Members to relocate his or her seat(s) are at the absolute discretion of the Scottish FA.
27. The Scottish FA is under no obligation to replace any Tickets that are lost or stolen.

### **Payment & Fulfilment**

28. A Member/Non-Member will be required by the Scottish FA to pay the Ticket Price by credit or debit card to the Scottish FA or to such third party so authorised by the Scottish FA. The following credit or debit cards shall be valid for payment of the Price: Visa, Visa Debit, Visa Electron, MasterCard and Maestro. A Member will be required to submit in advance payment for a Ticket.
29. Mobile Tickets will be issued for all Online Bookings submitted throughout the Booking Period. At a time set by the Scottish FA, the Tickets will be delivered to the Hampden Park Tickets App for Members/Non-Members to download. Should a Paper Ticket be issued in relation to a Telephone Application then the Member/Non-Member will be required to pay Royal Mail Special Delivery. The Member/Non-Member is obligated to pay the Price, as well as Postage & Fulfillment. The Scottish FA will deliver the Ticket(s) to the Member no later than 7 days prior to the Home Match and by accepting these Terms & Conditions, the Member agrees to this timescale.
30. If a Member/Non-Member resides outside of the United Kingdom that applies for Ticket(s), they are required to apply via the Online Application process.
31. Credit/debit cards will be charged immediately on the Scottish FA's receipt of the Member/Non-Members application.
32. If a Member/Non-Member is applying for a Ticket using the Online Application Process, they will be required to pay the Price.
33. If a Member/Non-Member does not own a mobile device or has no method by which to use the Online Application Process and is applying for a Ticket using the Email Application Process, they will be required to pay the Price as well as any Postage and Fulfillment.
34. In the event of postponement/abandonment/cancellation of the Home Match, the Member/Non-Member may be entitled to a refund (in full or in part, depending upon the

circumstances) of the Price. The Member/Non-Member can contact the Scottish FA for details via the Ticketing & Membership Operations Team.

35. In the event of the postponement of the Home Match or the abandonment of the Home Match occurring before half-time, the Ticket or retained portion of the Paper Ticket will permit admittance to the re-arranged fixture for the Home Match.
36. The Price will only be refunded by the Scottish FA in accordance with these Terms and Conditions. If the Member defaults in payment of any amount due to the Scottish FA, the Scottish FA reserves the right, in its absolute discretion, to refuse, suspend or withdraw Membership to the Supporters Club until the payment is made in full and/or not to issue Tickets until payment is made in full. During this period, any rights and entitlements of the Member relating to the Supporters Club are suspended.
37. Duplicate Tickets will not be issued for lost or stolen Paper Tickets.
38. The Scottish FA shall not be held liable for any Paper Ticket lost or late delivery caused by malfunction, interruption of mail services, or incomplete data entry by the Member.

### **Use of Tickets**

39. Access to the National Stadium shall be authorised upon presentation of a complete and valid Ticket.
40. The Member acknowledges that his or her presence in and around the National Stadium is at the Member's own risk and that, subject to the provisions of these Terms and Conditions, the Scottish FA or any other relevant body cannot be held liable for any risk, danger and loss, including bodily harm, personal property damage or loss, or any other incident whether occurring before, during or after the relevant Home Match.
41. The Member shall comply with all legal requirements whilst in attendance at the National Stadium.
42. It is an offence, punishable by law, for any person to enter or attempt to enter the grounds of the National Stadium:
  - a. Whilst in possession of a controlled container which is or was capable of holding liquid and which if thrown would be capable of causing injury to another person;
  - b. Whilst in possession of alcohol;
  - c. Whilst drunk;
  - d. Whilst in possession of any controlled article or substance whose main purpose is the emission of a flare for purposes of illuminating or signaling or the emission of smoke or a visible gas;
  - e. Whilst in possession of any article which is a firework; and/or

- f. All persons attending the Home Match may be searched by Police Scotland and/or the stadium authorities.
43. The Scottish FA reserves the right, in its absolute discretion, to refuse to sell Tickets to a Member or terminate or suspend the Membership of any Member who has: (a) been convicted in the United Kingdom or elsewhere of any football related offence or any other offence involving conduct which in the opinion of the Scottish FA is not conducive to the promotion of football or which may bring the Scottish FA and the Supporters Club into disrepute; (b) received a football banning order; (c) sold or transferred tickets to a third party in breach of these Terms and Conditions; and/ or (d) is in breach of any provision contained in the Membership Terms and Conditions.
44. The Member is not permitted to take a camera or photographic apparatus of any description into the National Stadium, or take any cinematograph picture or photograph of any kind of the Home Match.
45. The Member acknowledges that any photographs taken of the Member by an accredited photographer inside the National Stadium or within the immediate National Stadium perimeter may be used by the Scottish FA for commercial purposes.
46. The National Stadium authorities may operate CCTV cameras and body worn cameras in and around the National Stadium which monitor and record images for the purposes of safety and crime prevention. Information notices will be displayed at the National Stadium where CCTV and/or body worn cameras are in operation.
47. The Scottish FA reserves the right to amend the kick-off time of any Home Match in order to comply with any instruction by FIFA, UEFA or any other relevant authority. Tickets will be valid for the re-arranged kick-off.
48. Members found in the wrong area amid opposing fans may be ejected by Police Scotland and/or the stadium authorities.
49. The Scottish FA, its servants or agents will not be liable for any loss, injury or damage howsoever caused to Ticket users. The possession of this Ticket shall constitute an acceptance by the Member of these Terms and Conditions and imply an undertaking on the part of the Member to observe them. In the event of any breach of these Terms and Conditions the Scottish FA reserves the right to cancel this Ticket and retain the money paid therefor. In particular nothing in these Terms and Conditions shall be construed so as to limit the liability of the Scottish FA for death or personal injury caused by the Scottish FA's negligence or for fraudulent misrepresentation.
50. In the event of any breach of these Terms and Conditions or the Membership Terms and Conditions by any Member, the Scottish FA reserves the right, in its absolute discretion, to

refuse, suspend or withdraw Membership to the Supporters Club and/or not to issue Tickets. During this period, any rights and entitlements of the Member relating to the Supporters Club will be suspended.

51. The Member acknowledges and agrees that Tickets are issued subject to any applicable local laws, ground regulations or rules in force available at the National Stadium ([www.scottishfa.co.uk/scotland/supporters-tickets/hampden-visitor-information/stadium-rules-regulations/](http://www.scottishfa.co.uk/scotland/supporters-tickets/hampden-visitor-information/stadium-rules-regulations/))

52. Standing is strictly FORBIDDEN in seated viewing areas.

### **Personal Information**

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- a. provide the Member with the services or information requested.
- b. to analyse the collected information so that the Scottish FA can administer, support, improve and develop its business and the services it offers.
- c. to contact Members in order to send details of the Scottish FA's goods and services and those of the Partners which may be of interest.
- d. for all other purposes consistent with the proper performance by the Scottish FA's operations and business.
- e. to contact Members for their views on the Scottish FA and/or its Partners' products and services.
- f. to ensure the safety of all those attending football matches and for the purposes of preventing crime.
- g. to monitor operational and safety related incidents.
- h. to apprehend and prosecute offenders, and provide evidence to take civil action in the courts.
- i. to help provide a safer environment for our staff.
- j. to determine whether you should be awarded with any Loyalty Points.
- k. to ensure that you are not breaching these Terms and Conditions.
- l. to prevent fraud.
- m. to help us with understanding more about how our website and Membership is used; and
- n. to assess whether you have been convicted or are being investigated for any criminal offence, particularly in relation to football related offences, such as football banning orders.

## General

54. A copy of these Terms and Conditions shall be provided to each Member with the Scottish FA's confirmation of Ticket purchase.
55. Each of the paragraphs of these Terms and Conditions operate separately. If any court or relevant authority decides that any of them are unlawful, the remaining paragraphs will remain in full force and effect.
56. The failure of the Scottish FA to exercise or enforce any right conferred on the Scottish FA by these Terms and Conditions shall not be deemed to be a waiver of any such right or operate to bar the exercise or enforcement of any right, power or remedy available to the Scottish FA at that time.
57. These Terms and Conditions shall be governed by and construed in accordance with the Laws of Scotland any disputes that may arise will be subject to the non-exclusive jurisdiction of the Scottish Courts.

## Enquiries

58. For all enquiries, please contact the Ticketing & Membership Operations Team. Please note that the helpline offered by the Ticketing & Membership Operations Team is for general queries. In all other cases, to purchase a Ticket, Members must use either the Online Application process on the Website or the Telephone Application process.

## Appendix 1 Home Match Price Table of Charges

Price Category	East/West	North/South
SSC Adult Member	£30	£35
Adult	£35	£40
Senior	£20	£25
Junior	£10	£20
Accessible – SSC Adult Member	£15	£18
Accessible Adult	£18	£20
Accessible Senior	£10	£13
Accessible Junior	£8	£13
Non-Member Booking Fee (Per Ticket)	£1	£1



**Scottish Football Association**  
**Terms & Conditions**  
**Scotland Supporters Club**  
**Away Match Tickets**

These terms and conditions (the "Terms and Conditions"), together with the Membership Terms and Conditions govern the Member's purchase of the Ticket from the Scottish Football Association Limited, a company registered in Scotland and having its registered office at Hampden Park, Glasgow, G42 9AY with company number SC005453 ("the Scottish FA"). The Terms and Conditions and the Membership Terms and Conditions set out the terms of the contract between Members and the Scottish FA relating to the Ticket. Please read them now.

Please note that if the Member is purchasing Tickets on behalf of other Members, it is the purchasing Member's responsibility to notify those other Members of the terms of the contract. All Members, by making use of Tickets, shall be deemed to have read, understood, and accepted these Terms and Conditions and the Membership Terms and Conditions.

Please note that the use of the Website to make an Online Application for Tickets is governed by the Scottish FA's Website Use Terms and Conditions, (<https://www.scottishfa.co.uk/terms-conditions/>) which apply in addition to these Terms and Conditions and the Membership Terms and Conditions.

The Member acknowledges that personal details provided to the Scottish FA during both the Online Application and Telephone Application and otherwise will be used by the Scottish FA in accordance with the Scottish FA's General Privacy Policy (found at <https://www.scottishfa.co.uk/privacy-notice/>)

If the Member does not comply with these Terms and Conditions and/or the Membership Terms and Conditions then they may be escorted from the National Stadium, or any other stadium where a Home Match is being hosted and prohibited from purchasing Tickets for or attending any future matches organised by the Scottish FA. In addition, the Membership of the Scotland Supporters Club may be suspended or terminated, and the Member may not be able to use or be entitled to a refund of the Tickets purchased.

The Member acknowledges that he or she has no right to cancel the Contract. The Scottish FA will only offer Ticket refunds to Member in its absolute discretion.

**Definitions**

In the Terms and Conditions, the following terms shall have the following meanings:

***Accessible Area*** means a designated area of the National Stadium where concessions are available for Members with a disability.

***Accompanying Adult*** means an individual aged 18 years or older, including but not limited to an Adult Member or a Senior Member.

<b>Adult Member</b>	<b>Eligible</b>	means a Member, aged between 16 years and 64 years who has sufficient Loyalty Points as determined by the Scottish FA and with legal capacity to apply for and who has paid the appropriate Price and has had his/her Online Application accepted by the Scottish FA in accordance with these Terms and Conditions.
<b>Away Match(es)</b>		means any International Match played out with Scotland.
<b>Away Match Points</b>		means two loyalty points that may be awarded to a Member after attendance at an Away Match using a Ticket purchased in accordance with these Terms and Conditions.
<b>Booking Period</b>		means the period of time given to the sale of the Away Match.
<b>Booking Fee</b>		Means a charge that covers the cost of processing and administering a ticket.
<b>Campaign Period</b>		means the period of the Home Match Package as stated in the sales schedule.
<b>Chief Executive</b>		means the Chief Executive of the Scottish FA appointed by the Board from time to time.
<b>Contract</b>		has the meaning given to that term in Clause 9.
<b>Chief Executive</b>		means the Chief Executive of the Scottish FA appointed by the Board from time to time.
<b>Code of Conduct</b>		means the code of conduct with which each Member is required to comply, more specifically narrated in Clause 48-55 below.
<b>Contract</b>		has the meaning given to that term in Clause 7.
<b>Eligible Member</b>		means a Member of the Supporters Club, being an Adult Eligible Member, Junior Eligible Member or Senior Eligible Member who has sufficient Loyalty Points and is therefore eligible to apply for a Ticket from the Scottish FA in accordance with these Terms and Conditions.
<b>Full Team</b>	<b>International</b>	means the men's or women's association football team chosen to represent the Scottish FA at the highest international level.
<b>Hampden Tickets App</b>	<b>Park</b>	means the mobile ticket application that hosts the mobile ticket. The application is available to download via the Apple Store or Google Play Store on an individual's mobile device.

<b><i>Host Stadium</i></b>	means the entire premises of the stadium where the International Match is taking place, including all areas that require a Ticket to gain access, as well as the immediate vicinity of such areas.
<b><i>International Match(es)</i></b>	means any international association football match or matches involving the Full International Team whether a Home Match or an Away Match.
<b><i>Junior Eligible Member</i></b>	means an individual aged 15 years or under who has sufficient Loyalty Points as determined by the Scottish FA and with legal capacity to apply for and who has paid the appropriate Price and has had his/her Online Application accepted by the Scottish FA in accordance with these Terms and Conditions.
<b><i>Matchday</i></b>	means the day on which an Away Match takes place.
<b><i>Member</i></b>	means a member of the Supporters Club, being an Adult Eligible Member, Senior Eligible Member or Junior Eligible Member, as appropriate.
<b><i>Membership</i></b>	means membership of the Supporters Club.
<b><i>Membership Card</i></b>	means the card which is issued to Members by or on behalf of the Scottish FA for the duration of the Membership Period. This card will be used for identification purposes.
<b><i>Membership Terms &amp; Conditions</i></b>	means the terms and conditions that govern the membership of the Scotland Supporters Club, accessed at <a href="https://tickets.scottishfa.co.uk">tickets.scottishfa.co.uk</a> .
<b><i>Mobile Application</i></b>	means a software application developed specifically for use on small, wireless computing devices such as smartphones.
<b><i>Mobile Device</i></b>	means an electronic handheld device, such as a smart phone, with the capability to receive a Mobile Ticket on the Hampden Park Ticket App.
<b><i>Mobile Ticket</i></b>	means a valid ticket hosted within the Hampden Park Tickets Application.
<b><i>Online Application</i></b>	means the method for a Member/Non-Member to make an application to purchase Tickets for Away Matches at <a href="https://tickets.scottishfa.co.uk">https://tickets.scottishfa.co.uk</a> (Ticket Shop) or such other Website address as may be notified by the Scottish FA from time to time.
<b><i>Paper Ticket</i></b>	means a Ticket in paper or printed form.

<b><i>Partner(s)</i></b>	means a sponsor and/or partner of the Scottish FA whose services and/or information may be relevant to Members/Non-Members
<b><i>Postage &amp; Fulfillment Price</i></b>	means the fees for postage and delivery of a Paper Ticket. means the relevant price for the Ticket.
<b><i>Scotland Supporters Club</i></b>	means the supporters club which Members belong to by virtue of agreeing to the Membership Terms and Conditions.
<b><i>Scottish FA</i></b>	means the Scottish Football Association Limited, a company incorporated in Scotland under the Companies Acts with the registered number SC005453 and having its registered office at Hampden Park, Glasgow, G42 9AY.
<b><i>Senior Eligible Member</i></b>	means an individual, aged 65 years or over who has sufficient Loyalty Points as determined by the Scottish FA and with legal capacity to apply for and who has paid the appropriate Price and has had his/her Online Application or Telephone Application accepted by the Scottish FA in accordance with these Terms and Conditions.
<b><i>Telephone Application</i></b>	means the telephone method including by which Members requiring accessible seating may purchase tickets by contacting the Ticketing & Membership Operations Team.
<b><i>Ticketing &amp; Membership Operations Team</i></b>	means the team available to assist Members/Non-Members with general enquiries which can be contacted by email at supporters@scottishfa.co.uk
<b><i>Scotland Supporters Club</i></b>	means the supporters club which Members belong to by virtue of agreeing to the Membership Terms and Conditions.
<b><i>Terms &amp; Conditions</i></b>	means these terms and conditions applicable to the purchase of Tickets, accessed at tickets.scottishfa.co.uk.
<b><i>Ticket(s)</i></b>	means a Ticket giving right of access to attend any International Matches at the Host Stadium in accordance with these Terms and Conditions.
<b><i>Ticket Shop Website</i></b>	means the online website to purchase tickets. means the website used by the Scottish FA to facilitate sale of Tickets available at tickets.scottishfa.co.uk or such other address as may be notified by the Scottish FA to the Member/Non-Member from time to time.
<b><i>Working Days</i></b>	means Monday to Friday, except on days which are bank holidays in Scotland.

## General Terms of Sale

1. The Scottish FA shall supply the Ticket to the Eligible Member in accordance with these Terms and Conditions.
2. Eligible Members can apply for Tickets using the Online Application process at the time in accordance with the sales schedule within the Booking Period.
3. Eligible Members will be notified by email in advance should the Booking Period change.
4. Acceptance of any application for the purchase of a Ticket shall be at the absolute discretion of the Scottish FA.
5. Eligible Members wishing to purchase a ticket in the Accessible Area can purchase via the Online Application process. If needed, they can also purchase a ticket via telephone application.
6. When an Eligible Member's has submitted their application using the Online Application process, the Scottish FA will issue an email confirming acceptance of an application and the Eligible Member's application has been accepted and payment of the Price has been authorised.
7. Once the Eligible Member's application has been confirmed by the Scottish FA and payment of the Price has been authorised, a binding contract will be formed between the Eligible Member and the Scottish FA for the provision of the Ticket(s) based on the Terms & Conditions (the Contract).

## Ticket Allocation

8. Each Eligible Member will be invited to purchase one (1) Ticket for his/her own personal use for any Away Match. A Junior Eligible Member can only apply for a Ticket for an Away Match, if an Accompanying Adult Eligible Member or Accompanying Senior Eligible Member also applies for a Ticket for the same Away Match.
9. Members may be awarded two (2) Loyalty Points for attendance at an Away Match. The award of Loyalty Points is at the absolute discretion of the Scottish FA. Loyalty Points will only be awarded by the Scottish FA for Tickets purchased directly from the Scottish FA. Loyalty Points shall not be awarded for Tickets purchased from any other vendors or sources. Loyalty Points may not become active until up to two (2) weeks after the Away Match has taken place and, as a consequence, may not be considered for any other International Match within this period.

10. Any person, not being an Eligible Member, will not be invited, nor entitled, to apply for a Ticket for an Away Match.
11. The Scottish FA reserves the right, in its absolute discretion, to refuse an allocation of Tickets from any other national football association for Away Matches for any reason including, without limitation, on grounds of safety and security.
12. To purchase Tickets, Members should use the Online Application process via the Website.
13. Junior Eligible Members under the age of 16 will only be allocated a Ticket if directly linked to an Accompanying Adult Eligible Member or Accompanying Senior Eligible Member.
14. Junior Eligible Members will not be admitted to the Host Stadium without being accompanied by an Accompanying Adult Eligible Member or Accompanying Senior Eligible Member.
15. In the event of an over-subscription of demand for Tickets to attend an Away Match, the Scottish FA will allocate Tickets to Eligible Members with the most Loyalty Points on a sliding scale. If the number of Eligible Members on equal points is more than the number of Tickets remaining, Tickets will be distributed on a "first come, first served" basis by reducing the Loyalty Points level until all remaining Tickets are allocated.
16. Tickets will be issued for Away Matches at the absolute discretion of the Scottish FA. The Scottish FA reserves the right, in its absolute discretion, not to invite Eligible Members to purchase a Ticket or multiple Tickets or to refuse or restrict applications for Tickets or multiple Tickets for Away Matches.
17. Tickets will be issued to applicant Eligible Members for Away Matches on the basis as determined by the Chief Executive in his absolute discretion, and as notified to Members from time to time, subject to the Ticket Terms and Conditions under which the Away Match is being played.
18. Members shall be responsible for arranging their own travel and accommodation to attend Away Matches. The issuing of an Away Match ticket is conditional on each Member producing to the Scottish FA copies of valid travel documentation as may be requested by the Scottish FA from time to time.
19. It may be necessary from time to time for a Member to collect their Away Match Ticket locally in the city where the Away Match is taking place. In such instances, a Booking Fee may be applied to facilitate and cover the associated costs of a collection point within the host city of the relevant Away Match. The Scottish FA will advise the Members where to collect their Tickets in advance of the match kick off time and they will be asked to present

their Membership Card, valid Passport, or photographic ID for identification purposes before a Ticket will be issued.

20. If a Member does not collect their Away Match Ticket and does not advise the Scottish FA, or such person authorised by the Scottish FA, prior to the match kick off time that he/she will not collect their Ticket nor attend the Away Match, that Member's Membership to the Supporters Club may be suspended or terminated by the Scottish FA forthwith with no refund of the Membership Fee nor match ticket price.
21. Tickets are issued by the Scottish FA for use by the named Member only. Members are expressly prohibited from disposing of, re-selling, posting on social or retail websites for re-sale, or transferring any tickets that have been allocated to them. Failure to comply with this obligation may result in the Membership being suspended or terminated as determined by the Scottish FA, in its absolute discretion.
22. Tickets are issued at the absolute discretion of the Scottish FA.
23. The Scottish FA is under no obligation to replace any Tickets that are lost or stolen.
24. An Eligible Member will be required by the Scottish FA to submit the Ticket Price by credit or debit card to the Scottish FA or to such third party so authorised by the Scottish FA. The following credit or debit cards shall be valid for payment of the Price: Visa, Visa Debit, Visa Electron, MasterCard and Maestro. An Eligible Member will be required to submit in advance payment for a Ticket.
25. If an Eligible Member who resides in the United Kingdom is applying for a Ticket:
  - a. the Eligible Member may have the following three delivery options to choose from:
    - i. Royal Mail First Class – as detailed in Appendix 1 - is available for bookings where the Price is less than £150 and the booking has been submitted throughout the Booking Period.
    - ii. Royal Mail Special Delivery – as detailed in Appendix 1 - is available for bookings submitted throughout the Booking Period. This option must be used for bookings over £150 and will require a signature upon delivery, otherwise tickets will be dispatched to the Member's local Royal Mail sorting office; and
    - iii. Collection – this option may be subject to a Booking Fee and available for bookings submitted throughout the Booking Period. Collection must be made prior to the Match at the time and location notified to the Member in writing by the Scottish FA after the Contract is in place. The Member must provide proof of identity and purchase when collecting the Ticket(s);

iv. Hampden Park Tickets App – this option means your Ticket will be available to download and use on the Mobile Application.

b. where the Eligible Member has chosen either the Royal Mail Special Delivery option, the Eligible Member will be obliged to pay the Price, as well as Postage and Fulfilment, as detailed in Appendix 1;

c. the Scottish FA will deliver the Ticket(s) to the Eligible Member no later than 5 working days prior to the Match and by accepting these Terms and Conditions, the Eligible Member agrees to this timescale.

26. If an Eligible Member who does not reside in the United Kingdom is applying for a Ticket:

a. the Eligible Member will be obliged to pay the Price; and

b. the Eligible Member will only have the option of collecting the Ticket prior to the Match taking place at the time and location notified to the Member in writing by the Scottish FA after the Contract is in place. The Eligible Member must provide proof of identity and purchase when collecting the Ticket.

27. Credit/debit cards will be charged immediately on the Scottish FA's receipt of the Eligible Member's application and will include the Price and, where relevant in the case of an Eligible Member residing in the UK, the Postage and Fulfilment.

28. In the event of postponement/abandonment/cancellation of the International Match, the Eligible Member may be entitled to a refund (in full or in part, depending upon the circumstances) of the Price. The Eligible Member can contact the Scottish FA for details via the Ticketing & Membership Operations Team.

29. In the event of the postponement of the International Match or the abandonment of the International Match occurring before half-time, the retained portion of the Ticket will permit admittance to the re-arranged fixture for the Match.

30. The Price will only be refunded by the Scottish FA in accordance with these Terms and Conditions. If the Member defaults in payment of any amount due to the Scottish FA, the Scottish FA reserves the right, in its absolute discretion, to refuse, suspend or withdraw Membership to the Supporters Club until the payment is made in full and/or not to issue Tickets until payment is made in full. During this period, any rights and entitlements of the Member relating to the Supporters Club are suspended.

31. Duplicate Tickets will not be issued for lost or stolen Tickets.

32. The Scottish FA shall not be held liable for any Ticket lost or late delivery caused by malfunction, interruption of mail services, or incomplete data entry by the Member.

### **Use of Tickets**

33. Access to the Host Stadium shall be authorised upon presentation of a complete and valid Ticket.



34. The Member acknowledges that his or her presence in and around the Host Stadium is at the Member's own risk and that, subject to the provisions of these Terms and Conditions, the Scottish FA or any other relevant body cannot be held liable for any risk, danger and loss, including bodily harm, personal property damage or loss, or any other incident whether occurring before, during or after the relevant International Match.

35. The Member shall comply with all legal requirements whilst in attendance at the Host Stadium.

36. It is an offence, punishable by law, for any person to enter or attempt to enter the grounds of the Host Stadium:

a. Whilst in possession of a controlled container which is or was capable of holding liquid and which if thrown would be capable of causing injury to another person;

b. Whilst in possession of alcohol;

c. Whilst drunk;

d. Whilst in possession of any controlled article or substance whose main purpose is the emission of a flare for purposes of illuminating or signaling or the emission of smoke or a visible gas; and/or

e. Whilst in possession of any article which is a firework.

37. The Scottish FA reserves the right, in its absolute discretion, to refuse to sell Tickets to a Member or terminate or suspend the Membership of any Member who has: (a) been convicted in the United Kingdom or elsewhere of any football related offence or any other offence involving conduct which in the opinion of the Scottish FA is not conducive to the promotion of football or which may bring the Scottish FA and the Supporters Club into disrepute; (b) received a football banning order; (c) sold or transferred tickets to a third party in breach of these Terms and Conditions; and/ or (d) is in breach of any provision contained in the Membership Terms and Conditions.

38. All persons entering the ground may be searched by stadium authorities.

39. The Member is not permitted to take a camera or photographic apparatus of any description into the Host Stadium or take any cinematograph picture or photograph of any kind of the International Match.

40. The Member acknowledges that any photographs taken of the Member by an accredited photographer inside the Host Stadium or within the immediate Host Stadium perimeter may be used by us for commercial purposes.

41. The Host Stadium authorities may operate CCTV cameras and body worn cameras in and around the Host Stadium which monitor and record images for the purposes of safety and crime prevention. Information notices will be displayed at the Host Stadium where CCTV and/or body worn cameras are in operation.

42. The Scottish FA reserves the right to amend the kick-off time of any International Match in order to comply with any instruction by FIFA, UEFA or any other relevant authority. Tickets will be valid for the re-arranged kick-off.

43. Members found in the wrong area amid opposing fans may be ejected by the stadium authorities.

44. The Scottish FA, its servants or agents will not be liable for any loss, injury or damage howsoever caused to Ticket users. The possession of this Ticket shall constitute an acceptance by the Member of these Terms and Conditions and imply an undertaking on the part of the Member to observe them. In the event of any breach of these Terms and Conditions the Scottish FA reserves the right to cancel this Ticket and retain the money paid therefor. In particular nothing in these Terms and Conditions shall be construed so as to limit the liability of the Scottish FA for death or personal injury caused by the Scottish FA's negligence or for fraudulent misrepresentation.

45. In the event of any breach of these Terms and Conditions or the Membership Terms and Conditions by any Member, the Scottish FA reserves the right in its absolute discretion, to refuse, suspend or withdraw Membership to the Supporters Club and/or not to issue Tickets. During this period, any rights and entitlements of the Member relating to the Supporters Club will be suspended.

46. The Member acknowledges and agrees that Tickets are issued subject to any applicable local laws, ground regulations or rules in force available at the Host Stadium.

47. Standing is strictly FORBIDDEN in seated viewing areas.

### **Membership Code of Conduct**

48. Members are regarded by the Scottish FA as ambassadors for the Scotland Supporters Club. Members are required to conduct themselves in a manner befitting this status when travelling to and attending any International Match. Drunkenness, foul, insulting, offensive or abusive language or behaviour, racist, discriminatory or sectarian behaviour, remarks, songs, chants, banners or displays; and the promotion or endorsement of any political organisation are not permitted within a Match Venue or at any International Match. Members must follow the Supporter Code of Conduct (<https://www.scottishfa.co.uk/scotland/supporters-tickets/matchday-information/code-of-conduct/>).

49. Members shall not upload any illegal or unlawful materials to the Website, including materials that: (i) defame other persons; (ii) willfully promote hatred against any identifiable group or individual; or (iii) infringe the copyright, trade secret or other intellectual property rights of any person.

50. The Scottish FA reserves the right, in its absolute discretion, to refuse membership to the Supporters Club or terminate or suspend the Membership and/or Ticket(s) of any existing Member who has: (a) been convicted in the United Kingdom or elsewhere of any football

related offence or any other offence involving conduct which in the opinion of the Scottish FA is not conducive to the promotion of football or which may bring the Scottish FA and the Supporters Club into disrepute; (b) received a football banning order; (c) not collected their Away Match Tickets in accordance with Clause 19; (d) sold or transferred tickets to a third party in breach of these Terms and Conditions; (e) is in breach of any provision contained in these Terms and Conditions; and (f) is in breach of the Members' Code of Conduct.

51. The Scottish FA may take such action, as it considers appropriate in relation to the membership and/or Ticket(s) of a Member. In particular, the Scottish FA may suspend or terminate the membership of any Member considered to have breached these Terms and Conditions by giving such Member notice in writing of such suspension or termination.
52. The Scottish FA does not tolerate threatening behaviour, foul or abusive language or unacceptable or unreasonable behaviour towards its staff members or representatives whether delivered online, by email, by telephone, during Home Matches or International Matches or by any other means. The Scottish FA may take such action as it considers appropriate, in its sole discretion, including the suspension or termination of membership, in relation to any Member or incident of unacceptable behaviour.
53. Decisions of the Scottish FA shall be final and binding in all respects.
54. Standing is FORBIDDEN in seated viewing areas.
55. The Host Stadium authorities may operate CCTV cameras and body worn cameras in and around the Host Stadium(s) which monitor and record images for the purposes of safety and crime prevention.

## **Personal Information**

56. The Member agrees and acknowledges that personal details provided to the Scottish FA during the Online Application process or Telephone Application process will be used by the Scottish FA in accordance with the Scottish FA's General Privacy Policy (found at <https://www.scottishfa.co.uk/privacy-notice/>) and processed by the Scottish FA in accordance with all applicable data protection legislation. In particular, the Scottish FA will use the information of Members to:
  - a. provide the Member with the services or information requested.
  - b. to analyse the collected information so that the Scottish FA can administer, support, improve and develop its business and the services it offers.
  - c. to contact Members in order to send details of the Scottish FA's goods and services and those of the Partners which may be of interest.

- d. for all other purposes consistent with the proper performance by the Scottish FA's operations and business.
- e. to contact Members for their views on the Scottish FA and/or its Partners' products and services.
- f. to ensure the safety of all those attending football matches and for the purposes of preventing crime.
- g. to monitor operational and safety related incidents.
- h. to apprehend and prosecute offenders, and provide evidence to take civil action in the courts.
- i. to help provide a safer environment for our staff.
- j. to determine whether you should be awarded with any Loyalty Points.
- k. to ensure that you are not breaching these Terms and Conditions.
- l. to prevent fraud.
- m. to help us with understanding more about how our website and Membership is used; and
- n. to assess whether you have been convicted or are being investigated for any criminal offence, particularly in relation to football related offences, such as football banning orders.

## **General**

57. A copy of these Terms and Conditions shall be provided to each Member with the Scottish FA's confirmation of Ticket purchase.
58. Each of the paragraphs of these Terms and Conditions operate separately. If any court or relevant authority decides that any of them are unlawful, the remaining paragraphs will remain in full force and effect.
59. The failure of the Scottish FA to exercise or enforce any right conferred on the Scottish FA by these Terms and Conditions shall not be deemed to be a waiver of any such right or operate to bar the exercise or enforcement of any right, power or remedy available to the Scottish FA at that time.
60. These Terms and Conditions shall be governed by and construed in accordance with the Laws of Scotland any disputes that may arise will be subject to the non-exclusive jurisdiction of the Scottish Courts.

## **Enquiries**

61. For all enquiries, please contact the Ticketing & Membership Operations Team. Please note that the helpline offered by the Ticketing & Membership Operations Team is for general queries. In all other cases, to purchase a Ticket, Members must use either the Online Application process on the Website or the Telephone Application process.

**Appendix 1**  
**Royal Mail Delivery**  
**Table of Charges**

Royal Mail Category	Price
1 <sup>st</sup> Class Delivery	£2
Special Delivery	£7.50
Booking Fee	Detailed on Sales Schedule where applicable