



**EUROPEAN QUALIFIERS**  
**SCOTLAND SUPPORTERS CLUB**  
**AWAY MATCH TICKET SALE TERMS AND CONDITIONS**



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, [www.scottishfa.co.uk/terms-conditions](http://www.scottishfa.co.uk/terms-conditions) which apply in addition to these Terms and Conditions and the Membership Terms and Conditions.

The applicant acknowledges that personal details provided to the Scottish FA during the Online Application will be used by the Scottish FA in accordance with the Scottish FA’s General Privacy Notice (found at <https://www.scottishfa.co.uk/privacy-notice/>) and the Ticket Sales and Scotland Supporters Club Privacy Notice (found at <https://tickets.scottishfa.co.uk>).

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 Host Stadium, or any other stadium where an Away Match is being hosted, and prohibited from purchasing Tickets for or attending any future matches organised by the Scottish FA. In addition, 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 Members in its absolute discretion.

## DEFINITIONS

The terms defined in the ‘definitions’ section of the Membership Terms and Conditions shall have the same meaning in these Ticket Terms and Conditions, unless otherwise stated. In addition, in these Terms and Conditions the following terms shall have the following meanings:-

- “Accessible Area” means a designated area of the Host Stadium which is available for Members with a disability;
- “Accompanying Adult” means an eligible individual aged 18 years or older, including an Adult Eligible Member or a Senior Eligible member who is over the age of 18 years old
- “Adult Eligible Member” 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;
- “Away Match(es)” means any International Match played out with Scotland;
- “Away Match Points” 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;
- “Booking Period” has the meaning given to that term in Clause 2;

“Chief Executive”	means the Chief Executive of the Scottish FA appointed by the Board from time to time;
“Contract”	has the meaning given to that term in Clause 7;
“Eligible Member”	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;
“Full International Team”	means the men’s association football team chosen to represent the Scottish FA at the highest international level;
“Host Stadium”	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;
“International Match(es)”	means any international association football match or matches involving the Full International Team whether a Home Match or an Away Match;
“Junior Eligible Member”	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;
“Loyalty Points”	means points that may be awarded to Members by the Scottish FA on attendance at an International Match(es);
“Member”	means a member of the Supporters Club, being an Adult Eligible Member, Senior Eligible Member or Junior Eligible Member, as appropriate;
“Membership”	means membership of the Supporters Club;
“Membership Card”	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;
“Membership Terms and Conditions”	means the terms and conditions which govern the membership of the Scotland Supporters Club, accessed at <a href="https://tickets.scottishfa.co.uk">tickets.scottishfa.co.uk</a>
“Online Application”	means the method for a member to make an application to purchase Tickets for International Matches 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;
“Partner(s)”	means a sponsor and/or partner of the Scottish FA whose services and/or information may be relevant to Members;
“Postage and Fulfilment”	means the fees for postage and delivery of Tickets;
“Price”	means the relevant price for the Ticket;
“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 Eligible Member”	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;
“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 6123/6196/6198 or by email at <a href="mailto:supporters@scottishfa.co.uk">supporters@scottishfa.co.uk</a> ;
“Supporters Club”	means the supporters club which Members belong to by virtue of agreeing to the Membership Terms and Conditions;
“Terms and Conditions”	means these terms and conditions, and Appendix 1, applicable to the purchase of Tickets;
“Ticket(s)”	means a Ticket giving right of access to attend any International Matches at the Host Stadium in accordance with these Terms and Conditions;
“Website”	means the website used by the Scottish FA to facilitate Ticket bookings available at <a href="http://tickets.scottishfa.co.uk">tickets.scottishfa.co.uk</a> or such other address as may be notified by the Scottish FA to the Member from time to time;
“Working Days”	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, subject to availability, as notified by the Scottish FA to Eligible Members (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 are required to contact the Ticketing & Membership Operations Team.
6. If an Eligible Member has submitted their application using the Online Application process, the Scottish FA will issue an email confirming acceptance of an application immediately after 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 Member and the Scottish FA for the provision of the Ticket(s) based on these Terms and 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. 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 or a valid Passport 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.

## **PAYMENT AND FULFILMENT**

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 will have the following 3 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 will be free of charge and is 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);

- 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 signalling 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.

## PERSONAL INFORMATION

48. The Member agrees and acknowledges that personal details provided to the Scottish FA during the Online Application process will be used by the Scottish FA in accordance with the Scottish FA's General Privacy Notice (found at <https://www.scottishfa.co.uk/privacy-notice/>) and Website Ticket Sales and Scotland Supporters Club Privacy Notice (found at <https://tickets.scottishfa.co.uk>) 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; and
  - m. to help us with understanding more about how our website and membership is used.

## GENERAL

49. A copy of these Terms and Conditions shall be provided to each Member with the Scottish FA's confirmation of Ticket purchase.
50. 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.

51. 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.
52. 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**

53. 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 facility on the Website or the Telephone Application facility.

DRAFT