



EUROPEAN QUALIFIERS HOME MATCH PACKAGE



TICKET TERMS & CONDITIONS

These terms and conditions (the “Terms and Conditions”), together with the Membership Terms and Conditions govern the Member’s purchase of the European Qualifiers Home Match Package 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 the European Qualifiers Home Match Package 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 the European Qualifiers Home Match Package, 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 both during the Online Application or 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/>) and the Ticket Sales and Scotland Supporters’ Club 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 his or her 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 European Qualifiers Home Match Package purchased.

The Member acknowledges that he or she has no right to cancel the Contract. The Scottish FA will only offer European Qualifiers Home Match Package refunds to Members in its absolute discretion.

DEFINITIONS

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

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| “Accessible Area” | means a designated area of the National Stadium where concessions are available for Members with a disability; |
| “Adult” | means an individual aged 16 years or older; |
| “Adult Member” | means a member aged between 16 years and 64 years 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;
“Booking Period”	has the meaning given to that term as ascribed 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 8;
“Campaign Period”	means the period of the European Qualifiers Home Match Package, between 8 June 2019 and 19 November 2019;
“Child”	means an individual aged 15 years or younger;
“European Qualifiers Home Match Package”	means a Ticket for each of the five European Home Qualifiers being held at the National Stadium or other venue within Scotland during the Campaign Period;
“European Home Qualifiers”	means the five Home Matches played at the National Stadium or other venue within Scotland during the Campaign Period;
“Full International Team”	means the men’s association football team chosen to represent the Scottish FA at the highest international level;
“Home Match(es)”	means any International Match played at the National Stadium or other venue within Scotland;
“International Match(es)”	means any international association football match or matches involving the Full International Team whether home or away;
“Junior Member”	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;
“Member”	means a member of the Supporters Club, being an Adult, Senior or Junior Member applying to purchase a European Qualifiers Home Match Package in accordance with these Terms and Conditions;
“Membership”	means membership of the Supporters Club;
“Membership Terms and Conditions”	means the terms and conditions that govern the membership of the Scotland Supporters Club, accessed at tickets.scottishfa.co.uk ;
“National Stadium”	means the entire premises of Hampden Park, Glasgow, G42 9BA including all areas which require a Ticket to gain access, as well as the immediate vicinity of such areas;
“Online Application”	means the method for a Member to make an application to purchase Tickets for International Matches at tickets.scottishfa.co.uk 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 the European Qualifiers Home Match Package, as detailed in Appendix 1;
“Price”	means the relevant price for the European Qualifiers Home Match Package set out in Appendix 1;
“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 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;
“Supporters Club”	means the supporters club which Members belong to by virtue of agreeing to the Membership Terms and Conditions.
“Telephone Application”	means the telephone line used by the Scottish FA to facilitate European Qualifiers Home Match Package bookings, available at 0844 845 1873 or such other number as may be notified by the Scottish FA to the Member from time to time. Calls to this number will cost 7p per minute plus your provider’s access charge;
“Terms and Conditions”	means these terms and conditions, and Appendix 1, applicable to the purchase of the European Qualifiers Home Match Package;
“Ticket(s)”	means a ticket giving the right of entrance to the National Stadium, Hampden Park, Glasgow G42 9BA for all Matches in accordance with the Terms and Conditions;
“Ticketing and 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 numbers 0141 616 6123/6196/6198 or by email at supporters@scottishfa.co.uk;
“Website”	means the website used by the Scottish FA to facilitate European Qualifiers Home Match Package bookings, available at tickets.scottishfa.co.uk 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 European Qualifiers Home Match Package to the Member in accordance with these Terms and Conditions.
2. Members can apply for the European Qualifiers Home Match Package using the Online Application process or by using the Telephone Application process from 12 noon on Tuesday 5 February 2019 until 12 noon on Friday 15 March 2019 (the "Booking Period").
3. Members will be notified in advance should the Booking Period change.
4. Acceptance of any application for the purchase of a European Qualifiers Home Match Package shall be at the absolute discretion of the Scottish FA.
5. Members wishing to purchase a European Qualifiers Home Match Package in the Accessible Areas are required to contact the Ticketing and Membership Operations Team.
6. If a Member has submitted their application using the Online Application process or where an email address has been provided by a Member using the Telephone Application process, the Scottish FA will issue an email confirming acceptance of an application immediately after the Member's application has been accepted and payment of the Price has been authorised.
7. In the case of Telephone Applications where an email address has not been provided by a Member, the Scottish FA will provide confirmation of acceptance of an application by post which will be issued within three (3) working days after the Member's application has been accepted and payment of the Price has been authorised.
8. Once the 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 European Qualifiers Home Match Package(s) based on these Terms and Conditions (the "Contract").

TICKET ALLOCATION

9. There are five (5) European Home Qualifiers in the European Qualifiers Home Match Package taking place during the Campaign Period (the "**Home Matches**")
10. The European Qualifiers Home Match Package allocation is one (1) per Member.
11. To purchase the European Qualifiers Home Match Package, Members should use either the Online Application Process on the Website or the Telephone Application process.
12. Members shall only be able to exercise their invitation to purchase a European Qualifiers Home Match Package during the Booking Period.
13. Members are able to apply for a European Qualifiers 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.
14. To purchase the European Qualifiers Home Match Package, Members must log in using their membership number and password.
15. If Membership numbers or surnames are wrong and/or do not match Members' details held by the Scottish FA, the European Qualifiers Home Match Package sale cannot be completed or confirmed.
16. Members purchasing a European Qualifiers Home Match Package will be seated in the same seat for each Home Match played at the National Stadium.
17. The Scottish FA may, on instruction from any regulatory body, authority or association, relocate a Member to an alternative seat or part of the National Stadium 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.
18. Requests from Members to relocate his or her seats are at the absolute discretion of the Scottish FA.
19. Junior Members under the age of 16 will only be allocated the European Qualifiers Home Match Package if directly linked to an Adult or Senior Member.

20. Junior 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 Adult or Senior Member.
21. The European Qualifiers 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 13. Failure to comply with this provision may result in the Membership and the entitlement to attend the Match being suspended or terminated as determined by the Scottish FA.
22. The European Qualifiers Home Match Package is issued at the absolute discretion of the Scottish FA.

PAYMENT and FULFILMENT

23. A Member will be required by the Scottish FA to submit the European Qualifiers Home Match Package 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 European Qualifiers Home Match Package.
24. If a Member who resides in the United Kingdom is applying for a European Qualifiers Home Match Package:
 - a. the Member will have the following 2 delivery options to choose from:
 - i. Royal Mail Special Delivery – as detailed in Appendix 1 - is available for bookings submitted throughout the Booking Period. This option will require a signature upon delivery, otherwise the European Qualifiers Home Match Package will be dispatched to the Member's local Royal Mail sorting office; and
 - ii. 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 European Qualifiers Home Match Package;
 - b. where the Member has chosen Royal Mail Special Delivery option, the 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 European Qualifiers Home Match Package(s) to the Member no later than seven (7) days prior to the first Home Match and by accepting these Terms and Conditions, the Member agrees to this timescale.
25. Credit/debit cards will be charged immediately on the Scottish FA's receipt of the Member's application and will include the Price and, in the case of a Member residing in the UK, the Postage and Fulfilment.
26. Payment for European Qualifiers Home Match Package will only be refunded as the Scottish FA determines in its absolute discretion from time to time, in accordance with these Terms and Conditions.
27. In the event of postponement/abandonment/cancellation of any Home Match the Member may be entitled to a refund (in full or in part, depending on the circumstances) of the Price. The Member can contact the Scottish FA for details via the Ticketing and Membership Operations Team.
28. In the event of the postponement of any Home Match or the abandonment of any Home Match occurring before half-time, the retained portion of the relevant Home Match Ticket will permit admittance to the re-arranged fixture.
29. The Scottish FA is under no obligation to replace any European Qualifiers Home Match Package that is lost or stolen.
30. The Scottish FA shall not be held liable for late delivery of any European Qualifiers Home Match Package caused by malfunction or interruption of mail services.
31. 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 Supporters Club until the payment is made in full and/or not to issue European a Qualifiers Home Match Package until payment is made in full. During this period, any rights and entitlements of the Member relating to the Supporters Club are suspended.

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

USE OF TICKETS

33. Access to the National 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 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 Match.

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

36. 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 prohibited 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 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;
- e. Whilst in possession of any article which is a firework; and/or
- f. All persons entering the ground may be searched by Police Scotland and/or the stadium authorities.

37. 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 Match.

38. 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.

39. The Scottish FA reserves the right to amend the kick-off time of any 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.

40. Members found in the wrong area amid opposing fans may be ejected by Police Scotland and/or the stadium authorities.

41. 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.

42. 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.

43. The Member acknowledges and agrees that the European Qualifiers Home Match Package is issued subject to any applicable local laws, ground regulations or rules in force available at the National Stadium (www.hampdenpark.co.uk).

44. Standing is strictly FORBIDDEN in seated viewing areas.

PERSONAL INFORMATION

45. The Member agrees and acknowledges that personal details provided to the Scottish FA both 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 Notice (found at <https://www.scottishfa.co.uk/privacy-notice/>) and Ticket Sales and Scotland Supporters' Club Privacy Notice (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

46. A copy of these Terms and Conditions shall be provided to each Member with the Scottish FA's confirmation of the European Qualifiers Home Match Package purchase.
47. 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.
48. 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.
49. 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

50. For all enquiries please contact the Ticketing and Membership Operations Team. Please note that the helpline offered by the Ticketing and Membership Operations Team is for general queries. In all other cases, to purchase a European Qualifiers Home Match Package, Members must use either the Online Application facility on the Website or the Telephone Application facility.

APPENDIX 1

EUROPEAN QUALIFIERS HOME MATCH PACKAGE

TABLE OF CHARGES

EARLY BIRD PRICE				
Stand	Adult	Junior	Accessible Seating Adult (with companion)	Accessible Seating Junior (with companion)
North	£105	£50	£55	£25
William Hill Lower	£105	£50	£5	£25
West	£90	£40	N/A	N/A
East	£90	£40	45	£15

STANDARD PRICE				
Stand	Adult	Junior	Accessible Seating Adult (with companion)	Accessible Seating Junior (with companion)
North	£115	£50	£60	£25
William Hill Lower	£115	£50	£60	£25
West	£100	£40	N/A	N/A
East	£100	£40	£50	£15

POSTAGE & FULFILMENT

TABLE OF CHARGES FOR MEMBERS WITHIN THE UK

Royal Mail Guaranteed Special Delivery	£7.50
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