



**2018 FIFA World Cup Russia™ Qualifier  
Scotland v Malta  
Hampden Park Glasgow  
Ticket Terms and Conditions**



These terms and conditions (the “Terms and Conditions”) govern the Applicant’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 set out the terms of the contract between Applicants and the Scottish FA relating to the Ticket. Please read them now.

All Applicants, by making use of Tickets, shall be deemed to have read, understood and accepted these 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](http://www.scottishfa.co.uk) which apply in addition to these Terms and Conditions.

If the Applicant does not comply with these Terms and Conditions then they may be escorted from the National Stadium and prohibited from purchasing Tickets for or attending any future matches organised by the Scottish FA.

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

## DEFINITIONS

In these 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 Applicants with a disability;
“Adult”	means an individual aged 16 years or older;
“Applicant”	means an individual aged 16 years or older 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 Fee”	means an administrative fee of £3 payable in respect of each application to purchase Tickets, as detailed in Appendix 1.
“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 10;
“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”	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;
“Kids’ Group”	a group being a minimum of fourteen (14) people comprising a maximum of 12 Juniors, and 2 Adults;
“Kids’ Group Applicant”	means an Applicant which is a Kids’ Group which has had its Online Application or Telephone Application accepted by the Scottish FA in accordance with these Terms and Conditions. References to a Kids’ Group Applicant shall include the individual Applicants of the Kids’ Group;
“National Stadium”	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;
“Online Application”	means the method for any person 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 Applicants;
“Postage and Fulfilment”	means the fees for postage and delivery of Tickets, as detailed in Appendix 1;
“Price”	means the relevant price for the Ticket, as detailed 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;
“Supporters Centre”	means the team available to assist Applicants with general enquiries which can be contacted on the enquiry line offered to Applicants on the numbers 0141 616 6123 / 6196 / 6198 or by email at <a href="mailto:supporters@scottishfa.co.uk">supporters@scottishfa.co.uk</a> ;
“Telephone Application”	means the telephone line used by the Scottish FA to facilitate Ticket bookings available at 0844 875 1873 or such other telephone number as may be notified by the Scottish FA from time to time. Calls to this number may be monitored for

training and quality assurance purposes and 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 Tickets;

“Ticket(s)” means a Ticket giving right to attend any Home Matches, purchased by Applicants in accordance with these Terms and Conditions;

“Website” means the website used by the Scottish FA to facilitate sale of Tickets available at <http://www.scottishfa.co.uk> or such other address as may be notified by the Scottish FA to the Applicant from time to time; and

“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 Applicant in accordance with these Terms and Conditions.
2. Applicants can apply for Tickets using the Online Application process or by using the Telephone Application process from 12 noon on Tuesday 18 July until 11.59pm on Sunday 3 September 2017 (the “Booking Period”).
3. Applicants will be notified 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. To purchase Tickets, Applicants are required to use either the Online Application process via the Website or the Telephone Application process.
6. Applicants wishing to purchase a Ticket in the Accessible Area are required to contact the Supporters Centre.
7. Kids' Group Applicants wishing to purchase Tickets are required to contact the Supporters Centre.
8. If an Applicant has submitted their application using the Online Application process or where an email address has been provided by an Applicant using the Telephone Application process, the Scottish FA will issue an email confirming acceptance of an application immediately after the application has been accepted and payment of the Price has been authorised.
9. In the case of Telephone Applications where an email address has not been provided by an Applicant, the Scottish FA will provide confirmation of acceptance of an application by post which will be issued within 3 working days after the application has been accepted and payment of the Price has been authorised.
10. Once the application has been confirmed by the Scottish FA and payment of the Price has been authorised, a binding contract will be formed between the Applicant and the Scottish FA for the provision of the Ticket(s) based on these Terms and Conditions (the “Contract”).

## TICKET ALLOCATION

11. The allocation is a maximum of ten (10) Tickets per Applicant.
12. A Kids' Group Applicant will be entitled to apply to purchase a minimum of fourteen (14) Tickets (with a ratio of 12 Juniors to 2 Adults). For every 12 Junior Tickets purchased, one Adult Ticket within that group shall be provided by the Scottish FA to the Kids' Group Applicant free of charge
13. Applicants shall only be able to exercise their invitation to purchase a Ticket during the Booking Period.

14. To purchase Tickets, new Applicants must register online then log in using the supporter number issued during the registration process and password chosen by the Applicant. Existing Applicants must log-in using their Supporters number and password.
15. Juniors 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.
16. An Applicant's attendance at a Home Match will be recorded by the Scottish FA.
17. Tickets are issued by the Scottish FA for use by the named Applicant only. Applicants 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.
18. Tickets are issued at the absolute discretion of the Scottish FA.
19. The Scottish FA may, on instruction from any regulatory body, authority or association, relocate an Applicant 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 Applicant in these circumstances and the Scottish FA shall contact the relevant Applicant in relation to changing their seating arrangements.
20. Requests from Applicants to relocate his or her seat(s) are at the absolute discretion of the Scottish FA.
21. The Scottish FA is under no obligation to replace any Tickets that are lost or stolen.

## **PAYMENT AND FULFILMENT**

22. An Applicant 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 Applicant will be required to submit in advance payment for a Ticket.
23. If an Applicant who resides in the United Kingdom is applying for a Ticket:
  - a. the Applicant 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 between 12 noon on Tuesday 18 July 2017 and 12 noon on Wednesday 30 August 2017;
    - ii. Royal Mail Special Delivery – as detailed in Appendix 1 - is available for bookings submitted between 12 noon on Tuesday 18 July 2017 and 12 noon on Thursday 31 August 2017. This option will require a signature upon delivery, otherwise tickets will be dispatched to the Applicant'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 Applicant in writing by the Scottish FA after the Contract is in place. The Applicant must provide proof of identity and purchase when collecting the Ticket(s);
  - b. where the Applicant has chosen either the Royal Mail First Class or Royal Mail Special Delivery option, the Applicant will be obliged to pay the Price, the Booking Fee and the applicable delivery charge, as detailed in Appendix 1;
  - c. the Scottish FA will deliver the Ticket(s) to the Applicant no later than 2 days prior to the Match and by accepting these Terms and Conditions, the Applicant agrees to this timescale.
24. If an Applicant who does not reside in the United Kingdom is applying for a Ticket:
  - a. the Applicant will be obliged to pay the Price, the Booking Fee; and
  - b. the Applicant will only have the option of collecting the Ticket prior to the Match taking place at the time and location notified to the Applicant in writing by the Scottish FA after the Contract is in place. The Applicant must provide proof of identity and purchase when collecting the Ticket.

25. Credit/debit cards will be charged immediately on the Scottish FA's receipt of the Applicant's application and will include the Price, Booking Fee and, where relevant in the case of an Applicant residing in the UK, the Postage and Fulfilment.
26. In the event of postponement/abandonment/cancellation of the Match, the Applicant may be entitled to a refund (in full or in part, depending upon the circumstances) of the Price. The Applicant can contact the Scottish FA for details via the Supporters Centre.
27. In the event of the postponement of the Match or the abandonment of the Match occurring before half-time, the retained portion of the Ticket will permit admittance to the re-arranged fixture for the Match.
28. The Price will only be refunded by the Scottish FA in accordance with these Terms and Conditions. If the Applicant defaults in payment of any amount due to the Scottish FA, the Scottish FA reserves the right, in its absolute discretion, to refuse to issue Tickets until payment is made in full.
29. Duplicate Tickets will not be issued for lost or stolen Tickets.
30. **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 Applicant.**

## USE OF TICKETS

31. Access to the National Stadium shall be authorised upon presentation of a complete and valid Ticket.
32. The Applicant acknowledges that his or her presence in and around the National Stadium is at the Applicant'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.
33. The Applicant shall comply with all legal requirements whilst in attendance at the National Stadium.
34. 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 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.
35. The Applicant 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.
36. The Applicant acknowledges that any photographs taken of the Applicant 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.
37. 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.
38. Applicants found in the wrong area amid opposing fans may be ejected by Police Scotland and/or the stadium authorities.
39. 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 Applicant of these Terms and Conditions and imply an undertaking on the part of the Applicant 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.

40. In the event of any breach of these Terms and Conditions by any Applicant, the Scottish FA reserves the right, in its absolute discretion, to refuse to issue Tickets. During this period, any rights and entitlements of the Applicant relating to the Supporters Club will be suspended.
41. The Applicant 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.hampdenpark.co.uk](http://www.hampdenpark.co.uk)).
42. Standing is strictly FORBIDDEN in seated viewing areas.

## PERSONAL INFORMATION

43. The Applicant agrees and 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 Privacy Policy and processed by the Scottish FA in accordance with all relevant Data Protection legislation (including the Data Protection Act 1998). In particular, the Scottish FA will use the information of Applicants to:-
  - a. provide the Applicant 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 Applicants 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; and
  - e. to contact Applicants for their views on the Scottish FA and/or its Partners' products and services.
44. The Scottish FA is committed to providing Applicants with information on products and offers which are relevant to them. The Scottish FA will therefore use Applicants' email address to promote the Scottish FA's adverts to Applicants on Facebook. These adverts will appear on an Applicant's Facebook newsfeed if the Applicant has a Facebook account linked to the relevant email address that the Applicant provided as part of the application process. If Applicants no longer wish to receive the advertisements detailed above they can unsubscribe at any time by contacting the Scottish FA. Please note, Applicants may receive Scottish FA advertisements whilst browsing Facebook which are not as a result of the Scottish FA using the Applicants' email addresses in accordance with this Clause 44. An example of this may be when Facebook uses the information provided by users in accordance with its privacy and cookies policies to advertise. The Scottish FA cannot accept responsibility for any such advertisements and recommends that Applicants check the privacy and cookies settings on their Facebook accounts.

## GENERAL

45. A copy of these Terms and Conditions shall be provided to each Applicant with the Scottish FA's confirmation of Ticket purchase.
46. 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.

47. 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.
47. 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**

48. For all enquiries please contact the Supporters Centre. Please note that the helpline offered by the Supporters Centre is for general queries. In all other cases, to purchase a Ticket, Applicants must use either the Online Application facility on the Website or the Telephone Application facility.

## APPENDIX 1

### TABLE OF CHARGES

Stand	Ticket Price
North & William Hill Stand Lower (South) (Adult)	£30.00
North & William Hill Stand Lower (South) (Junior)	£10.00
East & West (Adult)	£20.00
East & West (Junior)	£5.00
William Hill Stand Lower Accessible (South ) (Adult & PA)	£15.00
William Hill Stand Lower Accessible (South) (Junior & PA)	£5.00
East Stand Accessible Area (Adult & PA)	£10.00
East Stand Accessible Area (Junior & PA)	£3.00
<b>POSTAGE AND FULFILMENT</b>	
1 <sup>st</sup> Class	£2.00
Royal Mail Special Delivery	£7.50
Booking Fee	£3.00