



**2018 FIFA World Cup Russia™ Qualifier**  
**Scotland v Slovakia**  
**Hampden Park Glasgow**  
**Ticket 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](http://www.scottishfa.co.uk) which apply in addition to these Terms and Conditions and the Membership Terms and Conditions.

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 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 Members 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 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;
Child	means an individual aged 15 years or younger;
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;
Match	means the World Cup Qualifier match between Scotland and Slovakia to be held at the National Stadium on 5 October 2017;
Member	means a member of the Supporters Club, being an Adult, Senior, Junior or Youth Group 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 that govern the membership of the Scotland Supporters Club, accessed at <a href="https://tickets.scottishfa.co.uk">tickets.scottishfa.co.uk</a> ;
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 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, 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;
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 Centre	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 supporters@scottishfa.co.uk;
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 Ticket bookings, available at 0844 875 1873 or such other telephone number as may be notified by the Scottish FA to the Member 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 the right of entrance to the National Stadium, Hampden Park, Glasgow G42 9BA for all Matches in accordance with these Terms and Conditions;
Youth Group	a group with a limit up to, but not exceeding, twenty (20) people comprising a maximum of 16 Children and 4 Adults;
Youth Group Member	means a Member which is a Youth Group which has paid the appropriate Price and had its Online Application or Telephone Application accepted by the Scottish FA in accordance with these Terms and Conditions. References to a Youth Group Member shall include the individual members of the Youth Group;
Website	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 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 Member in accordance with these Terms and Conditions.
2. Members can apply for Tickets using the Online Application process or by using the Telephone Application process from 12 noon on Thursday 3 August until 12 noon on Thursday 24 August 2017 (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 Ticket shall be at the absolute discretion of the Scottish FA.
5. Members wishing to purchase a Ticket in the Accessible Area are required to contact the Supporters Centre.
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 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 Ticket(s) based on these Terms and Conditions (the "Contract").

## TICKET ALLOCATION

9. 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 or Senior Member also applies for a Ticket for the same Match.
10. 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 Adults) up to a maximum of 20 Tickets (with a ratio of 16 Children to 4 Adults). For every 10 Tickets purchased one Adult Ticket within that group shall be provided by the Scottish FA to the Youth Group Member free of charge. Each Youth Group Member shall ensure that up to 10 Children are accompanied by 2 Adults, and between 10 and 16 Children are accompanied by 4 Adults.
11. To purchase Tickets, Members should use either the Online Application process via the Website or the Telephone Application process.
12. Members are able to 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.
13. Members shall only be able to exercise their invitation to purchase a Ticket during the Booking Period. Any Tickets remaining after this period will be made available to the general public.
14. To purchase Tickets Members must log in using their Membership card number and password.
15. 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.
16. Junior Members under the age of 16 will only be allocated a Ticket if directly linked to an Adult or Senior Member.
17. 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.
18. A Member's attendance at a Home Match will be recorded by the Scottish FA.
19. Points will not be awarded for attendance at a Home Match.

20. Tickets are 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 Match being suspended or terminated as determined by the Scottish FA.
21. Tickets are issued at the absolute discretion of the Scottish FA.
22. 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.
23. Requests from Members to relocate his or her seat(s) are at the absolute discretion of the Scottish FA.
24. The Scottish FA is under no obligation to replace any Tickets that are lost or stolen.

## **PAYMENT AND FULFILMENT**

25. A 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. A Member will be required to submit in advance payment for a Ticket.
26. If a Member who resides in the United Kingdom is applying for a Ticket:
  - a. the Member will have the following 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. Bookings where the Price is more than £150 will default to this option which 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 Member has chosen either the Royal Mail First Class or 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 Ticket(s) to the Member no later than 7 days prior to the Match and by accepting these Terms and Conditions, the Member agrees to this timescale.
27. If a Member who resides outside the United Kingdom is applying for a Ticket:
  - a. the Member will be obliged to pay the Price; and
  - b. the 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 Member must provide proof of identity and purchase when collecting the Ticket.
28. 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.
29. In the event of postponement/abandonment/cancellation of the Match, the Member may be entitled to a refund (in full or in part, depending upon the circumstances) of the Price. The Member can contact the Scottish FA for details via the Supporters Centre.
30. 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.

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 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.
32. Duplicate Tickets will not be issued for lost or stolen Tickets.
33. 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

34. Access to the National Stadium shall be authorised upon presentation of a complete and valid Ticket.
35. 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.
36. The Member shall comply with all legal requirements whilst in attendance at the National Stadium.
37. 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.
38. 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.
39. 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.
40. 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.
41. Members found in the wrong area amid opposing fans may be ejected by Police Scotland and/or the stadium authorities.
42. 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.
43. 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.
44. 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.hampdenpark.co.uk](http://www.hampdenpark.co.uk)).

45. Standing is strictly FORBIDDEN in seated viewing areas.

## **PERSONAL INFORMATION**

46. 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 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 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; and
- e. to contact Members for their views on the Scottish FA and/or its Partners' products and services.

## **GENERAL**

47. A copy of these Terms and Conditions shall be provided to each Member with the Scottish FA's confirmation of Ticket purchase.
48. 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.
49. 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.
50. 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**

51. 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, Members must use either the Online Application facility on the Website or the Telephone Application facility.

# APPENDIX 1

## TABLE OF CHARGES

Stand	Ticket Price
North Stand & William Hill Stand Lower (Adult)	£37
North Stand & William Hill Stand Lower (Junior)	£15
East & West (Adult)	£27
East & West (Junior)	£10
William Hill Stand Accessible Area (Adult & PA)	£18
William Hill Stand Accessible Area (Junior & PA)	£8
East Stand Accessible Area (wheelchair bays) (Adult & PA)	£13
East Stand Accessible Area (wheelchair bays) (Junior & PA)	£5
POSTAGE AND FULFILMENT	
Royal Mail 1 <sup>st</sup> Class	£2.00
Royal Mail Special Delivery	£7.50