



FIFA WOMEN'S WORLD CUP FRANCE™ 2019

FRIDAY 7 JUNE TO SUNDAY 7 JULY 2019

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, <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 Host Stadia, 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 Stadia which is available for Members with a disability;
"Accompanying Adult"	means an individual aged 18 years or older, including an Adult Member or a Senior member who is over the age of 18 years old
"Adult Member"	means a Member, aged between 16 years and 64 years who has 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;
"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;
"Competition"	means the FIFA Women's World Cup France™ 2019 competition held from 7 June to 7 July 2019 in France;

“Contract”	has the meaning given to that term in Clause 7;
“FIFA Term & Conditions”	Means the Ticketing Terms & Conditions of FIFA, governing the use of Ticket(s) to the FIFA Women’s World Cup Competition which can be accessed at https://resources.fifa.com/image/upload/fifa-women-s-world-cup-france-2019-terms-and-conditions.pdf?cloudid=mwfca7u1qz1b8ir2stb4
“Follow my Team Package”	means the package containing a Ticket for every Match involving the Full International Team throughout the period of the Competition;
“Full International Team”	means the women’s association football team chosen to represent the Scottish FA at the highest international level;
“Host Stadia”	means any venue hosting the Full International Team including all areas that require a Ticket to gain access, as well as the immediate vicinity of such areas;
“Junior Member”	means an individual aged 15 years or under who has 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;
“Match(es)”	means any FIFA Women’s World Cup 2019 Match involving the Full International Team held at the Host Stadia;
“Member”	means a member of the Supporters Club, being an Adult Member, Senior Member or Junior Member, as appropriate;
“Membership”	means membership of the Supporters Club;
“Membership Terms and Conditions”	means the terms and conditions which govern the membership of the Scotland Supporters Club, accessed at tickets.scottishfa.co.uk
“Online Application”	means the method for a member to make an application to purchase Tickets for Matches at tickets.scottishfa.co.uk or such other Website 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 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 Member, aged 65 years who has 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;

“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 Matches at the Host Stadia 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 supporters@scottishfa.co.uk;
“Website”	means the website used by the Scottish FA to facilitate Ticket 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 Ticket to the Member in accordance with these Terms and Conditions.
2. Members can apply for Tickets using the Online Application process from 12 noon on Monday 28 January 2019 until 12 noon on Friday 8 February 2019 subject to availability (the “Booking Period”).
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 wishing to purchase a Ticket in the Accessible Area are required to contact the Ticketing & Membership Operations Team.
6. Once a Member has submitted their application using the Online Application process, the Scottish FA will issue an email confirming acceptance of the application immediately after the Member’s application has been accepted and payment of the Price has been authorised.
7. 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

8. Each Member will be invited to purchase a maximum of 4 (four) Tickets. A Junior Member can only apply for a Ticket, if an Accompanying Adult Member or Accompanying Senior Member also applies for a Ticket for the same Match.
9. Junior Members will not be admitted to the Host Stadia without being accompanied by an Accompanying Adult Member or Accompanying Senior Member.
10. Any person, not being a Member, will not be invited, nor entitled, to apply for Tickets.
11. The Scottish FA reserves the right, in its absolute discretion, to refuse an allocation of Tickets from any other national football association for 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. Tickets will be issued for 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 Tickets or to refuse or restrict applications for Tickets.

14. Tickets will be issued to Members for 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 these Ticket Terms and Conditions and the [FIFA Terms & Conditions](#).
15. Members shall be responsible for arranging their own travel and accommodation to attend the Competition.
16. It may be necessary from time to time for a Member to collect their Match Ticket locally in the city where the 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.
17. Members are expressly prohibited from disposing of, re-selling, posting on social or retail websites for re-sale. 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.
18. Tickets are issued at the absolute discretion of the Scottish FA.
19. The Scottish FA is under no obligation to replace any Tickets that are lost or stolen.

PAYMENT AND FULFILMENT

20. 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.
21. If a Member who resides in the United Kingdom is applying for a Ticket:
 - a. the 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 £100 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 £100 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 Member has chosen either Royal Mail First Class or the 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 working days prior to the Competition and by accepting these Terms and Conditions, the Member agrees to this timescale.
22. If a Member who does not reside in 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(s) 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.
23. Credit/debit cards will be charged immediately on the Scottish FA's receipt of the Member's application and will include the Price and, where relevant in the case of an Member residing in the UK, the Postage and Fulfilment.
24. 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 Ticketing & Membership Operations Team.
25. 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.
26. Duplicate Tickets will not be issued for lost or stolen Tickets.
27. 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

28. Access to Host Stadia shall be authorised upon presentation of a complete and valid Ticket.

29. The Member acknowledges that his or her presence in and around Host Stadia is at the Member's own risk and that, subject to the provisions of these Terms and Conditions and the [FIFA 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.
30. The Member shall comply with all legal requirements whilst in attendance at Host Stadia.
31. It is an offence, punishable by law, for any person to enter or attempt to enter the grounds of the Host Stadia:
 - 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.
32. 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.
33. All persons entering the ground may be searched by Host Stadia authorities.
34. The Member is not permitted to take a camera or photographic apparatus of any description into Host Stadia, or take any cinematograph picture or photograph of any kind of the Match.
35. The Member acknowledges that any photographs taken of the Member by an accredited photographer inside Host Stadia or within the immediate Host Stadia perimeter may be used by us for commercial purposes.
36. Host Stadia authorities may operate CCTV cameras and body worn cameras in and around Host Stadia which monitor and record images for the purposes of safety and crime prevention. Information notices will be displayed at Host Stadia where CCTV and/or body worn cameras are in operation.
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.
38. Members found in the wrong area amid opposing fans may be ejected by Host Stadia 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 Member of these Terms and Conditions, the [FIFA 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 or the [FIFA 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 or the [FIFA 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, the [FIFA 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.
41. The Member acknowledges and agrees that Tickets are issued subject to any applicable local laws, ground regulations or rules in force available at Host Stadia.
42. Standing is strictly FORBIDDEN in seated viewing areas.

PERSONAL INFORMATION

43. 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

44. A copy of these Terms and Conditions shall be provided to each Member with the Scottish FA's confirmation of Ticket purchase.
45. 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.
46. 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 Ticketing & Membership Operations Team.

APPENDIX 1

TABLE OF CHARGES

CATEGORY	PRICE
CAT 3 – Follow my Team Package	£140
CAT 3 – Single Match Price	£12
Postage and Fulfilment	
Royal Mail 1 st Class	£2.00
Royal Mail Special Delivery	£7.50

NB: If you are wheelchair user, please contact the Ticketing & Membership Operations Team on 0141 616 6123/6198.