



### TERMS & CONDITIONS

When you purchase or apply for a season ticket, you: (a) certify that you have read, understood and accepted; (b) agree to be bound by and to comply with; and (c) agree to bring to the attention of others, as required below, the Season Ticket Terms & Conditions and Ground Regulations so please take a moment to read them thoroughly.

### DEFINITIONS

In these Terms and Conditions:-

- **Holder:** The person named on the season ticket and entitled to exercise use of the season ticket and smartcard issued to that individual.
- **Stadium:** Ibrox Stadium, 150 Edmiston Drive, Glasgow, G51 2XD or any other location where the Club plays a home fixture.
- **Smartcard:** An electronic card issued by the Club to the holder to be used for gaining entry to the stadium.

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## SECTION 1 – SEASON TICKETS AND INCLUSIONS

SEASON TICKET TYPE	Standard (including Broomloan Front)	Broomloan Rear Family Stand (without Celtic)	Broomloan Rear Family Stand (with Celtic)	MLF	Bar 72	Wheelchair Access
Available price bands	ADULT	ADULT (accompanied by a junior)	ADULT (accompanied by a junior)	ADULT	ADULT	ADULT
	JUNIOR	JUNIOR (1-3 per adult)	JUNIOR (1-3 per adult)			JUNIOR
	CONCESSION	CONCESSION (16-17yrs only)	CONCESSION (16-17yrs only)	CONCESSION		CONCESSION
<b>HOME MATCH INCLUSIONS</b>						
Ladbrokes Premiership	YES		YES	YES	YES	YES
Ladbrokes Premiership excluding Celtic		YES				
League Cup				YES	YES	
European Competitions				YES	YES	
Scottish Cup				YES	YES	
First Team Friendlies				YES	YES	

## SECTION 2 - THE RANGERS FOOTBALL CLUB LIMITED (the "Club") SEASON TICKET GENERAL TERMS AND CONDITIONS

### 1. Issue of the Season Ticket

- 1.1 The issue of a season ticket and subsequent access to the stadium is subject to the Ground Regulations (which can be found at the end of this document – or accessed via – the Club's website at [www.rangers.co.uk](http://www.rangers.co.uk) or can be provided upon written request to the Club)
- 1.2 Season tickets are for the use of supporters of the Club only. By applying for a season ticket and /or using the same you hereby warrant and represent that you are a supporter of the Club.



## **2. Admission to the Ground**

- 2.1 By purchasing and /or accepting and /or holding a season ticket and /or using a season ticket to gain access to the stadium, you; (a) certify that you have read, understood and accepted; (b) agree to be bound by and to comply with; and (c) agree to bring to the attention of others, as required below, the Ground Regulations.
- 2.2 A season ticket permits you to occupy your allocated seat at the match or any such other alternative seat as the Club may allocate to you in its reasonable discretions.
- 2.3 Save as set out in clause 2.5 below, you shall not bring into (or use within) the stadium any equipment that is capable of recording or transmitting (by digital or other means) any audio, visual or audio-visual material or any information or data in relation to the match or any aspect of it.
- 2.4 Mobile telephones are permitted within the stadium, provided that they are used for personal and private use only.
- 2.5 Save for official Club merchandise and / or other football – related clothing worn in good faith, you shall not bring into, use or display within the stadium any sponsorship, promotional or marketing materials.
- 2.6 You shall not offer or distribute (either free or for sale by any person) within the stadium any consumer article or commercial product of any nature. For the avoidance of doubt this clause shall not prevent the lawful distribution of text publications in any format which do not infringe clause 2.6 where both the content and the publication are lawful in all respects and do not in the Club's reasonable opinion constitute a threat to public order.
- 2.7 The Club reserves the right to refuse admission to, or eject from, the stadium any person who fails to comply with the Ground Regulations and includes misuse of Smartcards.

## **3. Use of the Season Ticket**

- 3.1 Subject to clause 3.2, below, season tickets are issued for your sole use and you shall not sell, assign or transfer or lend the season ticket or the benefit of it to any other person without the prior written consent of the Club. The reference to selling the season ticket includes offering to sell a season ticket (including, without limitation, via an online auction website), exposing a season ticket for sale, making a season ticket available for sale by another and advertising that a season ticket is available for purchase. For the avoidance of doubt (and by way of example only) this season ticket may not be offered as a prize in any promotion or competition; transferred, lent or sold to any third party as part of a hospitality or travel package; given to a third party who agrees to buy some other goods or services; or used for any other commercial purpose, (all save as expressly authorised by the Club).
- 3.2 You may only sell or transfer the season ticket with the express written consent of the Club given at the Club's absolute discretion.
- 3.3 The season ticket will remain the property of the Club at all times and must be produced together with evidence of your identity if required to do so by any official, steward or employee of the Club or any police officer. The Club reserves the right to require the immediate return of the season ticket at any time.
- 3.4 Any season ticket obtained or used in breach of the Ground Regulations shall be automatically void and all rights conferred or evidenced by such season ticket shall be nullified. Any person seeking to use a season ticket in breach of the Ground Regulations may be refused entry to, or ejected from, the stadium in respect of a particular match and /or may have his/her season ticket cancelled or withdrawn. In the event of any cancellation and withdrawal in accordance with this clause 3.4, no refund shall be payable to the holder in respect of any unexpired portion of the season ticket. The Club further reserves its right to take any legal or disciplinary action against any person(s) as it sees fit in connection with such matters, including a claim, for an account of any profits made from an unauthorised use of the season ticket.
- 3.5 Junior and Concessionary priced Season Tickets may only be used by persons that qualify for such Season Ticket. Any person entering, seeking to enter or having entered the Stadium with a junior/concession priced Season Ticket in circumstances where such person is not entitled to will be refused entry to, or ejected from, the Stadium and will have the Season Ticket withdrawn. In such case, no refund will be given to you in respect of any games remaining in the Season. The Club reserves the right to carry out frequent spot checks to enforce this rule.

## **4. Changes to Dates, Seats, Refunds & Exchanges**

- 4.1 No guarantees can be given by the Club that a match will take place at a particular time or on a particular date. The Club reserves the right to reschedule any match without notice and without any liability whatsoever. Your season ticket will enable you to attend the re-arranged match.
- 4.2 The Club will have no further liability whatsoever, including (but not limited to) any indirect or consequential loss or damage, loss of enjoyment or travel costs.



- 4.3 The Club may in its reasonable discretion, relocate the holder to an alternative seat/space or part of the stadium for any match played at the stadium. Exercise of this right includes but is not limited to the following situations; (a) if the Club is required under the rules of a competition to provide seating for the use of the competition organiser; (b) if a visiting club insists upon its maximum allocation under the applicable league or competition rules; (c) if the section of the stadium in which the holder's seat is located has been closed; and (d) for safety, security or other operational reasons.

## **5. Smartcard**

- 5.1 Season tickets will be issued in the form of a smartcard.
- 5.2 The Smartcard ("the Card") is and remains the property of the Club and must be produced on demand by the holder to an official of the Club in stewarding or associated duties at the stadium.
- 5.3 The holder shall be responsible for compliance and observance by the holder with these conditions and any ground regulations governing persons entering, present at or leaving the stadium as may be specified by the Club from time to time. Misconduct by the holder and /or failure to adhere to these conditions or the ground regulation or the holder acting in a manner which the Club considers is detrimental to its interests or it likely in the reasonable option of the Club, to bring football or the Club into disrepute shall permit the Club to confiscate or forfeit (in each case without compensation) this card and /or ban the holder from attending future matches or other events at the stadium for such period of time as the Club deems appropriate.
- 5.4 The sale of this card is strictly prohibited.
- 5.5 The holder must occupy the seat/space allocated to him/her by the Club. However, the Club reserves the right to relocate the holder to any other seat in the stadium at any time.
- 5.6 The Card admits the holder to such area within the stadium and at such times as the Club may from time to time determine but subject to these conditions and the ground regulations.
- 5.7 The card does not automatically grant the holder priority in respect of tickets for matches or any other events at the stadium or any other stadium not covered by these conditions.
- 5.8 The card does not confer to the holder title to the seat/space specified herein or any other seat /space in the stadium and, unless agreed in writing by the Club, the holder is not granted an automatic right to reserve any such seat/space for any subsequent season.
- 5.9 The card guarantees the holder admission to all matches as noted in the section relevant to the type of season ticket for the football season specified herein subject to the conditions and the ground regulations.
- 5.10 In the event of the card being lost or misplaced, the Club shall be under no obligation to provide a duplicate ticket. If however a duplicate ticket is issued, a fee of £5 will be payable by the holder on the day of the game only.
- 5.11 The Club, in conjunction with the relevant football authorities, reserve the right to alter the published date and/or kick-off time of any fixture at any time. The Club cannot accept any liability for any expense incurred even in the event that the match is cancelled.
- 5.12 Under no circumstances, will any holder be granted admission to the stadium without presentation of this card.
- 5.13 Smoking is not permitted in any part of the stadium. E-cigarettes are to be used in designated areas out with the seating decks. Those who do not comply with the smoking policy will be subject to the Club's normal disciplinary procedures, and also place themselves liable to a fixed penalty and /or criminal prosecution.
- 5.14 If these conditions are not accepted, the card should be returned to the Club immediately. The use of the card will be deemed to constitute acceptance by the holder and any nominee of these conditions in full.
- 5.15 The card is issued subject to such additional rules, regulations and conditions as the Club may from time to time specify.
- 5.16 Any requirement by the Club to re-print a paper ticket as a result of the season ticket holder failing to bring his /her smartcard to the stadium to gain entry on a matchday will incur a £5 fee per ticket. The Club is under no obligation to provide a substitute paper ticket in the event a holder fails to bring his /her smartcard to the stadium on the day of a match day but will endeavour to do so where possible.

## **6. Change of Address**

- 6.1 If you change your address during the season you must notify the Club as soon as reasonably practicable. Please confirm in writing or amend your address online at [www.rangers.co.uk](http://www.rangers.co.uk) and select online sales, my account and update my details.



## **7. Cancellation & Withdrawal of Season Ticket**

- 7.1 Without prejudice to any other remedies it may have, the Club shall have the right in the case of breach of the ground regulations to cancel and withdraw your season ticket. In the event of such cancellation no refund will be paid in respect of any unexpired portion of the season ticket.
- 7.2 A season ticket is valid for the entire season and is priced and offered accordingly. Therefore, cancellation of a season ticket is not permitted except in the most extenuating of circumstances as determined by the Club. Please note that cancellation of a season ticket does not automatically attract a refund.
- 7.3 Season ticket cancellation requests must be submitted in writing.

## **8 Equality and Anti-Discrimination**

- 8.1 The Club is committed to equality and diversity and it is important that all of our fans share the Club's principles of inclusion. We aim to ensure that the Club and Ibrox provide a welcoming and safe environment for all our supporters regardless of race, religion, gender, age, disability or sexual orientation. Therefore, for season ticket holders that are found to engage in abusive, racist, homophobic and /or discriminatory behaviours, the Club will take all and any appropriate and necessary action, which may include, eviction from the ground, suspension and / or withdrawal of an individual's season ticket and a Club lifetime ban. These individuals also risk prosecution.

## **9. Filming, photography and taping**

- 9.1 All season ticket holders who enter the ground acknowledge that photographic images and /or video recordings (and/or stills taken from video recordings) may be taken of them and may also be used in televised coverage of the game and / or for promotional or marketing purposes by the Club, and use of a season ticket to enter the ground constitutes consent to such use.

## **10. General**

- 10.1 The Club reserves the right to cancel a season ticket or refuse entry to the stadium to any holder of a season ticket where said holder as an individual, Director of a Limited Company, Partner in a Partnership (or member of a Limited Liability Partnership) or a controlling shareholder in any entity, and has any outstanding debt to the Club.
- 10.2 These terms and conditions and the ground regulations shall be governed by and construed in accordance with the laws of Scotland. The parties hereby submit to the exclusive jurisdiction of the Courts of Scotland (including in relation to any noncontractual disputes or claims).
- 10.3 On matchdays, holders are requested to be within the stadium no later than 30 minutes prior to the advertised match kick – off time. Admission cannot be guaranteed if the holder arrives at the stadium less than 30 minutes before the advertised match kick-off time.

## **SECTION 3 – STADIUM BREAKDOWN**

### **FAMILY SECTION SEASON TICKETS – BROOMLOAN REAR**

1. Concession prices are not available to adults aged 65 years or over in the Family Section.
2. Adult season tickets in the Family section are only available when accompanied by a junior or concession season ticket holder. A maximum of 3 junior season tickets per 1 adult season ticket and a maximum of 2 adult season tickets per 1 junior.
3. Junior & Concession (aged 16 & 17) season tickets in the Family section are only available when accompanied by an adult season ticket holder.
4. Dependent upon opposition in cup competitions, season ticket seats in the Family section could be unavailable. Alternative seats will be offered for sale to season ticket holders subject to availability. The season ticket is priced accordingly.
5. For non-season ticket home matches, the Club cannot guarantee that a designated family section will be in operation.
6. Season ticket holders who have purchased a family season ticket that now includes both Ladbrokes Premiership league matches versus Celtic at Ibrox, will have their smartcards activated.
7. Subject to availability Season ticket holders in the family section who do not have a season ticket that includes Ladbrokes Premiership league Celtic home matches may have the option to apply for both Ladbrokes Premiership league matches versus Celtic at Ibrox at the adult price only. Season ticket holders will be notified by the Club via email only. Please ensure that any changes to contact details are notified to the Club as soon as they are known to ensure you receive the Celtic ticket offer.



## **BROOMLOAN FRONT SEASON TICKETS**

1. Dependent upon opposition in cup competitions season ticket seats in Broomloan Front could be unavailable. Alternative seats will be offered for sale to season ticket holders subject to availability.
2. All Season tickets in the Broomloan Front now include both Ladbrokes Premiership league matches versus Celtic at Ibrox, smartcards will automatically be activated for these fixtures.

## **WHEELCHAIR ACCESS & AMBULANT SEASON TICKETS**

1. Supporters using or wishing to apply for a wheelchair season ticket must supply the following documentation along with their season ticket application/renewal form.
  - Confirmation of the Higher rate of Disability Living Allowance.
  - Confirmation of the enhanced rate of Personal Independence Payments mobility component.
  - War Pensioners Mobility Allowance or War or Service Disablement Pension for 80% or more disability.
  - Receipt of either the Severe Disablement Allowance or Attendance Allowance.
  - Armed Forces Independence Payments (AFIP)
  - We also accept The Access Card without the need for any further information / evidence.For further info contact [www.accesscard.org.uk](http://www.accesscard.org.uk), [cards@accesscard.org.uk](mailto:cards@accesscard.org.uk) or telephone 01332 404023.
2. Wheelchair Access Season ticket holders who require an Essential Companion Season Ticket for the first time.
3. Complete a registration form and submit appropriate supporting information. Below is a list of documents we will take into consideration when considering your application.
4. Receipt of the Disability Living Allowance(DLA) Middle or Higher Level care components and higher mobility component
5. War Pensioners Mobility Supplement (or government standard equivalent).
6. Receipt of Personal Independence Payments (PIP) at the enhanced level components.
7. Receipt of either the Severe Disablement Allowance or Attendance Allowance.
8. War Pensioners Mobility Allowance or War or Service Disablement Pension for 80% or more disability.
9. Armed Forces Independence Payments (AFIP)
10. Proof of date of birth
11. We also accept The Access Card as evidence, and all supporters requesting a PA/essential companion ticket with the +1 symbol on their card will receive one, subject to seat or space availability, without the need for any further information / evidence.
12. We do not issue Essential Companion tickets to support Season ticket holders under 12 years of age. ( Under 12's are not permitted into the Stadium without a supervising adult that is a person over the age of 18.)
13. Supporters wishing to apply for an ambulant season ticket must supply the following documentation along with their season ticket application / renewal form. Please note ambulant seats are subject to availability.
  - Confirmation of the Higher rate of Disability Living Allowance.
14. Confirmation of the enhanced rate of Personal Independence Payments mobility component.
15. War Pensioners Mobility Allowance or War or Service Disablement Pension for 80% or more disability.
16. Receipt of either the Severe Disablement Allowance.
17. Armed Forces Independence Payments (AFIP)
18. We also accept The Access Card without the need for any further information/evidence.
19. Ambulant Season ticket holders who require an Essential Companion season ticket for the first time should.
20. Complete a registration form and submit appropriate supporting information. Below is a list of documents we will take into consideration when considering your application.
21. Receipt of the Disability Living Allowance (DLA) |Middle or Higher Level care components and higher mobility component
22. War Pensioners Mobility Supplement (or government standard equivalent).
23. Receipt of Personal Independence Payments (PIP) at the enhanced level components.
24. Receipt of either the Severe Disablement Allowance or Attendance Allowance.
25. War Pensioners Mobility Allowance or War or Service Disablement Pension for 80 or more disability.





26. Armed Forces Independence Payments (AFIP)
27. Proof of date of birth
  - We also accept The Access Card as evidence, and all supporters requesting a PA/essential companion ticket with the +1 symbol on their card will receive one, subject to seat or space availability, without the need for any further information/evidence.
  - We do not issue Essential Companion tickets to support Season ticket holders under 12 years of age. (Under 12's are not permitted into the Stadium without a supervising adult that is a person over the age of 18.)
28. The Role of an Essential Companion for both Wheelchair Disabled & Ambulant Disabled supporters.
  - By accepting the free Companion ticket your Companion accepts responsibility for providing you with the support you need to attend the match.
  - This includes being able to provide you with additional assistance during the course of an emergency evacuation.
  - Companions must not enter matches on their own or with any non-disabled person.

## BAR 72 SEASON TICKETS

### BAR 72 – GENERAL TERMS AND CONDITIONS

1. Only adult prices are available in Bar 72. There are no discounts for concessions or juniors.
2. Supporters under 18 years of age must be accompanied by an adult at all times.
3. The season ticket entitles the holder to apply for priority for all domestic semi-finals and finals. However, it is the responsibility of the season ticket holder to enrol in the scheme each season and applications must be received before 31 October 2019.
4. Bar 72 is comprised of two separate bars – East and West. Season ticket holders will be assigned to one or other of the bars and are not permitted to transfer.
5. Only food and drink purchased in Bar 72 may be consumed on the premises.
6. Season ticket holders are not permitted to leave the bars for smoking purposes.
7. Opening times are subject to change depending on kick-off times. Changes will be communicated on [www.rangers.co.uk](http://www.rangers.co.uk).
8. Last orders will be called 30 mins before Kick-off. Service ends 15 mins before Kick-off.

	Pre-match	Half-time	Post-match
<b>Opening time</b>	2.5 hours before Kick Off (except on non 3pm kick-offs and Sundays when it is 2 hours before)		
<b>Access</b>	Bar 72 Smartcard required		
<b>Dress code</b>	Casual - colours permitted		
<b>Table reservations</b>	Not permitted	Not permitted	Not permitted
<b>Food</b>	Yes, on a cash basis Last orders are called 30 mins before Kick Off. Service ends 15 mins before Kick Off	Yes, on a cash basis (pre-ordered)	Not available
<b>Beer, wine and spirits</b>	Yes, on a cash basis Service ends 30 mins before Kick Off		Yes, on a cash basis
<b>Closing time</b>			Not less than 2 hours after the final whistle



## JUNIOR AND CONCESSION SEASON TICKETS

Please note: junior and concession applications must be accompanied by a photocopy of the applicant's passport or birth certificate. Where a season ticket has been sold at the incorrect price and results in misuse of the smartcard and a balance being due to Rangers Football Club, the Club reserves the right to refuse admission until the debt has been settled.

Price Band	General Criteria (specific exceptions apply)
Junior	Under 16 years of age on 1 July 2019
Junior in Govan Rear	Under 18 years of age on 1 July 2019
Concession	Aged 16 or 17 on 1 July 2019
Concession	65 years or over on 1 July 2019

## RANGERS FOUR MONTHLY DEBIT & CREDIT CARD INSTALMENTS

1. Four monthly instalments.
2. A £10 fee will be applied for this method of payment and added to 1st instalment which will be taken upon renewal.
3. Subsequent payments will be taken thereafter.
4. Payment information must be kept up to date. All changes, including new expiry dates, must be communicated to us in full, as soon as received from your bank or card issuer.
5. If payment details remain out of date for any subsequent payments and result in payment failure, a £20 fee is incurred and the associated smartcard is deactivated.
6. Notice of payment failures will be communicated by email only. The Club will not accept any responsibility if emails are not read, opened or sent to an email address that is out of date or filtered out through a spam guard.
7. All credit /debit card changes, including new expiry dates, must be communicated to us in writing or online (where applicable) in full.
8. Supporters who have their season ticket cancelled due to non-payment will not be given a refund on payment already received.
9. Rangers Football Club reserves the right to refuse entry to the stadium where the season ticket holder has an outstanding debt to the Club.
10. Your season ticket for Season 2020/21 will be automatically renewed using the payment details provided. If you do not wish your season ticket to be automatically renewed please notify us in writing.

## SECTION 4 – NON SEASON TICKET MATCHES (CONTINUOUS CREDIT CARD SCHEME)

### CONTINUOUS CREDIT CARD SCHEME (CCCS) GENERAL TERMS

1. You are not permitted to cancel single home matches. It is possible to withdraw your participation in a scheme option, however you will not be able to join that scheme again until the following season. Please note that if you cancel the Home matches scheme, this will result in removal from any dependant option (Semi- Final & Finals) for the remainder of the season.
2. You are permitted to cancel two away matches per season. Cancellation requests should be submitted in writing to Rangers Ticket Centre prior to payment collection.
3. You may only cancel participation in a scheme option with effect from the next game for which payment has not yet been taken.
4. Cancellation requests must be submitted in writing to the Club.
5. Where a match under any scheme is postponed then rescheduled and payment has already been taken, no refunds will be given. The right to access the match will automatically transfer to the rescheduled fixture.
6. In order to comply with competition regulations or for operational reasons, some season ticket holders, on occasion, may be unavoidably relocated. In this event, the Club will endeavour to offer the nearest available seat and issue a match ticket.





7. Please keep your payment information up to date. All changes, including new expiry dates, must be communicated to us in writing in full or online via MY ACCOUNT as soon as received from your bank or card issuer. Any resultant failed payments will incur a £10 charge and non-admission to match(es). The Club reserves the right to cancel participation in the scheme options at any time.
8. A charge of £1 per ticket is applied to tickets allocated by ballot for all away games, including semi-final and finals.
9. By default, away tickets are mailed out, however, Rangers Football Club will NOT be responsible for tickets lost or misplaced in the post. Supporters are encouraged to have tickets distributed by Special Delivery™ Next Day for an additional charge of £7 per ticket.  
To sign up please complete the renewal form or select this option online when renewing. To have tickets held for uplift at the Rangers Ticket Centre please email [ccardmandate@rangers.co.uk](mailto:ccardmandate@rangers.co.uk) including your Rangers number and confirm which scheme/s you would like the tickets to be held for.
10. Supporters who have requested to collect their ticket/s from the Ticket Centre, must produce one of the following forms of identification: valid season ticket smartcard, drivers licence or passport.
11. Failed payments are subject to a £10 charge.
12. For all scheme options, failure to rectify a failed payment before the given deadline or match date for matches at Ibrox, will result in removal from that option and any dependant option for the remainder of the season.
13. Notice of payment failure will be communicated by email only. The Club will not accept any responsibility if this email is not read, opened or is sent to an email address that is out of date or is filtered out through a spam guard.
14. Tickets/seats allocated under any of the scheme options are issued on the express condition that they are utilised by the season ticket holder and cannot be transferred or sold to a third party save as expressly authorised by the Club. Where the Club believes this condition has been breached it reserves the right to cancel such tickets without refund and may also take other action, as deemed appropriate, against the season ticket holder.

**Home Matches**

**Semi-Finals  
and Finals  
(Domestic Cups)**

**Away Matches**

**Friendlies**



	All Non-Season Ticket home matches			
<b>Who can apply?</b>	Season Ticket holders	Season Ticket holders enrolled in the All home games scheme and MLF & Bar 72 Season ticket holders	Renewing Season Ticket holders ONLY	Season Ticket holders
<b>When to apply</b>	No applications after 31 October 2019	No applications after 31 October 2019	At the time of Season Ticket renewal	No applications after 31 October 2019
<b>Which seat will you get?</b>	We will endeavour to offer the season ticket seat, however, in order to comply with competition regulations or for operational reasons you may be unavoidably relocated.  In these instances you will be allocated the closest available seat.	Location of ticket allocated will be dependent on allocation received from the away club.  There is no guarantee of a Family Section at these matches.		We will endeavour to offer the Season Ticket seat, however for operational reasons you may be unavoidably relocated. In these instances you will be allocated the closest available seat.
<b>Will your friendship group apply?</b>	NO	YES – where possible		NO
<b>How to get your ticket</b>	Your smartcard will be activated for the match.  Where the season ticket seat is unavailable you will receive a match ticket.	Supporters are encouraged to have tickets distributed by Special Delivery  Guaranteed by 1pm for an additional charge of £7.00 per ticket.  To have tickets held for collection at the Ticket Centre, email ccardmandate@rangers.co.uk, include your Rangers number and specify which schemes the tickets are to be held for.	By default you will be sent your ticket by post. Rangers Football Club will NOT however be responsible for tickets lost in the post. Supporters are encouraged to have tickets distributed by Special Delivery Guaranteed by 1pm for an additional charge of £7.00 per ticket. To request ticket collection from the Ticket Centre, email ccardmandate@rangers.co.uk – include your Rangers number and specify which schemes the tickets are to be held for.	Your smartcard will be activated for the match.  Where the season ticket seat is unavailable you will receive a match ticket.

<p><b>What if demand exceeds supply?</b></p>	<p>Restrictions apply. See previous section on “Family section Season Tickets” and “Broomloan front Season Tickets”</p>	<p>If the number of eligible Season Ticket holders exceeds the number of seats available, allocation will be made by random ballot. Previous history may or may not be considered dependent on the circumstances of each fixture.</p>	<p>Restrictions apply. See previous section on “Family section Season Tickets” and “Broomloan Front Season Tickets”</p>
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## SECTION 5 – PAYMENTS, CHARGES AND CANCELLATIONS

TICKET/ CCC SCHEME	Season Ticket	Home Match CCCS	Semi-Finals and Finals CCCS	Away Matches	Friendlies
<b>PAYMENT METHODS</b>					
<b>By cash in full</b>	YES	NO	NO	NO	NO
<b>By credit/ Visa debit card</b>	YES	YES	YES	YES	YES
<b>By cheque</b>	YES	NO	NO	NO	NO
<b>FAILED PAYMENT CHARGES AND CLUB ACTIONS</b>					
<b>By credit/ Visa debit card</b>		Each failed payment incurs a £10 charge. The supporter remains liable for the outstanding monies even if the failed payment results in the supporter missing the match. Failure to resolve the outstanding monies will result in exclusion from that scheme option and any dependent option.			
<b>By cheque</b>	Each returned cheque incurs a £10 charge.				
<b>4 Monthly Instalments</b>	Each failed payment incurs a £20 charge. Resolution of the failed payment charge must be made prior to the next payment date. Failure to resolve the outstanding monies will result in cancellation of the season ticket.				
<b>Cancellations</b>	A Season Ticket is valid for the entire season and is priced and offered accordingly. Cancellation of a Season Ticket is therefore not permitted except in the most extenuating of circumstances as determined by the Club. Requests for Season Ticket cancellations must be submitted in writing. A £20 fee will be applied.	You are not permitted to cancel single matches. It is possible to withdraw your participation in a scheme option for the rest of the season. Any dependent options will also be withdrawn.		You are permitted to cancel two away matches per season. You must communicate this to the Rangers Ticket Centre in writing before payment is taken.	You are not permitted to cancel single matches. It is possible to withdraw your participation in a scheme option for the rest of the season. Any dependent options will also be withdrawn.

## SECTION 6 – SECONDARY TICKETING SCHEME

1. Secondary ticketing is available on all seats for all games included in your season ticket (where decided by the Club) only. If you are unable to attend a match and would like to make your seat available for sale, visit Rangers Ticket Centre, [www.rangers.co.uk](http://www.rangers.co.uk) or call 0371 702 1972 to notify the Club.
2. Once you have submitted your seat for sale for a specific match, your smartcard will be deactivated for that game only. If you later change your mind and wish to attend the fixture for which you have given up your seat, you may reclaim the seat by contacting the Rangers Ticket Centre, [www.rangers.co.uk](http://www.rangers.co.uk) or calling 0371 702 1972. This will only be available if the seat has not been sold and is subject to time constraints. There will be no charge to reclaim your seat.
3. If you decide to attend the specified match after your season ticket seat has been sold, you will be required to purchase a match ticket (subject to availability) at the full price.
4. If you decide to purchase a one-off match ticket in order to attend the game, you may be required to collect a ticket for the alternative seat.
5. Your seat will only be put up for public sale once all non-season ticket seats have been sold.
6. You will receive varying credits towards your season ticket for 2020/21 depending on the level of ticket purchased on your seat. These values will be confirmed at a later date.
7. You cannot specify the sales level at which your seat will be sold – it will be sold via the normal ticket sales channels at the sales level requested.
8. If you purchase your season ticket for 2019/20.
  - a. You will accumulate credit for each secondary ticket sold and you will get the amount discounted from your 2020/21 season ticket renewal price.
  - b. Credits for season ticket renewals for season 20/21 will be accumulated to the home fixture nearest to 28 February 2020. All credits accumulated after the 28 February 2020 and including season 20/21 will be credited against season ticket renewals for 2021/22.
9. Credits raised against your season ticket seat can only be used against your season ticket renewal price for the following season (or season specified), provided your season ticket is renewed within the specified deadline, and credits cannot be transferred if you give ownership of your seat to a friend or family member or for cash or used towards any other match tickets or Club products.
10. You cannot release your seat for resale for any non-season ticket matches purchased. e.g. Cup games or Friendlies.
11. The Club, in conjunction with the relevant football authority, reserves the right to alter the published date and /or kick-off time of any fixture at any time. The Club cannot accept any liability for any expenses incurred even in the event that the match is cancelled.

## SECTION 7 - TRAVEL CLUB MEMBERSHIP

Membership	Season Ticket Holders	Non Season Ticket Holders
Who can apply?	Season ticket holders are permitted to purchase one membership only per individual, per season (irrespective of holding multiple season tickets. Membership is available to purchase ONLINE ONLY during a specified sales period.	Non season ticket holders are permitted to purchase one membership only per individual, per season. Membership is available to purchase ONLINE ONLY during a specified sales period.
Price	£20	£50



<p>Travel Club Loyalty Points</p>	<p>Travel Club points will be carried over from previous Memberships, provided you have continuously renewed your Travel Club Membership each season.</p> <p>Points accrued in Season 2011/12 will be carried forward for supporters who purchased Travel Club Membership in Season 2017/18 and Season 2018/19.</p> <p>Points from Season 2010/11 will no longer be valid or taken into account for Season 2019/20</p>	<p>Travel Club points are applied to Membership on a game by game basis after the purchase and collection of an Away European ticket. Points are also given if registration for a ticket has been made but demand exceeds supply.</p>
<p>Cancellations &amp; Refunds</p>	<p>The membership fee is non-transferable and non-refundable. Membership will be cancelled in any or all of the following instances:</p> <ol style="list-style-type: none"> <li>a. Supplying false or inaccurate information to Rangers Travel Club</li> <li>b. Acquiring tickets from a third party</li> <li>c. Supplying tickets to a third party</li> <li>d. A ban imposed by the Club</li> <li>e. Cancellation of Season Ticket.</li> </ol> <p>Rangers Football Club reserve the right to cancel Travel Club membership and this will not be subject to an appeal process of any kind.</p>	

## SECTION 2 – GENERAL TERMS AND CONDITIONS

1. Membership is valid from 1 June 2019 to 31 May 2020.
2. Travel Club membership is open to all supporters.
3. Only Rangers Travel Club members are eligible to apply for European away matches.
4. Supporters who wish to purchase a Travel Club Membership for the first time should do so online at [rangers.co.uk/travelclub](http://rangers.co.uk/travelclub) when the Membership is on sale. Please note as part of the membership application process you will be required to supply a photograph of yourself, which will be printed onto your membership card and used to identify you.
5. Under 16's must be accompanied by an adult Travel Club member at all times.
6. Travel Club membership MUST provide a valid email address, as all communication and application processes regarding European trips are undertaken by this method.
7. Rangers Football Club may reject membership applications from anyone convicted in the UK or elsewhere for:
  - a. Any football related offence
  - b. Any other offence involving conduct which, in the opinion of the Club, is not conducive to the promotion of football and has the potential to bring the game or Rangers Football Club into disrepute.
8. Rangers Football Club reserves the right to amend the terms and conditions. Any amendments will be communicated on [www.rangers.co.uk](http://www.rangers.co.uk)
9. Replacement of a lost membership card will incur a £5 fee.
10. There are two travel options available to members:
  - a. Rangers Official European away travel packages
  - b. Independent match tickets





### SECTION 3 – EUROPEAN AWAY TICKET APPLICATION

The number of places allocated to each travel option will be decided by Rangers Football Club and will be based on a number of factors including:

- a. Total ticket allocation
- b. Location of match
- c. Safety and security aspect
- d. Demand

Ticket Application Type	Travel Package	Independent Match ticket
Who can apply?	Travel Club members only	
How do I apply?	Individuals must register for a ticket online within the match registration window.	
When can I purchase a ticket?	On sale dates, eligibility and deadlines will be communicated via email and will be posted online at <a href="http://www.rangers.co.uk">www.rangers.co.uk</a>	
How do I purchase a ticket?	Contact the Club's travel partner directly.	Via the email link only.
What if demand exceeds supply?	A priority sales window will be given to Travel Club members based on points history. Thereafter priority will be given in order of date booking is received. Where the Club is involved in a Group stage the ballot history may be taken at the start of the Group stage and not necessarily after each match in the Group.	When the number of eligible members exceeds the number of tickets available, ballots will take place. Priority windows will be awarded sequentially to Travel Club members who have resisted based on points history. Where the club is involved in a Group stage the ballot history may be taken at the start of the group stage and not necessarily after each match in the Group.
How will I know if I have successfully purchase a ticket?	The Club's travel partner will make contact to confirm prices and payment.	A confirmation email will be sent automatically once you complete you ticket purchase.
How to get your tickets	Tickets will be distributed on the flight by Rangers Staff.	Rangers will distribute match ticket at the venue/city or a point during travel. Rangers reserve the right to post tickets by Special Delivery at an additional charge of £7 per ticket or hold for collection at the Rangers Ticket Centre if necessary. Ticket for collection will only be issued on production of photographic ID in all instances. Travel Club members who fail to collect their ticket from the designated collection point will not be allocated points due, no exceptions
Cancellations & Refunds	Members wishing to cancel a travel package must do so in writing to the Club's travel partner.	Members wishing to cancel a match ticket must do so in writing to Rangers Travel Club or via email to <a href="mailto:travelclub@rangers.co.uk">travelclub@rangers.co.uk</a>



## SECTION 4 – EUROPEAN AWAY TERMS AND CONDITIONS

1. Members who have registered their interest via the online process may purchase one match ticket or package for any away European match in which the Rangers first team is participating, and for which Rangers Travel Club has received an allocation of match tickets. (subject to availability)
2. Members who wish to purchase an independent match ticket must do so using the online link supplied by email or visit [rangers.co.uk/travelclub](http://rangers.co.uk/travelclub)
3. Independent travelers may be required to submit a full travel itinerary which must contain the member's name and date of travel.
4. Travel Club points due will be allocated once the ticket has been collected from the designated collection point.
5. Independent travellers will be notified by email of ticket distribution details once known.
6. Members who are concerned about mobility and / or accessibility, or who have medical conditions which may affect their trip, should advise the Club's travel partner and /or Rangers Travel Club at the time of application.
7. Any match ticket issued by Rangers Football club to a Travel Club member is done so on condition that it is for the member's use only. The sale of offer for sale, or passing of these tickets, to a third party by any means whatsoever (including advertising by any form of social media or other internet or web based system) is strictly forbidden. Any member, who sells offers to sell or passes on their match ticket, will have that ticket cancelled and their Travel Club membership suspended which could lead to its termination.
8. Match ticket refund requests are dependent upon the ability to re-sell the ticket and are therefore at the discretion of Rangers Travel Club. The award of a refund shall be subject to a £2 cancellation fee. This is at the discretion of Rangers Travel Club and shall not be subject to an appeal process of any kind.
9. Travel package refund requests are subject to the terms and conditions of purchase for the Club's travel partner.

## SECTION 5 – CONDUCT OF MEMBERS

1. Members must be in possession of their Travel Club membership card at all times, while attending the match.
2. Members must behave in a respectable manner at all times when travelling with Rangers Travel Club.
3. Members must comply with all laws of the UK and of any country visited during a trip.
4. Members must comply with instruction directed by:
  - a. Rangers Travel Club staff
  - b. Travel partner staff
  - c. Police
  - d. Border, customs and or immigration staff
  - e. Security staff
  - f. Match stewards
  - g. Transportation staff
  - h. Accommodation staff
5. Members must not consume alcohol to the extent of intoxication at any time during the trip – including:
  - a. Traveling on public or private transport
  - b. In public
  - c. In attendance at the match
  - d. Residing at overnight accommodation
6. Members behaving in an unacceptable manner will:
  - a. Have their Rangers Travel Club Membership revoked
  - b. Face limited, indefinite or lifetime exclusion from all activities of Rangers Football Club.



## SECTION 8 – GROUND REGULATIONS

1. All matches are played in accordance with the Rules and Regulations of the Scottish Football Association, The Scottish Professional Football League and, where applicable, the Regulations of FIFA/UEFA Competitions.
2. Play cannot be guaranteed to take place on any particular day or at any particular time and the Club reserves the right to change its advertised fixture without prior notice and without liability.
3. Tickets allotted by the Club are issued on the express conditions that no holder thereof shall sell or transfer same. In the event of any breach of this condition, the Club reserves the right to cancel the ticket and to retain the money paid.
4. In the event of the match being abandoned after having kicked-off you may be entitled to a refund of the cash admission charge paid at the turnstile in the determination of the Club acting reasonably. Where a match is abandoned before the expiry of the first-half admission arrangements for the rearranged fixture will be issued to those who attend the abandoned match. These arrangements in cases where the match is abandoned after the expiry of the first half shall be a matter for the reasonable discretion of the Club.
5. In the event of an all ticket match being postponed for any reason the ticket will be valid on the postponed date.



6. All children entering the stadium must pay for admission and hold a valid ticket; under 12s must be accompanied by an adult.
7. Unauthorised persons are not permitted to enter upon the trackside, field of play or any other place specified by the Club or Police.
8. With the exception of authorised Media representative holding accreditation issued by the Club, the taking of photographs or filming by any means inside the stadium is prohibited. In addition, no transmission or reproduction, in whole or in part, in any form, or by any means, electronic, , mechanical, recording or otherwise is permitted save with a special authorisation on writing by the Club and, where appropriate, the prior consent of The Scottish Football Association, the Scottish Professional Football League or appropriate body.
9. Only persons specifically authorised in writing by the Club are permitted to offer Newspapers, Periodicals or any other Articles for sale in the stadium and any charitable collection will only be permitted within the stadium with prior written consent of the Club.
10. Unnecessary noise such as from the use of radio sets and behaviour likely to cause confusion, annoyance or nuisance of any kind, is not permitted in any part of the stadium.
11. The use of threatening behaviour, foul or abusive language is strictly FORBIDDEN. Racial, sectarian, homophobic or discriminatory abuse or chanting is also forbidden and is considered unacceptable conduct and may result in arrest and a lifetime ban from regulated football matches.
12. Please note that it is an offence punishable by law for any person to enter or attempt to enter the 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. Any article which is a firework.
  - f. All persons entering the ground may be searched by the police or stewards.
13. Standing is FORBIDDEN in seated viewing areas.
14. Banners, or other articles which could, or might be used as a weapon, or to cause annoyance or unnecessary obstruction or offence, are not permitted within the stadium.
15. All persons entering the stadium are admitted subject to the condition that they may be required to submit to search to prevent prohibited articles being brought into the stadium which might be used to cause injury or damage to other persons or property.
16. Under no circumstances is it permitted to throw any objects which may cause injury or offence whether on to the pitch or track or otherwise.
17. At times, the right of admission is reserved by the Club and in general no transfers within the stadium are allowed. Spectators found in the wrong area amid opposing fans may be ejected.
18. All persons entering the stadium are admitted only subject to the Ground Regulations and to the Rules and Regulations of The Scottish Football Association and The Scottish Professional Football League. ENTRY TO THE STADIUM SHALL BE DEEMED TO CONSTITUTE UNQUALIFIED ACCEPTANCE OF ALL THESE RULES AND REGULATIONS.
19. The Club reserves the right for its servants and agents and for members of police forces to remove from the stadium and person who does NOT COMPLY WITH GROUND REGULATIONS AND WITH THE RULES AND REGULATIONS of the FIFA/UEFA competitions or whose presence in the stadium is or could reasonable be construed as constituting a source of danger, nuisance or annoyance to other spectators.
20. Smoking is not permitted in any part of the stadium. Those who do not comply with the smoking policy will be subject to the Club's normal disciplinary procedures, and also place themselves liable to a fixed penalty fine and/or criminal prosecution. The use of electronic cigarettes is only permitted in the internal corporate areas and internal concourses. The use of electronic cigarettes is strictly forbidden on the seating decks.
21. On no account will admission be granted to a person who is subject of a current Football Banning Order.
22. CCTV cameras may be in use and recordings could be used in any proceedings.

## INFORMATION

You should be aware that in terms of a protocol with Police Scotland the details of any arrest or detention occurring in connection with a football match may be shared with the Club. Football Banning Orders may be imposed on individuals who infringe these rules.



**Please contact Rangers Ticket Centre on 0371 702 1971 if you would like this document in larger print.**  
Calls cost 13p per minute plus network extras.

