



RANGERS FC

HOSPITALITY SERVICES TERMS AND CONDITIONS ("Terms")

The Rangers Football Club Limited, Ibrox Stadium, 150 Edmiston Drive, Glasgow, G51 2XD. Registered in Scotland SC425159 (the "Club", "us" or "we").

Please read these terms carefully before making your booking for match day hospitality. These terms tell you who we are, your rights, our rights to change these terms, what to do if there is a problem and other important information.

Particular attention is drawn to paragraph 4 which sets out each party's right to cancel and terminate the contract and/or refuse your entry to the stadium, including terms applicable where a Client cancels a booking, paragraph 5 which sets out terms relating to rearranged or abandoned matches and events, and paragraph 9 which sets out each party's liability.

Contact us. You can contact us via e-mail at hospitality@rangers.co.uk.

Privacy. Your privacy and personal information are important to us. Any personal information that you provide to us will be dealt with in line with our [Privacy Policy](#), which explains what personal information we collect from you, how and why we collect, store, use and share such information, your rights in relation to your personal information and how to contact us and supervisory authorities if you have a query or complaint about the use of your personal information.

1. These terms and our right to change these terms

- 1.1. **These terms.** By making your booking for match day hospitality at Ibrox Stadium or any other location where the Club plays a home fixture (the "Stadium"), the individual, corporate entity or third party who purchases any matchday hospitality from the Club ("you" or "Client") agree to these Terms in respect of hospitality services offered.
- 1.2. **Hospitality services and prices.** The hospitality services and facilities made available to you and the prices for such are available on the Club's website or as otherwise communicated to you from time to time. Please also note that there may be specific terms applicable to the specific area of the Stadium you are seated.
- 1.3. **Booking on behalf of third parties.** If you are making a booking for a third party, you shall be deemed to be acting with the consent of such a third party to agree to these Terms on their behalf.
- 1.4. **Changes to these terms.** We reserve the right to make minor amendments to these Terms from time to time. You should check the Club's website regularly to ensure you are up to date because any minor changes will apply from the date they are made.

2. Additional Terms

You are reminded that your use of the matchday hospitality services and access to the Stadium is subject to your acceptance and compliance with these Terms and the following additional terms: (i) the [Ground Regulations](#); (ii) the [Acceptable Conduct Policy](#); and (iii) any specific additional terms and conditions which have been or may be notified to you from time to time, as applicable to the specific area of the Stadium you are seated (including, without limitation, the [Disabled Access Policy](#)); and (iv) the rules and regulations of any football authority binding upon the Club (the "Additional Terms"); as updates from time to time.

3. Applications & payment

- 3.1. Seasonal bookings for hospitality services must be renewed or booked via the Club's ticketing platform or as otherwise determined in the Club's sole discretion. Available payment options will be indicated on booking. Seasonal Clients will be issued with an invoice that reflects their choice, and also indicates any available discount for early payment. Any payment terms signed up to must be strictly adhered to, and unless otherwise specified all payments shall be made (a) at the point of booking online; (b) within 30 days of an invoice being issued to you by the Club; or (c) if the match is taking place within 30 days of receipt of invoice from the Club, no later than 7 days prior to the match or event your hospitality services relate to.
- 3.2. Single match or multi-match bookings for hospitality services must be made online at the point of booking unless otherwise agreed by the Club.
- 3.3. In the event of any default of agreed payment terms or otherwise where you have any outstanding debt due to the Club, including for hospitality services (including in respect of any previous seasons if you have purchased seasonal hospitality services previously), the Club reserves the right to: (a) refuse your entry to the Stadium; (b) to withhold future bookings until monies due to the Club are received in full; (c) to cancel any future services purchased; and/or (d) to re-sell any future services you may have been entitled to. If you are purchasing seasonal hospitality services and you have outstanding debt from a prior season, the Club reserves the right to require payments for future services in full before honoring any purchases. If we re-sell any services you may have been entitled to, you shall remain liable to the Club for the difference between the total amount payable by you and the proceeds from the re-sale (and any reasonable administrative charges the Club have incurred).



- 3.4. Subject to availability and the Club's discretion, you may have access to apply to attend Rangers away fixtures. There can be no guarantee that clients will receive tickets for each fixture as part of the ballot.
- 3.5. **Finance partner.** Where made available to you, you may opt-in to purchase your matchday hospitality under an instalment scheme provided by the Club's authorised finance partner. In doing so you acknowledge that your matchday hospitality package will be subject to the additional terms and conditions of that scheme as between you and the finance partner. Non-payment of monies due to the Club's nominated finance partner may lead to removal of your matchday hospitality package.

4. Cancellation and withdrawal

- 4.1. **No refunds for your cancellation.** Unless otherwise stated in these Terms or otherwise determined by the Club in its sole discretion, once booked and/or purchased, no Client shall be entitled to obtain any refund if they then wish to cancel their purchase of a hospitality booking in whole or in part, and the Club shall be entitled to seek full payment in respect of all hospitality bookings booked. Cancellation or part cancellation of a hospitality booking by the Client must be made in writing by email to hospitality@rangers.co.uk.
- 4.2. The cancellation rights granted to consumers pursuant to the Consumer Contracts (Information, Cancellation and Additional Charges) Regulations 2013 do not apply to purchases of hospitality services under these Terms. Accordingly, you will not be entitled to cancel your hospitality purchase under those Regulations.
- 4.3. **Our right to cancel.** We reserve the right to cancel or suspend your hospitality booking, refuse your entry to the Stadium and terminate this agreement (without any refunds, credits or other liability being owed to you) if: (i) you fail to pay any amount due to the Club in accordance with clause 3 of these Terms; and/or (ii) you are in breach of any of these Terms or Additional Terms; and/or (iii) you or any one of your guests is prohibited by law from attending any football ground; (iv) you are a company and you: (i) go into voluntary or involuntary liquidation (other than as part of a reconstruction or amalgamation not involving insolvency); or (ii) have a receiver or administrator appointed over all or part of your assets; or (iii) are unable to pay your debts as they fall due; or (iv) enter into a scheme of arrangement with your creditors; (v) If you are an individual or a partnership and you: (i) become insolvent or are sequestered; or (ii) enter into an arrangement with your creditors due to your inability or failure to pay your debts as they fall due; and/or, (vi) if allowing you (or any of your guests) to use the hospitality booking could, in the opinion of the Club, prejudice or be detrimental to the reputation of the Club. If a hospitality booking is suspended or cancelled under this clause 4.3, you shall not be entitled to a refund and no refund will be granted in relation to any person who is refused access to the Stadium or ejected from the Stadium under these Terms or the Additional Terms.
- 4.4. **Our right to resell should you cancel and discretionary refunds.** without prejudice to clause 4.6, the Club may, in its sole discretion, resell any hospitality booking cancelled by the Client or suspended or withdrawn by the Club and may, in the event of a resale, provide the Client with a refund of the proceeds received from the resale less: (a) any applicable administration costs (including reasonable legal costs) incurred by the Club; (b) any sums owing by the Client to the Club; and (c) any interest due on such sums. For the avoidance of doubt, the Club is under no obligation to resell any cancelled booking or to provide any refund.
- 4.5. **Fixture dates and kick-off times are subject to change.** Football match fixtures dates and/or kick-off times are subject to change for reasons beyond the Club's control (including, but not limited to television scheduling, cup competitions or adverse weather conditions). The Club shall use reasonable endeavours to publicise any such change as far in advance as possible. In the event of a change in date or time of any match, the Club will not be liable for any refunds (except as otherwise set out in clause 5), nor additional costs incurred by you such as travel or accommodation costs, but you (and your guests) shall be entitled to attend the rearranged match (if any).
- 4.6. **Our right to withdraw and refunds.** We reserve the right to withdraw or amend any hospitality booking: (a) in the event of any delays for any reason in the renovation, completion and/or availability of the Stadium or due to compliance with any applicable law, regulation or guidance; (b) if instructed to do so by our Stadium and Security Officials acting pursuant to our General Safety Certificate for the Stadium, or if instructed to do so by any regulatory, governmental, legal or football body; or (c) where reasonably required to do so as determined in our discretion. In such event, the Club may, in its sole discretion, allocate alternative seats, rooms, facilities or services to you. In the event of such a change, the Club shall endeavour to provide a suitable replacement of equal or greater value than the hospitality booking purchased. Should the Club not be able to provide a suitable replacement, the Club may, at its sole discretion, provide you with a pro-rata refund for the match(es) that the facilities are not available.
- 4.7. **Request to change your booking for single matches.** Subject to clause 5 and without liability or guarantee to do so, we will endeavour to accommodate any request from you to change the date of your single-match hospitality booking to another fixture date within the same season, subject to availability and at our sole discretion, if the request is made prior to 10 days before the game.
- 4.8. **Request to change your booking for multi-match bookings.** Subject to clause 5 and without liability or guarantee to do so, we will endeavour to accommodate any request from you to change the date of a pre-booked fixture forming part of your multi-match package to another fixture date within the same season, subject to availability and at our sole discretion, if the request is made prior to 10 days before the game. For the avoidance of doubt, the Club is not liable or required to transfer the booking or to refund payment for any matches covered in the package which you are unable to attend. Any outstanding fixtures booked as part of a multi-match package during a season that are not taken before the end of that football season will be forfeited.



- 4.9. **No liability should you not attend.** The Club will not be liable to you for any refund in respect of any match which you do not attend.

5. Rearranged or abandoned Matches and Events

- 5.1. **Postponement, abandoned fixtures, behind closed door fixtures and reduced capacity.** The Club is unable to give any guarantees that any particular match will take place at a particular time or on a particular date or that there will not be restrictions imposed on the number of supporters who are permitted at the Stadium. The Club reserves the right to: (i) reschedule or cancel any match; and/or (ii) cancel a ticket for a particular match due to compliance with any applicable law, regulation or guidance, without any liability whatsoever save as set out in these Terms. Where reasonably practicable, the Club shall endeavour to publicise any changes to a match in advance and notify you of such changes via email. In the event of the postponement or abandonment of any match (or if the match has to be played behind closed doors), the following shall apply: (a) where a match is rescheduled, you shall be entitled to attend the rescheduled match and you will not be able to cancel or otherwise change your hospitality booking in such circumstances without prior written approval from the Club, acting entirely in its own discretion on a case-by-case basis; (b) in the event that a match is played behind closed doors and supporters are not permitted to attend, you shall be entitled to request a refund for that specific match, subject to clause 5.2 below; (c) in the event that the number of supporters permitted at the Stadium is reduced, the Club will seek to offer a hospitality ballot for the affected match and you shall be entitled to: (i) enter for an opportunity to attend through the ballot (subject to availability and applicable ballot terms); or (ii) request a refund in accordance with clause 5.2 below.
- 5.2. **Refunds for postponement and re-arranged fixtures.** A refund pursuant to clause 5.1 will only be issued on: (i) the submission of a cancellation request for the particular match within the timeframe notified by the Club; and (ii) satisfactory identification that the individual requesting the refund is the Client. The final decision on any refund shall at all times belong to the Club.

6. Matchday

- 6.1. Subject to the Club receiving payment for services in full, match day invitations setting out the itinerary for the day of the match will be issued by the Club to you one day prior to the fixture.
- 6.2. Admittance is strictly by official sanctioned invitation or membership card only and will not be granted until times indicated on said invitations or membership cards.
- 6.3. You may not use any hospitality ticket as a prize in a lottery, competition or for any other promotional or advertising purpose unless expressly authorised in writing by the Club.
- 6.4. Your hospitality facilities may have specific terms applicable to the specific area of the Stadium you are seated and the relevant suite you are located in. Unless otherwise provided for or notified to you, the following shall apply in each hospitality area of the Stadium:
- the consumption of alcohol is not permitted at half time (where applicable) or out with the confines of the designated hospitality facilities;
 - last orders for drinks service will be called 45 minutes after the final whistle with the bar closing one hour after the final whistle unless otherwise advised;
 - the facilities must be vacated 90 minutes after the final whistle; and,
 - children under the age of 18 years must be accompanied and supervised by a responsible adult at all times.
- 6.5. The Club shall take all reasonable precautions to maintain the security of the hospitality areas but it shall not be responsible in any way for the loss of, or damage to, any property of you or any guest in the hospitality areas or in any other part of the Stadium (including, without limitation, any property left behind by you or any guest). Notwithstanding the foregoing, the Club shall be entitled to dispose of any property left behind by you or any guest in the hospitality areas or any other area of Stadium. The Club will endeavour to hold any such property for a period of 30 days and will take reasonable steps to notify you of any property left behind before disposing of it.
- 6.6. Re-sale or transfer of any hospitality tickets purchased is prohibited without the consent of the Club.

7. General conduct in hospitality areas at the Stadium

- 7.1. You are entrusted with the responsibility of ensuring that the high standard of behavior already established at the Stadium is maintained and must also ensure that representatives and guests adhere to the generally accepted standards of behaviour and conduct as indicated in the Additional terms. Unacceptable behaviour within lounges/stand will be dealt with accordingly to our zero-tolerance policy, this includes but not limited to, racism, discrimination, abuse of staff members, drug abuse, breach of the peace. You are reminded that:
- you may not consume any food or drink within the Stadium other than that provided by the Club or its authorised agents within the Stadium;
 - the Stadium is a no smoking stadium with smoking prohibited throughout the entire confines of the Stadium including all Hospitality areas and seating areas (this includes the use of e—cigarettes); and,
 - you should drink alcohol responsibly. The Club will not tolerate drunk and disorderly or abusive behaviour. The Club reserves the right to ask anyone that it reasonably considered to be doing so to leave the Stadium and may, in its discretion, acting reasonably, impose a ban from entering the Stadium.



- 7.2. You shall not make, and shall procure that no guest makes, without the prior written consent of the Club, any public statement or announcement linking, or implying any relationship between, or engage in any marketing, advertising or promotional activity which links, or implies any relationship between, you or any guest and the Club.
- 7.3. Neither you nor any guest will be entitled to admission to the Stadium except on presentation at the designated entrance to the Stadium of a valid ticket and by complying with such other checks on admission as the Club, the police or any other authority responsible for control and safety at the Stadium may impose from time to time including, without limitation, if required by the Club, providing photographic proof of identity, and/or other such information and/or documentation as may be required by any applicable law, regulation and/or the Club.
- 7.4. All tickets and/or passes issued by or on behalf of the Club remain the property of the Club and must be returned to the Club immediately on request.
- 7.5. The Club cannot guarantee the location of your seat. The location of the seat is subject to change, but any such change will be notified to you by the Club.

8. Car Parking

- 8.1. If you have a parking space provided as part of your hospitality package, the Club reserves the right to change, withhold or cancel any car parking spaces provided as part of your match day hospitality package.
- 8.2. All car park passes will be checked on entry to the parking facility. If you do not display the registered pass, you may be refused entry to the facility.
- 8.3. Car Parking will only be available at the times notified to you by the Club from time to time. Cars attempting to enter the parking facility outside this time may be turned away and cars left in the parking facility at the expiry of this time may be towed or liable for additional costs at the discretion of the Club.
- 8.4. You must comply with all instructions on the signage at the parking facility and the directions of the Club's traffic management staff.
- 8.5. The parking facility may only be used by the holder of a valid Car Parking pass for the purpose of attending a match or event at Ibrox. The parking facility may not be used for any other purpose including any advertising, trade or business.
- 8.6. The Club will not be liable for damage to vehicles or personal property as a result of the use of the parking facility.

9. Liability

If you are NOT a consumer, the following terms shall apply:

- 9.1. The Club shall not be liable to you or any guest, whether in contract, delict or otherwise, for any indirect, special or consequential loss or damage, or for any (whether direct or indirect) loss of profit, revenue, business, contracts or opportunity. The aggregate liability of the Club to you and/or any guest whether in contract, delict or otherwise, including negligence, shall not exceed the amount paid by you to the Club for your hospitality package.
- 9.2. The Club shall not be responsible for, nor shall be liable to you or any guest in respect of, any loss or damage whatsoever and howsoever suffered by the guest or any other person in the event of: (a) the unavailability of the relevant part of the Stadium for use by you or any guest; (b) any damage or destruction to the seats indicated on the booking form or the relevant part of the Stadium (or any or all part(s) thereof) whether or not by a cause against which the Club is from time to time injured; or (c) the cancellation, suspension, postponement, rescheduling or relocation of a match.
- 9.3. The Club shall not be in breach of, or deemed to be in breach of, any provision of these Terms if we fail to perform in whatever manner, any of its obligations under these Terms by reason of any fact, matter or circumstance which is beyond the reasonable control of the Club, nor shall the Club be in breach of these Terms by reason of compliance with any applicable law and/or regulation including, without limitation, as a consequence of any restrictions required by any applicable law and/or regulation in the event of an epidemic.
- 9.4. Notwithstanding any provision in these Terms, the Club does not seek to exclude or limit its liability: (a) for fraud or fraudulent misrepresentation; (b) for death or personal injury, caused by its negligence or the negligence of any of its officers, employees or agents; or, (c) for any other matter for which it is not possible to exclude or limit liability by law.
- 9.5. You shall indemnify the Club from and against all loss, costs, liability, claims or damage which the Club incurs or suffers as a result of any breach of these Terms or the Additional Terms, or any act or omission by you or any guest including for the cost of any damage to the Club's property or facilities (including the cost of repairs, maintenance, replacement or cleaning of the hospitality areas, carparking facilities or any other areas of the Stadium to which you or any guest has access, or any fixtures or fittings therein, resulting from any act or omission of you or any guest other than as a result of fair wear and tear).

If you are a consumer, the following terms shall apply:

- 9.6. The Club only provides the hospitality services for your domestic and private use and you agree not to use the hospitality services for any commercial or business purposes, and the Club does not have any liability to you for any loss of profit, loss of business, business interruption or loss of business opportunity.



- 9.7. The aggregate liability of the Club to you and/or any guest in connection with these Terms, whether in contract, delict or otherwise, including negligence, shall not exceed the amount paid by you to the Club in respect of hospitality services.
- 9.8. If the Club fails to comply with these Terms, the Club is responsible for loss or damage you suffer that is a foreseeable result of our breach of these Terms or the Club's negligence. Loss or damage is foreseeable if it is an obvious consequence of the Club's breach or if it was contemplated by you and the Club at the time that you purchased your match day hospitality services.
- 9.9. To the fullest extent permitted by law, the Club shall not be responsible for, or shall be liable to you or any guest in respect of, any loss or damage whatsoever and howsoever suffered by the Guest or any other person in the event of:
(a) the unavailability of the relevant part of the Stadium for use by you or any guest at any match; (b) any damage or destruction to the seats indicated on the booking form or the relevant part of the Stadium (or any or all part(s) thereof) whether or not by a cause against which the Club is from time to time injured; or (c) the cancellation, suspension, postponement, rescheduling or relocation of any match.
- 9.10. Except as otherwise set out in these Terms, and to the fullest extent permitted by law, the Club shall not be in breach of, or deemed to be in breach of, any provision of these Terms if it fails to perform in whatever manner, any of its obligations under these Terms by reason of any fact, matter or circumstance which is beyond the reasonable control of the Club, nor shall the Club be in breach of these Terms by reason of compliance with any applicable law and/or regulation including, without limitation, as a consequence of any restrictions required by any applicable law and/or regulation in the event of an epidemic.
- 9.11. Notwithstanding any provision in these Terms, the Club does not seek to exclude or limit its liability (a) for fraud or fraudulent misrepresentation; (b) for death or personal injury, caused by its negligence or the negligence of any of its officers, employees or agents; or (c) for any other matter for which it is not possible to exclude or limit liability by law.
- 9.12. You may be subject to legal action by the Club for recovery of any losses, including any fines, penalties, damages suffered, or other liability incurred by the Club (including disciplinary action by the football authorities) as a direct or indirect result of your conduct. If the guest breaches any of these Terms, you and that guest shall each be held liable for such conduct.

10. Notices

Any notice to be given under these Terms must be in writing and may be delivered by hand, sent by pre-paid recorded delivery post, or sent by email. A notice shall be deemed to have been received: (a) if delivered by hand, at the time of delivery; (b) if sent by pre-paid recorded delivery post, at 9.00am on the second business day after posting; and (c) if sent by email, at the time of transmission, provided that the sender does not receive an automated delivery failure notification. The Club's address for notices is: The Rangers Football Club Limited, Hospitality Department, Ibrox Stadium, 150 Edmiston Drive, Glasgow, G51 2XD; email: mhospitality@rangers.co.uk. Notices to you will be sent to the address or email address provided at the time of booking.

11. Waiver

No waiver by the Club of any part of these Terms shall be effective unless it is expressly stated to be a waiver and is communicated to you by notice in writing.

12. Severability

If any of these Terms are determined by any competent authority to be invalid, unlawful or unenforceable to any extent, such term, condition or provision will to that extent be severed from the remaining terms, conditions and provisions which will continue to be valid to the fullest extent permitted by law.

13. Entire Agreement

These Terms and the Additional Terms represent the entire agreement between you and Us in relation to the subject matter of any Agreement and supersede any prior agreement, understanding or arrangement between Us and you, whether oral or in writing

14. Jurisdiction and Applicable Laws

These Terms shall be governed by and interpreted in accordance with Scots law and shall be subject to the exclusive jurisdiction of the Courts of Scotland.