



RANGERS FC

SEASON TICKET TERMS AND CONDITIONS

OVERVIEW

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 you submit your renewal and/or purchase your Season Ticket. These terms tell you who we are, how we will provide your Season Ticket, our rights to change these terms, our right to cancel your Season Ticket, what to do if there is a problem and other important information.

Particular attention is drawn to paragraph 7 which sets out your right to change your mind, paragraph 8 which sets out our **rights to refuse your entry to the Stadium and our rights to relocate you** and paragraph 11 which sets out your potential **liability to us**.

Details of how you can contact Rangers can be found [here](#).

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 then select online sales, my account and update my details.

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 (either as the Holder or the Purchaser), 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

- 1.1 These are the terms and conditions pursuant to which the Club supplies Rangers FC season tickets (“**Season Tickets**”) to the person named on the Season Ticket or such person entitled to exercise use of the Season Ticket issued to that individual (a “**Holder**” or “you”) who is permitted to enter Ibrox Stadium or any other location where the Club plays a home SPFL league fixture (the “**Stadium**”).
- 1.2 Any person purchasing a Season Ticket on behalf of a Holder (a “**Purchaser**”) is required to provide these Terms to the Holder and both the Holder and the Purchaser shall be deemed to be bound by these terms.

2. Additional terms and guidance

- 2.1 You are reminded that your use of the Season Ticket and access to the Stadium is also 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, any associated code of conduct and the [Disabled Access Policy](#)); and (iv) the rules and regulations of any football authority binding upon the Club (the “**Additional Terms**”); as updated from time to time.

3. Our rights to amend these terms

- 3.1 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.
- 3.2 We also reserve the right to make more significant amendments to these Terms and/or supplement these Terms, if necessary. This may be for commercial, security, legal or regulatory reasons. If the changes to these Terms are significant, we will contact you by giving you one month’s notice and you shall have the right to cancel your Season Ticket by giving us one month’s notice.

4. Issue of Your Season Ticket

- 4.1 **Your Season Ticket.** Subject to these Terms and paragraph 4.4 below, Season Tickets permit Holders entry to the Stadium for all Club home SPFL league matches. The pricing of your Season Ticket shall depend on the category of Season Ticket as further described in paragraph 4.2 below and where in the Stadium your Season Ticket is located (as further described in paragraph 4.4).
- 4.2 **Available Categories.** The following categories of Season Ticket are available (i) Adult; (ii) Junior; (iii) Junior in Govan Rear; and (iv) Concession. Criteria for these are set out below:



Price Band	General Criteria (specific exceptions apply)
Junior	Under 16 years of age on 1 July of the relevant season
Junior/Young Concession in Govan Rear	Under 18 years of age on 1 July of the relevant season
Concession	Aged 16 or 17 on 1 July of the relevant season OR 65 years or over on 1 July of the relevant season
Adult	Any individual that does not fall within the above categories

4.3 Juniors and Concessions. Junior and Concessionary priced Season Tickets may only be used by persons that qualify for such Season Tickets as set out in the table above. Any person entering, seeking to enter or having entered the Stadium with a junior or concession priced Season Ticket in circumstances where such person is not entitled to, will be refused entry to, or ejected from, the Stadium and you may have your Season Ticket withdrawn. In such case, no refund will be given to you in respect of any games remaining in the Season or the Club may require any balance for the correct price for your Season Ticket to be paid to the Club. The Club reserves the right to carry out frequent spot checks to enforce this rule.

4.4 Stadium availability. Subject to availability, Season Tickets are available in the following stands and/or areas of the Stadium as set out below. Please note that Season Tickets purchased in the Broomloan Stand of the Stadium may, subject to availability, include or exclude Club home SPFL league matches against Celtic FC. You will be informed of this before purchasing your Season Ticket.

SEASON TICKET TYPE	STANDARD (INCLUDING CELTIC)	BROOMLAN STAND (INCLUDING CELTIC)	BROOMLOAN STAND (WITHOUT CELTIC)	WHEELCHAIR ACCESS
Available price bands	ADULT	ADULT	ADULT	ADULT
	JUNIOR	JUNIOR	JUNIOR	JUNIOR
	CONCESSION	CONCESSION	CONCESSION	CONCESSION

4.5 Your Season Ticket is for the use of the Holder only. Re-sale or transfer of the Season Ticket is prohibited without the consent of the Club or as otherwise authorised by using the Club's authorised re-sale partner. Further information on using the club's authorised partner for re-sale can be found [here](#).

4.6 Your seat. Unless otherwise advised by the Club in accordance with these terms, the Holder must occupy the seat/space allocated to the Holder by the Club.

4.7 Smartcards. Season Tickets will be issued in the form of a Smartcard or other digital format (as notified to you from time to time). Each Smartcard 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. In the event of the Smartcard being lost or misplaced, the Club shall be under no obligation to provide a duplicate ticket. If a duplicate ticket is issued, a fee of £5 will be payable by the Holder on the day of the match only. Any requirement by the Club to re-print a paper ticket if you fail to bring your 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 that you fail to bring your smartcard to the Stadium on the day of a match but will endeavour to do so where possible.

5. Price and payment plans

5.1 Price. The price payable for the Season Ticket shall be set out on our website or otherwise communicated by the Club from time to time.

5.2 Payment methods. The following payment methods are available to you for purchasing your Season Ticket: (i) paying in one single instalment of the amount to the Club; (ii) paying in instalments with the Club's pay in four card payments scheme (the number and frequency of such instalments as notified to you ahead of your purchase); or (iii) paying in instalments through the Club's finance partner (see paragraph 5.5 below).

5.3 Payment in instalments to the Club. You can cancel a Direct Debit at any time, by writing to your Bank or Building Society. Please also send a copy of your letter to us. Defaulted payments will incur a fee of £20 and may result in the cancellation of the direct debit scheme at which point the outstanding balance of the Season Ticket will become payable in FULL within 7 days together with a £20 cancellation fee.



- 5.4 Deactivating for non-payment.** The Club reserves the right to deactivate Season Tickets for any period that any instalment due to the Club is overdue. If outstanding sums are not paid within a reasonable period, the Club may terminate your Season Ticket and either require payment of all sums due or terminate your Season Ticket and sell the Season Ticket to a third party.
- 5.5 Finance partner.** Where made available to you, you may opt-in to purchase your Season Ticket under an instalment scheme provided by the Club's authorised finance partner. In doing so you acknowledge that the Season Ticket 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 deactivation of your Season Ticket.

6. Renewal

- 6.1 You may opt-in to the Club's Season Ticket renewal scheme.** If you have opted-in your Season Ticket will renew ahead of each relevant season subject to these Terms (and any updates from time to time). We will notify you of and share these Terms with you in advance of such renewal.
- 6.2 We will contact you ahead of each renewal.** Unless you have cancelled opting in, we will send you an e-mail before the end of the then current season in which your Season Ticket is due for renewal informing you of your renewal and offering you the opportunity to cancel. If you choose not to cancel or do not respond to our e-mail, then your Season Ticket will be automatically renewed using existing payment details. You are reminded to keep your bank details up to date.
- 6.3 Your Smartcard.** Unless we send you another Smartcard, you will be able to use the Smartcard we have issued to you in previous seasons.

7. Your right to change your mind and your rights to cancel

- 7.1 14 days window.** Within 14 days from the date on which you purchase your Season Ticket you may terminate the agreement between us and cancel your Season Ticket. To cancel, please let us know by contacting us [here](#). This right to cancel is your statutory cancellation right under the Consumer Contracts (Information, Cancellation and Additional Charges) Regulations 2013.
- 7.2 Your right to a refund in this 14-day period.** Where the contract is ended during such 14-day period we shall refund you the full price paid, assuming that no benefits have been made available. If you cancel after any benefit(s) of the Season Ticket have been received, any refund due to you will be less the value of the benefits received. We will endeavour to pay refunds to you within 14 days of confirmation of the cancellation.
- 7.3 Cancellation by you outside the 14-day period.** Any cancellation beyond the 14-day period from purchase is not permitted except as determined by the Club. Should you wish to cancel your Season Ticket you can contact us [here](#). If the Club consents to the cancellation, a fee of £20 will be payable to meet our costs relating to the cancellation.
- 7.4 Save as expressly provided in these Terms, the Club is not obliged to provide refunds or compensation for any reason, including changes to match dates, times, or venues. Any refunds in circumstances not covered by these Terms are entirely at the Club's discretion. Where the Club exercises its discretion to provide a refund, it may deduct reasonable administrative costs.**

8. Stadium Entry and relocation

Supporters are reminded that 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 the Stadium provide a welcoming and safe environment for all of our supporters regardless of race, religion, gender, age, disability or sexual orientation.

- 8.1 Smartcard.** Under no circumstances will any Holder be granted admission to the Stadium without presentation of the Smartcard. Please see paragraph 4.7 for further details.
- 8.2 We may refuse your entry to the stadium.** Entry to the Stadium is subject to your acceptance of these Terms and the Additional Terms. We may refuse you admission to the Stadium on reasonable cause (without any refund or compensation being payable to you). What is considered reasonable cause shall be solely determined by the Club. This may include, but is not limited to the following: (a) breach of these Terms or the Additional Terms by you or by any supporter group with which you are affiliated ("**Group**"); (b) use by you or the Group of threatening behaviour, foul or abusive language, including any racial, sectarian, homophobic or discriminatory abuse or chanting irrespective of where such behaviour takes place, whether at the Stadium, another football ground or otherwise (including via social media) or (c) breach by you or the Group of any relevant laws, safety announcements or stadium regulations (or the relevant away stadium regulations) while attending the Stadium or any Club match.
- 8.3 We may deactivate your Season Ticket.** We reserve the right to deactivate your Season Ticket if deemed reasonably necessary. What is considered reasonably necessary shall be solely determined by the Club. This may include, but is not limited to: (a) any of the circumstances set out in paragraph 8.2 above; (b) any persistent minor breaches by you or a Group of these Terms or the Additional Terms; (c) where you or a Group endanger the health and/or safety of those around you. In such circumstances, the Club shall decide in its discretion whether to provide for a pro-rata refund for any home matches included within the Season Ticket remaining to be played in the relevant season and you acknowledge that any refunds will take into account the losses suffered by the Club as a result of the behaviour leading to deactivation of your Season Ticket.



- 8.4 Consequences for breach of these Terms and/or unacceptable conduct.** If you or any part of the Group, breach these Terms and/or the Additional Terms or facilitate any criminal offence when travelling to or from or attending any Club match or other Club events in association with the Club, the Club reserves the right in its sole discretion (and without any refund or compensation being payable to you to): (a) issue you warnings; (b) refuse you entry to the Stadium; (c) eject you from the Stadium; (d) deactivate your Season Ticket for a certain period of time or indefinitely from any or all future entry to the Stadium; and/or (e) separate legal action. Such actions may be taken against individuals or Groups (where deemed necessary).
- 8.5 Our right to relocate you.** We reserve the right to relocate you or any part of your Group to an alternative seat or part of the Stadium for any match in our discretion. Examples of where we may action relocating you include, but are not limited to: (a) where you are in breach of these Terms or the Additional Terms; (b) where you engage in any of the behaviours mentioned in paragraph 8.2 and 8.3 above; (c) where required to satisfy the rules of a competition; (d) where required to provide seating for use by a football body and/or visiting team players, staff or supporters; (e) where required as part of the Stadium in which your seat is located has been closed due to sanctions or restrictions imposed on the Club; and/or (f) for health, safety, security, refurbishment, alteration or other operational reasons (including as set out in paragraph 12.2). If you are moved seats other than in the case of your breach of these Terms or engage in any of the behaviours mentioned in paragraph 8.2 and 8.3 above), we shall endeavour to move you to another seat within the Stadium or shall offer you a refund. If you are moved to a different seat in the Stadium, any difference in price from the original seat purchased may require an additional payment to us or a refund by us to you (in the Club's sole discretion). Should a refund be due, we will contact you for bank details and will then process the refund via bank transfer within 30 days.
- 9. Continuous Credit Card Scheme (CCCS)**
You may opt into the Club's CCCS. Further information relating to CCCS and the applicable terms and conditions can be found [here](#).
- 10. MyGers and priority ticketing**
- 10.1 MyGers.** You may opt into the Club's MyGers loyalty points programme. Further information relating to MyGers and the applicable terms and conditions can be found on the Club's website (as updated from time to time).
- 10.2 Priority for other Club matches.** Subject always to availability, Holders may be entitled to priority access to purchase tickets offered for sale by the Club for domestic, European or other matches involving the Club ahead of public sale windows. You acknowledge that your usual Season Ticket seat is not guaranteed.
- 11. Your liability**
Your liability to us. You may be subject to a surcharge or 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.
- 12. Match date and times and events beyond our control**
- 12.1 Kick off dates times.** The Club, in conjunction with the relevant football authorities, reserves the right to alter the published date and/or kick-off time of any fixture at any time. The Club does not accept any liability for any expense incurred even in the event that the match is cancelled.
- 12.2 Stadium restrictions.** By accepting these Terms, you agree that stadium restrictions or otherwise sanctions imposed on the Club by any legal, governmental, regulatory or other football supervisory body and any action taken by the Club in respect of any restriction or sanctions in its discretion, for example in moving supporters to accommodate restrictions, shall be final. Refunds in these circumstances are at discretion of the Club. Any tickets to attend any reduced capacity matches will be at the club's discretion or as decided by the relevant football body and shall be communicated by the Club ahead of any reduced spectator capacity matches.
- 12.3 Governing law and jurisdiction.** These Terms are governed by and shall be construed in accordance with the laws of Scotland. The courts of Scotland shall have exclusive jurisdiction to settle any dispute arising out of or in connection with these Terms.