

MYGERS MEMBERSHIP TERMS

Overview

For the purposes of these MyGers Terms 'we', 'us' or 'our' means the Rangers Football Club Limited and 'you' or 'your' or 'member' means the individual subscribing to be a MyGers Member that is acquiring a Membership for the relevant season.

If you subscribe to be a MyGers Member, you agree to be legally bound by these MyGers Terms (and any terms and conditions referred within them). The MyGers Terms are published and maintained on our [Website](#) and comprise Part 1 to Part 7 as set out below. Together these 7 Parts form the binding contract between us in respect of your MyGers Membership. Part 1 of these MyGers Terms provides you with a snapshot of your membership fees, your benefits and each of our cancellation rights. Part 2 to Part 7 of these MyGers Terms should be carefully read by you as they contain (i) your legal rights and responsibilities; (ii) our legal rights and responsibilities; and (iii) certain key information required by law.

Particular attention is drawn to paragraph 3 to paragraph 6 of the General Terms and Conditions set out in Part 2, which include details of your **cancellation rights** and details of **our rights to automatically renew your Membership**.

We reserve the right to make minor amendments to these MyGers Terms from time to time, including as a minimum ahead of each relevant season that you are a MyGers Member. You should check the Website regularly to ensure you are up to date because any minor changes will apply from the date they are made.

We also reserve the right to make more significant amendments to these MyGers terms and/or supplement these MyGers Terms, if necessary. This may be for commercial, security, legal or regulatory reasons. If the changes to these MyGers Terms are significant, we will contact you by giving you one month's notice and you can end your Membership Agreement (as defined below) by giving us one month's notice.

More information can be found in the MyGers FAQ document available [HERE](#). If you have any questions about the MyGers Terms or your Membership or would like to make a complaint, please contact the Membership Team department at mygers@rangers.co.uk and provide your Full Name, Rangers Number and Postcode.

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.

For the avoidance of doubt, in the case of discrepancy between this Overview and any Part of these MyGers Terms, this Overview shall prevail.

PART 1 – MEMBERSHIP, FEES AND BENEFITS

MyGers Membership	Season Ticket Holders	Non-Season Ticket Holders	Global Members
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Who can apply?	Season Ticket holders are permitted to purchase one membership per Season Ticket.	Non-Season Ticket holders are permitted to purchase one membership per Rangers number.	Season and Non-Season Ticket holders are permitted to purchase one membership per Rangers number.
Price	<p>£40 (Adult)</p> <p>£30 (Young Adult Aged 16-20)</p> <p>£20 (Junior – Under 16 on the 1st July of the relevant season for auto-renewals only)</p>	<p>£50 (Adult)</p> <p>£40 (Young Adult Aged 16-20)</p> <p>£25 (Junior – Under 16 on the 1st July of the relevant season for auto-renewals only)</p>	<p>£50 (Adult Non Season Ticket Holder)</p> <p>£40 (Adult Season Ticket Holder)</p> <p>£25 (Junior Non Season Ticket Holder – Under 16 on the 1st July 2025 for auto-renewals only)</p> <p>£20 (Junior Season Ticket Holder – Under 16 on the 1st July of the relevant season for auto-renewals only)</p>
Loyalty Points (MyGers Points)	A loyalty points balance based on historical ticket purchases starting Season 2020/21 will be applied.		
Benefits	<p>A welcome pack for Junior MyGers Members, delivered to your chosen address.</p> <p>Priority ticket access to certain Rangers FC matches (for all Members) and the right enter the ballot for Domestic away match tickets (for Season Ticket Holders only).</p> <p>Access to MyGers members only experiences and competitions. Purchase of a Membership does not guarantee selection for competitions, prizes and experiences and not being selected does not constitute grounds for a refund. Certain competitions and experiences may have further restrictions, i.e. age restrictions.</p> <p>Benefits with Rangers' official club partners.</p> <p>10% Discount on Rangers Soccer School Term Time Course for full term bookings made online.</p> <p>15% off food and drink when dining in the Ibrox Stadium Restaurant on non-matchdays. Members should bring their Membership Card (or Membership confirmation email if they have not received this yet) plus a form a photographic ID in order to be eligible for the discount.</p> <p>15% off food and drink when dining in the Edmiston House café. Members should bring their Membership Card (or Membership confirmation email if they have not received this yet) plus a form of photographic ID in order to be eligible for the discount.</p> <p>25% off Ibrox Stadium Tours, Museum Tours and Combined Tours on Mondays only. MyGers Members can book a maximum of four places per Members only tour.</p> <p>10%off purchases within the Rangers Museum Store on Mondays only.</p> <p>Discounted Rangers Women FC Season Tickets.</p>		

	A Birthday Card delivered to your chosen address (Junior MyGers Members only, based in the UK. All other members will receive a digital greeting).
Cancellations & Refunds	<p>The MyGers Membership is non-transferable and, subject to the cancellation rights in Part 2 (General Terms and Conditions), the Membership Fee is non-refundable. MyGers Membership will be cancelled in any or all of the following instances set out in Part 7 of the MyGers Terms. This includes if you:</p> <ul style="list-style-type: none"> • Supply false or inaccurate information to Rangers Football Club; • Acquire tickets from a third party; • Supply tickets to a third party; or, • you are banned from attending matches <p>We have discretion in exercising our right to cancel MyGers Membership and this will not be subject to an appeal process of any kind.</p>

PART 2 – GENERAL TERMS AND CONDITIONS

Term

1. Your purchase of a Membership indicates your agreement to enter into a legally binding contract between us on the terms and conditions set out in respect of your MyGers Membership (the "**Membership Agreement**").
2. Your Membership is a seasonal membership scheme that correlates with the regular football season, so takes effect from 1st June and expires, unless auto-renewed in accordance with these General Terms and Conditions, on 31st May in the relevant season.

Your right to cancel and auto-renewal

3. You will have 14 days from the start of your Membership Agreement and each renewal of your Membership Agreement to cancel your Membership. If you do cancel within 14 days of starting your Membership or renewing your Membership, you will receive a refund of the Membership Fee paid. We will be entitled to a refund or return of any use by you of the Membership Benefits, including any match tickets you have purchased during that time through your Membership Benefits (as set out in Part 1 of these MyGers Terms).
4. If you choose to cancel after 14 days from the start of your Membership Agreement and each renewal of your Membership Agreement, you will not be entitled to a refund of the cost of your Membership, including in respect of any unexpired portion of the Membership. For the avoidance of doubt, there is no guarantee that you will be able to purchase tickets in the Members' sale therefore, failure to purchase match tickets, will not entitle you to claim a refund.
5. You may select online for your Membership to automatically renew ahead of each season, such renewal to take effect from 1 June each year. If you select to auto-renew online, the provisions of paragraph 3 in respect of your cancellation rights shall apply. The version of the MyGers Terms that will apply to such auto-renewal will be the MyGers Terms prevailing at the time that your membership renews.
6. Should you wish to cancel the auto renewal of your Membership, you can do so [HERE](#) or please contact the Membership Team department at mygers@rangers.co.uk and provide your Full Name, Rangers Number and Postcode. Please note, the cancellation request must come from the member themselves, we will not accept a cancellation request from another party.

Benefits

7. A Member shall be entitled to benefits upon presentation of the Member's Card or Membership Confirmation email. All benefits are specified in full on rangers.co.uk/mygers. Please note Benefits may be modified or removed at our sole discretion, from time to time.
8. Upon joining or renewing MyGers Membership, Members will receive an email notification. Junior MyGers Members (as set out in Part 1 above) will receive a welcome pack. We shall endeavour to dispatch membership packs to Junior MyGers members in June of the relevant season, however, this date may change due to disruptions in the supply chain beyond our control and We cannot accept responsibility for this. Contents in the welcome pack may change from time to time based on stock availability. Should a supporter not update their address ahead of the pack dispatch date and the pack is not refused by the recipient, We reserves the right to not issue an additional pack or we may charge a fee in order to dispatch a replacement pack. We cannot accept responsibility for non-receipt of Membership Packs or mailings.

Your rights and responsibilities

9. MyGers Members must provide a valid email address, as all communications and application processes for ticket purchases will be via email. It is the Member's responsibility to inform us of any change of name or contact details. To inform us of any change of name means that the Member has changed their name and does not mean that the Membership can be transferred to somebody else.
10. For the avoidance of doubt (and by way of example only) the Member's Card issued to you may not be offered as a prize in any promotion or competition nor transferred, lent or sold to any third party as part of a hospitality or travel package, save as expressly authorised by us.
11. Membership is for your sole use. You shall not re-sell, assign, transfer or lend the Membership Card or benefits of it to any other person without our prior consent.

Membership Fees and payment terms

12. The cost of a single Membership is available online at www.rangers.co.uk/mygers (the "Membership Fee").
13. Membership must be paid for in GBP. Rangers are not liable for any foreign transaction fees you may incur as part of the payment process.
14. You must pay the Membership Fee applicable to the Membership you have subscribed for, in accordance with the fee plan notified to you at the time of registration.
15. Unless otherwise stated, charges are inclusive of VAT and any other taxes applicable from time to time.
16. Import duties and local taxes are not included in the quoted price of goods being delivered to outside the UK. In this case you will be responsible for the payment of any and all import duties and local taxes including any administration charges upon receipt.
17. We will notify you by email that it has processed your payment of the Membership Fee and inform you that you are a Member. The email message will constitute our acceptance of your Membership application. Our acceptance of your order will be deemed complete and received by you at the time and date that we sends the email. We accept no responsibility for you not receiving the email, for reasons beyond our control.
18. If you have signed up to 'Auto Renewal' when entering into the Membership Agreement then, unless you have cancelled in the meantime, we will send you an e-mail before the end of the then current term of your Membership informing you of your renewal and offering you the opportunity to cancel.. If you choose not to cancel or respond to the Auto Renewal e-mail then your annual subscription will be automatically renewed using existing payment details.
19. If your payment details have expired, we will notify you by email and request revised payment instructions. Your failure to reply will lead to your subscription expiring and your Membership being terminated.
20. Replacement of a lost Membership card will incur a £5 fee.

Our right to cancel and suspend your Membership

21. We 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 our opinion, is not conducive to the promotion of football and has the potential to bring the game or us into disrepute.
22. Without prejudice to any other remedies it may have, Part 7 of these MyGers Terms sets out our rights to cancel and/or suspend for any period your membership. In the event of such cancellation, no refund will be paid in respect of any unexpired portion of the Membership.

PART 3 – PRIORITY HOME TICKET ACCESS TERMS & CONDITIONS

1. The issue of home match tickets by us is governed by the Home Match ticket terms and conditions which are available on our Website.
2. Members will be given the opportunity to apply for home match tickets before tickets go on general sale to the public.
3. Nothing in these MyGers terms constitutes or implies any guarantee or entitlement to a ticket, seat or access to any area of the Stadium. Rangers will stipulate how many tickets may be purchased per qualifying Member in advance of the sale starting. The quantity available to buy per qualifying Member will vary from match to match and will always be at our discretion.
4. Eligibility for tickets may require pre-requisite attendance of previous matches (and, for the avoidance of doubt, purchases of tickets for matches that the Member does not attend will not qualify for these purposes, unless we reasonably considers otherwise).
5. No guarantees can be given by us that a match will take place at a particular time or on a particular date. We reserve the right to reschedule any match without notice and without any liability whatsoever. We will have no further liability whatsoever relating to any alteration of the time or date of any match (including but not limited to any postponement or abandonment), including (but not limited to) any direct or consequential loss or damage, loss of enjoyment or travel/accommodation cost. We recommend you visit the Website on a regular basis in order to check the latest dates and times of matches.
6. We reserves the right to vary the manner or system in which match tickets are to be sold, upon reasonable notice being given.

PART 4 – DOMESTIC & EUROPEAN AWAY TICKET ACCESS

Ticket Purchase Type	Domestic Away Ticket	European Travel Package	European Independent Match Ticket
Who can purchase?	MyGers Members who are Season Ticket Holders	MyGers Members	MyGers Members
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 www.rangers.co.uk		
How do I purchase a ticket?	Online, should you be successful in the match ballot.	Contact the Club's travel partner directly.	Online once game is on sale to your tier level.

What if demand exceeds supply?	<p>MyGers members will be able to register their interest to attend domestic away matches and each match will have its own registration window.</p> <p>Once our allocation has been confirmed by the opposition club, a percentage of tickets will be allocated to each of the three tiers and members who have registered interest will be notified if they have the opportunity to purchase.</p> <p>Occasional exceptions to this process may take place and these will be communicated to members at the point of match announcement or match registration.</p>	<p>A priority sales window will be given to MyGers members based on points history. Thereafter priority will be given in order of date booking is received.</p> <p>Where the Club is involved in a Group stage, the points history may be taken at the start of the Group stage and not necessarily after each match in the Group.</p>	<p>MyGers members will be able to register their interest to attend European away matches and each match will have its own registration window.</p> <p>Once the ticket allocation for MyGers has been confirmed, we will establish the points required to purchase. European away matches are sold on a top-down basis.</p> <p>We will email eligible members, should tickets become available to your points level.</p>
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How will I know if I have successfully purchased a ticket?	A confirmation email will be sent automatically once you complete your ticket purchase.	The Club's travel partner will make contact to confirm prices and payment.	A confirmation email will be sent automatically once you complete your ticket purchase.
How to get your tickets	<p>By default, away tickets will be posted by 2nd or 1st class post depending on timescales.</p> <p>However, the Club will NOT be responsible for tickets lost or misplaced in the post.</p> <p>Supporters are encouraged to have tickets distributed by Special Delivery™ for an additional charge</p>	Tickets will be distributed during flights by Rangers Personnel.	<p>Rangers may distribute match tickets 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 Rangers Ticket Centre if necessary. Tickets may also be sent via email, subject to the home team ticketing process.</p> <p>Tickets for collection will only be issued on production of photographic ID in all instances. MyGers Members who fail to collect tickets from the collection point as designated by Rangers will not be allocated points due, without</p>

	of £8.		exception.
Cancellations & Refunds	<p>Ticket cancellation requests must be submitted via email to ccardmandate@rangers.co.uk Please note that a refund will only be issued if timescales permit resale of the ticket.</p> <p>Should a member register their interest in a match and be offered a ticket, yet fail to purchase the ticket, the member will be deducted 5 points the week after the match in question takes place.</p>	<p>Members wishing to cancel a travel package must do so in writing to the Club's travel partner.</p>	<p>Ticket cancellation requests must be submitted via email to contact@rangers.co.uk Please note that a refund will only be issued if timescales permit resale of the ticket.</p> <p>Should a supporter purchase a ticket and not collect this, or send someone else to collect in their place. The ticket will be cancelled and there will be no refund issued.</p>

- The number of tickets allocated to each tier (Gold, Silver & Bronze) will be decided by us and will be based on a number of factors including:
 - Total ticket allocation;
 - Location of match; and,
 - Safety and security aspect.
- There are two European Travel options available to Members:
 - Rangers Official European away travel packages, where arrangements can be made in a timely manner; and,
 - Independent match tickets.
- Under 16's must be accompanied by an adult at all times during away matches.
- Members who have registered their interest via the online process may purchase one match ticket or package for any away match in which our men's first team is participating (subject to availability).
- Independent European match travellers may be required to submit a full travel itinerary which must contain the Member's name and date of travel.
- Independent European match travellers will be notified by email of ticket distribution details as soon as known. Members who are concerned about mobility and / or accessibility, or who have medical conditions which may affect their trip, should advise our travel partner and /or Rangers Ticket Centre at the time of application.
- Members who are concerned about mobility and / or accessibility, or who have medical conditions which may affect their trip, should advise our travel partner and /or Rangers Ticket Centre at the time of application.
- Any match ticket issued by us to a MyGers Member is done so on condition that it is for the Member's use only. The sale or 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 tickets found to be sold, offered for sale or passed on, will be cancelled and the associated MyGers Membership suspended, leading to cancellation.
- Travel package refund requests are subject to the terms and conditions of purchase of our travel partner.

PART 5 – SEASON TICKET WAITING LIST

- MyGers Members can enrol themselves onto the Season Ticket Waiting list by selecting the link [here](#).
- MyGers Members on the Season Ticket Waiting list will be contacted after Season Ticket

renewal is complete, around mid-June 2025.

PART 6 – MYGERS LOYALTY POINTS

1. Members can earn MyGers Loyalty Points on a range of activities. The Loyalty point values (and the activities that earn them) is decided in our sole discretion and may change or be removed throughout the season.
2. Activities that may entitle you to earn Loyalty Points include (but are not limited) to:
 - a. General Admission Match Ticket Purchases;
 - b. General Admission Season Ticket Purchases (for the men's first team and women's first team);
 - c. Home SPFL League Match Attendance (general admission match ticket purchases only)
 - d. Home Cup, European and Friendly Match Attendance (general admission match ticket purchases only);
 - e. Use of our Secondary Ticketing Platform ("SeatSub") within a defined period of time before a match. The deadline for using SeatSub to earn a MyGers Loyalty Point will be communicated online. Receiving the point will not be conditional on the ticket being re-sold. SeatSub is only available for SPFL League Matches;
 - f. Purchase of domestic and European away games for general access areas when purchased through the Rangers Ticket Centre (not through our Hospitality Team);
 - g. Purchase of a new RangersTV Annual Subscription;
 - h. Purchase of a Rangers Stadium Tour, Rangers Museum Tour and combined tour (only one Stadium Tour or Museum Tour purchase per season will be eligible to earn a MyGers Loyalty value);
 - i. Purchasing your Membership;
 - j. Purchasing your membership early and benefitting from any so called 'early bird' offers made available in our sole discretion from time to time;
 - k. Registering for domestic away matches (for the men's first team);
 - l. Purchasing a 'Wall of Champions Photomosaic'; and,
 - m. Purchasing a Matchday programme subscription or individual digital matchday programmes.
3. Loyalty Points for each Member shall accrue on a rolling basis in each relevant Season reflecting your activities since the start of the 2020/2021 season. For the avoidance of doubt, if you were a Member in any prior seasons and gave up your Membership for one season and have now renewed, Loyalty Points shall be earned for all prior activities subject to you continuing to hold a Membership.
4. Unless specified otherwise, Loyalty Points for match purchases will only be earned on first team men's games.
5. Match purchase and attendance points will only be earned on tickets that a supporter has purchased directly from our Ticket Centre.
6. MyGers points will be used to band MyGers Members into gold, silver and bronze tiers. More information can be found in the MyGers FAQ document available on rangers.co.uk/mygers.
7. We will endeavour to update each Member on their Loyalty Point totals approximately every twelve weeks.
8. MyGers points are non-transferable between Members, including Members who are connected through a Friends and Family group on their ticketing account.
9. You cannot claim points on behalf of someone else, even if you are paying for their qualifying purchase.
10. Complimentary tickets will not earn a purchase or attendance point.

PART 7 – CONDUCT OF MEMBERS

Our right to cancel or suspend your Membership

1. By agreeing to these MyGers Terms that we reserve certain rights to cancel and/or suspend your

Membership if any Member engages in any unacceptable behaviour (which shall be decided in our discretion). This may include where any Member engages in any of the following conduct (note this is not an exhaustive list):

- a. smoking within any part of the Stadium;
 - b. persistent standing in seated areas whilst a match is in progress;
 - c. sale or transfer (unless authorised) of this Membership to any person;
 - d. deliberate misuse of the Membership (e.g. purchasing tickets for matches that the Member does not intend to attend, just to qualify for higher category matches);
 - e. the supply of any misleading or incorrect information in any application, including date of birth;
 - f. persistent swearing during a match;
 - g. the throwing of any object within the stadium without lawful authority or excuse;
 - h. the chanting of anything of an indecent, racist and/or discriminatory nature;
 - i. being or appearing to be drunk or intoxicated within the Stadium;
 - j. any failure to pay or default of payment in respect of any sums owing to us in respect of your Membership;
 - k. any other breach of the Ground Regulations, the Terms & Conditions of Entry or the Supporter Charter, all of which may be found on the Website; and,
 - l. Engaging in any conduct which shall be considered discrimination (including any racial or homophobic abuse, harassment, bullying or other victimisation).
2. Members must behave in a respectable manner at all times when travelling and representing Rangers Football Club.
3. Members must comply with all laws of the UK and of any country visited during a European trip.
4. Members must comply with instruction directed by:
 - a. Rangers Football Club staff;
 - b. Travel partner staff;
 - c. Police;
 - d. Border, customs and or immigration staff;
 - e. Security staff;
 - f. Match stewards;
 - g. Transportation staff; and,
 - h. Accommodation staff.
5. Members must not consume alcohol to the extent of intoxication at any time during a European trip, including:
 - a. Traveling on public or private transport;
 - b. In public;
 - c. In attendance at matches; and,
 - d. Residing at overnight accommodation.

Your rights

Please refer to paragraph 22 and 23 of Part 2 of these MyGers Terms (General Terms and Conditions) in respect of your rights should we cancel your Membership.