



# RANGERS

## PREMIERSHIP SEASON 2021/22 SEASON TICKET TERMS AND CONDITIONS

### 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:-

- **Club:** Rangers FC
- **Holder:** The person named on the Season Ticket and entitled to exercise use of the Season Ticket and Smartcard issued to that individual.
- **Season Ticket:** A ticket to watch matches at the Stadium or otherwise in one of the categories detailed at Section 1 below that is subject to these Terms and Conditions.
- **Ibrox or Stadium:** Ibrox Stadium, 150 Edmiston Drive, Glasgow, G51 2XD or any other location where the Club plays a home fixture
- **Season:** The 2021/2022 football season.
- **Smartcard:** An electronic card issued by the Club to the holder to be used for gaining entry to the Stadium.
- **MYGERS:** Rangers Football Club membership scheme.
- **RSC:** Rangers Supporters Clubs.

### INDEX

1. SEASON TICKETS AND INCLUSIONS
2. GENERAL
3. STADIUM BREAKDOWN
4. NON SEASON TICKET MATCHES (CONTINUOUS CREDIT CARD SCHEME)
5. PAYMENTS, CHARGES, CANCELLATIONS AND REFUNDS
6. SEAT SUB
7. MYGERS MEMBERSHIP
8. GROUND REGULATIONS & INFORMATION

## 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	Wheelchair Access
Available price bands	ADULT	ADULT (accompanied by a junior)	ADULT (accompanied by a junior)	ADULT	ADULT
	JUNIOR	JUNIOR (1-3 per adult)	JUNIOR (1-3 per adult)		JUNIOR
	CONCESSION	CONCESSION (Over 65,16-17yrs only)	CONCESSION (Over 65,16-17yrs only)	CONCESSION	CONCESSION
<b>HOME MATCH INCLUSIONS</b>					
Ladbrokes Premiership	YES		YES	YES	YES
Ladbrokes Premiership (excluding Celtic)		YES			
League Cup				YES	
European Competitions				YES	
Scottish Cup				YES	
First Team Friendlies				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 (**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 Subject to the Ground Regulations, a Season Ticket permits you to occupy your allocated seat or any such other alternative seat as the Club may allocate to you in its reasonable discretion.
- 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, 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 Tickets. 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 & 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 or cancel any match without notice and without any liability whatsoever. Subject to the Ground Regulations, your Season Ticket will enable you to attend any 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 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 Terms and 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 Terms and Conditions or the Ground Regulations 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) the Smartcard 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 the Smartcard 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 Smartcard 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 Smartcard 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 Terms and Conditions.
- 5.8 The Smartcard does not confer on 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 Smartcard grants the Holder admission to all matches as noted in Section 1 above, relevant to the type of Season Ticket for the Season, subject to these Terms and Conditions and the Ground Regulations.
- 5.10 In the event of the Smartcard 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 match only.
- 5.11 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 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 the Smartcard.
- 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 Terms and Conditions are not accepted, the Smartcard should be returned to the Club immediately. The use of the Smartcard will be deemed to constitute acceptance by the Holder and any nominee of these Terms and Conditions in full.
- 5.15 The Smartcard is issued subject to the Ground Regulations and 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 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 Season as scheduled or amended from time to time. Therefore, cancellation of a Season Ticket by you 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 of 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 Stadium, 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 Stadium 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 match and / or for promotional or marketing purposes by the Club, and use of a Season Ticket to enter the Stadium 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 the individual or connected entity 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 non-contractual 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. The right to admission is subject to the Ground Regulations.

## **SECTION 3 – STADIUM BREAKDOWN**

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

1. Adult or Adult Concession Season Tickets in the Family Section are only available when accompanied by a Junior or Junior Concession Season Ticket Holder(aged 16 & 17). A maximum of 3 Junior Season Tickets per 1 Adult or Adult Concession Season Ticket and a maximum of 2 Adult or Adult Concession Season Tickets per 1 Junior Season Ticket.
2. Junior & Junior Concession (aged 16 & 17) Season Tickets in the Family Section are only available when accompanied by an Adult or Adult Concession Season Ticket Holder.
3. Concession prices are available to adults aged 65 years or over in the Family Section.
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 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 Premiership league Celtic home matches may have the option to apply for 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**

8. 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.
9. All Season Tickets in the Broomloan Front include 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 should complete a registration form and submit appropriate supporting information. Below is a list of documents we will take into account when considering your application.
  - Receipt of the Disability Living Allowance(DLA) Middle or Higher Level care components and higher mobility component.
  - War Pensioners Mobility Supplement or government standard equivalent.
  - Receipt of Personal Independence Payments (PIP) at the enhanced level components.
  - Receipt of either the Severe Disablement Allowance or Attendance Allowance.
  - War Pensioners Mobility Allowance or War or Service Disablement Pension for 80% or more disability.
  - Armed Forces Independence Payments (AFIP)
  - Proof of date of birth
  - We also accept The Access Card as evidence, and all supporters requesting a PA/Essential Companion Season 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.
3. We do not issue Essential Companion Season 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.
4. 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.
  - 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.
  - Armed Forces Independence Payments (AFIP)
  - We also accept The Access Card without the need for any further information/evidence.
5. Ambulant Season Ticket Holders who require an Essential Companion Season Ticket for the first time should complete a registration form and submit appropriate supporting information. Below is a list of documents we will take into account when considering your application.
  - Receipt of the Disability Living Allowance (DLA) |Middle or Higher Level care components and higher mobility component
  - War Pensioners Mobility Supplement or government standard equivalent
  - Receipt of Personal Independence Payments (PIP) at the enhanced level components.
  - Receipt of either the Severe Disablement Allowance or Attendance Allowance.

- War Pensioners Mobility Allowance or War or Service Disablement Pension for 80 or more disability.
  - Armed Forces Independence Payments (AFIP)
  - Proof of date of birth
  - We also accept The Access Card as evidence, and all supporters requesting a PA/Essential Companion Season 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.
6. We do not issue Essential Companion Season 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.
1. The Role of an Essential Companion for both Wheelchair Disabled & Ambulant Disabled supporters.
- By accepting the free Companion Season 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.

## JUNIOR AND CONCESSION SEASON TICKETS

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 the 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 2021
Junior in Govan Rear	Under 18 years of age on 1 July 2021
Concession	Aged 16 or 17 on 1 July 2021
Concession	65 years or over on 1 July 2021

## 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.
2. You may only cancel participation in a scheme option with effect from the next game for which payment has not yet been taken.
3. Cancellation requests must be submitted in writing to the Club.
4. 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, if permitted, automatically transfer to the rescheduled fixture.
5. In order to comply with competition regulations or for operational reasons, some Season Ticket Holders may be unavoidably relocated on occasion. In this event, the Club will endeavour to offer the nearest available seat and issue a match ticket.
6. 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.
7. 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 for the remainder of the Season.
8. 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.
9. 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	Friendlies
	All Non-Season Ticket home matches (and Semi-Finals & Finals)	
Who can apply?	Season Ticket Holders	Season Ticket Holders
When to apply	TBC	TBC
Which seat will you get?	<p>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.</p> <p>In these instances you will subject to the Ground Regulations be allocated the closest available seat.</p>	<p>We will endeavour to offer the Season Ticket seat, however for operational reasons you may be unavoidably relocated.</p> <p>In these instances you will subject to the Ground Regulations be allocated the closest available seat.</p>
Will your friendship group apply?	NO	NO



## SECTION 5 – PAYMENTS, CHARGES AND CANCELLATIONS

TICKET/ CCC SCHEME	Season Ticket	Home Match CCCS	Friendlies
<b>PAYMENT METHODS</b>			
<b>Bank Transfer Payment in full</b>	YES	NO	NO
<b>Premium Credit 4 or 10 instalments</b>	YES	NO	NO
<b>Rangers Direct Debit 4 Monthly Instalments</b>	YES	NO	NO
<b>Credit Card or Visa Debit Card</b>	YES via email payment link supplied	YES	YES
<b>FAILED PAYMENT CHARGES AND CLUB ACTIONS</b>			
<b>Bank Transfer</b>	<b>In full</b> – Payment to be made on or before Monday 17 May 2021.		N/A
<b>Premium Credit</b>	Each failed payment charge incurred will be payable directly to Premium Credit.  Failure to resolve outstanding payments which subsequently results in cancellation of a loan agreement will result in cancellation of the Season Ticket.		N/A
<b>Credit Card or Visa Debit Card</b>	N/A		Each failed/missed payment incurs a £10 charge.  The supporter remains liable for the outstanding monies even if the failed/missed 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

<p><b>Rangers Direct Debit</b></p>	<p>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 season ticket will become payable in FULL within 7 days together with a £20 Cancellation fee. Failure to pay will result in cancellation of your season ticket.</p>	<p>N/A</p>
<p><b>Cancellations</b></p>	<p>Subject to the Ground Regulations, a Season Ticket is valid for the season as the same is scheduled and may be amended from time to time.</p> <p>Cancellation of a Season Ticket is therefore not permitted except in the most extenuating of circumstances as determined by the Club.</p> <p>Requests for Season Ticket cancellations must be submitted in writing. A £20 fee will be applied.</p>	<p>You are not permitted to cancel single matches.</p> <p>It is possible to withdraw your participation in a scheme option for the rest of the season.</p> <p>Any dependent options will also be withdrawn.</p>



**RANGERS DIRECT DEBIT  
THE DIRECT DEBIT GUARANTEE**

1. This Guarantee is offered by all Banks and Building Societies that take part in the Direct Debit Scheme. The efficiency and security of the Scheme is monitored and protected by your own Bank or Building Society.
2. If the amounts to be paid or the payment dates change Rangers Football Club will notify you within 3 working days in advance of your account being debited or otherwise agreed.
3. If an error is made by us or your Bank/Building Society, you are guaranteed a full and immediate refund from your branch of the amount paid.
4. 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 your season ticket will become payable in FULL within 7 days together with a £20 Cancellation fee. Failure to pay will result in cancellation of your season ticket.
5. If you chose to pay your 21/22 season ticket by Direct Debit, we will automatically renew your 22/23 season ticket and your season ticket for subsequent seasons, using the account details you have provided.
6. Any changes in these payment details must be communicated in writing as soon as they become known.
7. You will receive email confirmation of your payment dates and amounts at least 5 days prior to payment being debited from your account.
8. If you no longer wish to renew your season ticket by Direct Debit, you must notify Rangers Football Club in writing, prior to the first instalment date and supply an alternative method of payment.
9. Please note that a £10 fee will be applied for this method of payment and payment will be taken by 4 equal monthly instalments.
10. The Club reserves the right to refuse entry to the stadium where the season



ticket holder has an outstanding debt to the Club. Supporters are only entitled to attend games that are paid for in advance.

11. Please do not cancel your Direct Debit instruction once the last payment for a season has been taken. This will allow you to automatically renew your season ticket for future seasons.



## SECTION 6 – SEAT SUB

1. Seat Sub 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 [www.rangers.co.uk/myaccount](http://www.rangers.co.uk/myaccount)
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 at [www.rangers.co.uk/myaccount](http://www.rangers.co.uk/myaccount) Seat reclaims are subject to time constraints and will only be possible if the seat has not been sold; there is no charge involved in reclaiming 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 2022/23 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 2021/22.
  - You will accumulate credit for each secondary ticket sold and you will get the amount discounted from your 2022/23 Season Ticket renewal price.
  - Credits for Season Ticket renewals for season 2022/23 will be accumulated to the home fixture nearest to 28 February 2022. All credits accumulated after the 28 February 2022 and including Season 2022/23 will be credited against Season Ticket renewals for 2023/24.
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. Credits are non-transferable and cannot be assigned to any new owner of your seat or exchanged 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 liability for any expenses incurred even in the event that the match is cancelled.

## SECTION 7. MYGERS MEMBERSHIP

### PART 1 – MEMBERSHIP, FEES AND BENEFITS

MyGers Membership	Season Ticket Holders	Non Season Ticket Holders	Global Members
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.

<b>Price</b>	£40 (Adult) £20 (Junior - Under 16 on the 1st July 2021)	£50 (Adult) £25 (Junior – Under 16 on the 1st July 2021)	£50 (Adult Non Season Ticket Holder) £40 (Adult Season Ticket Holder) £25 (Junior Non Season Ticket Holder – Under 16 on the 1st July 2021) £20 (Junior Season Ticket Holder – Under 16 on the 1st July 2021)
<b>Loyalty Points (MyGers Points)</b>	An initial Loyalty points balance based on historical ticket purchases starting Season 2015/16 will be applied on Season one.		
<b>Benefits</b>	<p>A welcome gift delivered to your chosen address.</p> <p>Priority ticket access.</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 full term bookings made online.</p> <p>10% 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>20% off the MyGers Members Only Ibrox Stadium Tours when purchased online. Members should bring their Membership Card (or Membership email if they have not received this yet) plus a form of photographic ID when attending the tour. MyGers Members can book a maximum of four places per Members only tour.</p> <p>10% off tickets purchased online for Rangers Women FC home league matches and friendlies.</p> <p>A Birthday Card delivered to your chosen address (UK MyGers Members only, Global Members will receive a digital greeting).</p>		
<b>Cancellations &amp; Refunds</b>	<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.</p> <p>MyGers Membership will be cancelled in any or all of the following instances:</p> <ul style="list-style-type: none"> <li>Supplying false or inaccurate information to Rangers Football Club</li> <li>Acquiring tickets from a third party</li> <li>Supplying tickets to a third party</li> <li>A ban imposed by the Club</li> </ul> <p>Rangers Football Club reserve the 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

1. These Terms and Conditions are published and maintained on The Rangers Football Club Limited (**RFC**) website at [www.rangers.co.uk](http://www.rangers.co.uk). For the avoidance of doubt, in the case of discrepancy between terms and conditions published on RFC's website from time to time and any issued hard copy of these Terms and Conditions, the terms and conditions published on RFC's website shall prevail.
2. By entering into the Membership Agreement (as defined below) you agree to be bound by these Terms and Conditions. Members match tickets are for the use of supporters of RFC only in accordance with the Home Match ticket Terms and Conditions and the Away Match ticket Terms and Conditions.
3. 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).
4. The Membership is a seasonal membership scheme from 1st June 2021 until 31st May 2022 and constitutes a binding contract between you and RFC (the "**Membership Agreement**").
5. You will have 14 days from the start of your Membership Agreement to cancel the Membership Agreement. In the event that you do cancel within 14 days, you will receive a refund of the MyGers Membership Fee paid. RFC 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 privileges.
6. If you choose to cancel after 14 days, 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.
7. If you have signed up to 'Auto Renewal' when entering into the Membership Agreement, then you will have 14 days from the date of Auto Renewal confirmation to cancel your Membership Agreement. In the event that you do cancel within 14 days, you will receive a refund of the MyGers Membership Fee paid. RFC 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. In the event that you have signed up to 'Auto Renewal', the Terms and Conditions that will apply to such 'Auto Renewal' will be the Terms and Conditions prevailing at the time that your membership is renewed.
8. To cancel your Membership please contact the Membership Team department at [mygers@rangers.co.uk](mailto:mygers@rangers.co.uk). We kindly request that you complete a Membership Cancellation form as part of this process, a copy of which is available from [rangers.co.uk](http://rangers.co.uk) or directly from the Membership Department.
9. 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](http://rangers.co.uk/mygers). Please note Benefits may be modified or removed at the sole discretion of RFC, from time to time.
10. Upon joining or renewing MyGers Membership, Members will receive an email notification along with a welcome pack. Please note that Membership Packs are due to be dispatched from 5 July 2021. This date may change due to disruptions in the supply chain beyond RFC's control and RFC cannot accept responsibility for this. Contents in the welcome pack may change from time to time based on stock availability.
  1. Supporters who wish to purchase a MyGers Membership for the first time should do so online at [rangers.co.uk/mygers](http://rangers.co.uk/mygers).
  2. MyGers Membership will automatically be renewed for Season 22/23 and future seasons. Should you wish to cancel the Auto Renewal of this membership please email [mygers@rangers.co.uk](mailto:mygers@rangers.co.uk).
  3. MyGers Members who are also Season Ticket Holders only are eligible to apply for Domestic and European away matches.
  4. MyGers Members MUST provide a valid email address, as all communications and application processes for ticket purchases will be via email.
  5. It is the Member's responsibility to inform RFC of any change of name or contact details. To inform RFC 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.
  6. 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 RFC.
  7. RFC cannot accept responsibility for non-receipt of Membership Packs or mailings.
  8. The cost of a single Membership is available online at [www.rangers.co.uk/mygers](http://www.rangers.co.uk/mygers) (the "**Membership Fee**").

9. 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.
10. 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.
11. Unless otherwise stated, charges are inclusive of VAT and any other taxes applicable from time to time.
12. 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.
13. RFC 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 RFC's acceptance of your Membership application. RFC's acceptance of your order will be deemed complete and received by you at the time and date that RFC sends the email. RFC accepts no responsibility for you not actually receiving the email, for reasons out with RFC's control.
14. If you have signed up to 'Auto Renewal' when entering into the Membership Agreement then, unless you have cancelled in the meantime, RFC will send you an e-mail before the end of the then current term of your Membership offering you the opportunity to cancel, supply alternative payment details or simply do nothing to continue your Membership. 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.
15. If your payment details have expired, RFC 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.
16. 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.
17. Without prejudice to any other remedies it may have, RFC shall have the right, in the case of any serious or persistent breach of these Terms and Conditions, to cancel and withdraw your Membership. In the event of such cancellation, no refund will be paid in respect of any unexpired portion of the Membership. Without prejudice to the general nature of the above, the following actions shall constitute serious breach of the Terms and Conditions:
  - 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 RFC in respect of your Membership;
  - k. without prejudice to any of the foregoing, any other breach of the Ground Regulations, the Terms & Conditions of Entry or the Supporter Charter, all of which may be found on the Club website.
18. RFC is committed to preventing discrimination in all its fields of operation within the Stadium, providing an environment free from racial or homophobic abuse, harassment, bullying and victimisation. Any Member engaging in such abuse or harassment will have their Member's Card confiscated, Membership withdrawn or cancelled and be banned from attending future games involving RFC. No refunds will be issued.
19. RFC reserves the right to suspend the use of the Membership and all associated benefits for a period of time or withdraw its use in the event of misuse or if abused in any way or in the event of a breach of any of the Terms & Conditions of Entry; or in the event of any abusive, dangerous or other unacceptable behaviour by the Member, or if the Member is prohibited by law from attending any football ground.
20. 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 the prior consent of RFC.
21. Replacement of a lost Membership card will incur a £5 fee.

### PART 3 – PRIORITY HOME TICKET ACCESS TERMS & CONDITIONS

- a. The issue of home match tickets by RFC is governed by the Home Match ticket terms and conditions which are available on [www.rangers.co.uk](http://www.rangers.co.uk).
- b. Members will be given the opportunity to apply for home match tickets before tickets go on general sale to the public.
- c. Tickets can be purchased online or via the Ticket Hotline. Nothing in these terms and conditions 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 the Club's discretion.
- d. 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 RFC reasonably considers otherwise).
- e. No guarantees can be given by RFC that a match will take place at a particular time or on a particular date. RFC reserves the right to reschedule any match without notice and without any liability whatsoever. RFC 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. RFC recommends you visit RFC website on a regular basis in order to check the latest dates and times of matches.
- f. RFC 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 Season Ticket Holders 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?	Online once game is on sale to your tier level.	Contact the Club's travel partner directly.	Online once game is on sale to your tier level.
What if demand exceeds supply?	Priority online sales windows on a first-come, first serve basis will be available for each loyalty tier with gold receiving first access, silver second and bronze third. Each tier will have a separate sales window and the	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. Where the Club is involved in a Group stage the points	Priority online sales windows on a first-come, first serve basis will be available for each loyalty tier with gold receiving first access, silver second, bronze third and blue fourth. Each tier will have a separate sales window and the schedule will be published in advance. Where the club is involved in a Group stage the points history may be taken at the start of the group



	<p>schedule will be published in advance. With the exception of games at Celtic Park where all tickets will be allocated to gold tier Members only.</p>	<p>history may be taken at the start of the Group stage and not necessarily after each match in the Group.</p>	<p>stage and not necessarily after each match in the Group.</p>
<p>How will I know if I have successfully purchase a ticket?</p>	<p>A confirmation email will be sent automatically once you complete your ticket purchase.</p>	<p>The Club's travel partner will make contact to confirm prices and payment.</p>	<p>A confirmation email will be sent automatically once you complete your ticket purchase.</p>
<p>How to get your tickets</p>	<p>By default, away tickets will be posted by 2<sup>nd</sup> or 1<sup>st</sup> class post depending on timescales. However, the Club will NOT be responsible for tickets lost or misplaced in the post. Supporters are encouraged to have tickets distributed by Special Delivery™ for an additional charge of £7.</p>	<p>Tickets will be distributed during flights by Rangers Personnel.</p>	<p>Rangers will 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 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 exception.</p>
<p>Cancellations &amp; Refunds</p>	<p>Ticket cancellation requests must be submitted via email to <a href="mailto:ccardmandate@rangers.co.uk">ccardmandate@rangers.co.uk</a> Please note that a refund will only be issued if timescales permit resale of the ticket.</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 <a href="mailto:ccardmandate@rangers.co.uk">ccardmandate@rangers.co.uk</a> Please note that a refund will only be issued if timescales permit resale of the ticket.</p>

1. The number of tickets allocated to each tier (Gold, Silver & Bronze) will be decided by the Club and will be based on a number of factors including:
  - a) Total ticket allocation
  - b) Location of match
  - c) Safety and security aspect
2. There are two European Travel options available to Members:

1. Rangers Official European away travel packages
2. Independent match tickets
3. Under 16's must be accompanied by an adult at all times during away matches.
4. Members who have registered their interest via the online process may purchase one match ticket or package for any away match in which the Club's men's first team is participating (subject to availability).
5. Independent European match travellers may be required to submit a full travel itinerary which must contain the Member's name and date of travel.
6. Independent European match travellers will be notified by email of ticket distribution details as soon as known.
7. 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 Ticket Centre at the time of application.
8. Any match ticket issued by Rangers Football Club 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.

9 Travel package refund requests are subject to the terms and conditions of purchase of the Club's travel partner.

## **PART 5 – SEASON TICKET WAITING LIST**

1. MyGers Members can enrol themselves onto the Season Ticket Waiting list by selecting the link [here](#).
2. The Season Ticket Waiting list will be contacted after Season Ticket renewal is complete, around mid-June 2021.

## **PART 5 – MYGERS LOYALTY POINTS**

1. From Season 2021/2022, MyGers Members can earn MyGers Loyalty points on a range of activities that benefit the Club.

These include (but are not limited) to:

- a. General Admission Match Ticket Purchases
  - b. General Admission Season Ticket Purchases
  - c. Home SPFL League Match Attendance (general admission match ticket purchases only)
  - d. Use of the Club's 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.
  - e. Purchase of domestic and European away games for general access areas when purchased through the Rangers Ticket Centre (not through the Club's Hospitality Team).
  - f. Purchase of tickets to selected Club events that are organised by the Club's Events Department.
  - g. Purchase of a new RangersTV Annual Subscription.
  - h. Purchase of a Rangers Stadium Tour (only one Stadium Tour purchase per season will be eligible to earn a MyGers Loyalty value).
2. Unless specified otherwise, MyGers Loyalty Points for match purchases will only be earned on first team men's games.
  3. Match purchase and attendance points will only be earned on tickets that a supporter has purchased directly from the Club's Ticket Centre. For the avoidance of doubt, this means that a home ticket purchased through a Rangers Supporters Club allocation will not be eligible for a purchase or attendance points value on an individual MyGers account.
  4. MyGers points will be used to band MyGers Members into gold, silver and bronze tiers. More information on the Club's loyalty scheme can be found in the MyGers FAQ document available on [rangers.co.uk/mygers](http://rangers.co.uk/mygers).
  5. MyGers Loyalty Point totals will be updated approximately every twelve weeks.
  6. MyGers points are non-transferable between Members, including Members who are connected through a Friends and Family group on their ticketing account.
  7. You cannot claim points on behalf of someone else, even if you are paying for their qualifying purchase.
  8. Complimentary tickets will not earn a purchase or attendance point.

9. Loyalty point values (and the activities that earn them) are at the sole discretion of the Club and may change or be removed throughout the season.

## **PART 6 – RANGERS SUPPORTERS CLUB ("RSC") MEMBERSHIP**

- a. Rangers Supporters Clubs wishing to obtain access to home and away domestic fixtures will require to purchase a Supporters Club Membership.
- b. The Rangers Supporters Club will provide RFC with contact details of a nominated representative of their RSC.
- c. On application, the nominated representative will provide the Rangers Numbers and names of all prospective Members.
- d. Rangers Supporters Club Memberships are priced at £10 per adult Member, £5 per junior Member and £5 per concession Member per season (junior is under 16 years on 1 July 2021 and concession is under 18 years on 1 July 2021 or over 65 years on 1 July 2021). Payment for RSC Memberships will be taken from the registered payment details of the RSC from the date advised on the registration form. Junior or Concession members who have purchased a MyGers Membership (available from [rangers.co.uk/mygers](http://rangers.co.uk/mygers)) at the time of RSC registration can be registered as part of the RSC for free.
- e. For Rangers Supporters Club Memberships, each RSC will receive the following points per member:
  1. 1 point for everyone registered who is a MyGers Member
  2. 5 points per individual Season Ticket purchased by their members for Season 2021/22
  3. For the avoidance of doubt, a person registered as part of a Rangers Supporters Club who is a Season Ticket Holder and a MyGers Member will receive 6 points.
    - f. The point values are at the sole discretion of Rangers Football Club and may change.
    - g. For domestic games, the Club will create an allocation of tickets for RSCs. The number of tickets each RSC will receive from this allocation will be based on the RSC's categorisation and the number of tickets will vary on a match by match basis as it is subject to the number of tickets the Club receives from the opposition club.
    - h. All RSCs must register for the Membership scheme no later than Friday 26 June 2021 and provide requested Member details to receive accurate Membership ranking.
    - i. Each RSC can have their details added to the website. Please provide information including location and contact details to [supportersclubstc@rangers.co.uk](mailto:supportersclubstc@rangers.co.uk).
    - j. Once a Member has been submitted and defined as an Adult, Junior or Concession, no change requests will be accepted.
    - k. Any match tickets allocated to an RSC should be for the sole use of Members registered to the RSC as held by the Club.
    - l. The nominated representative of the RSC will be held responsible for the conduct of those using any match ticket allocated to the RSC by the Club.
    - m. All ticket orders should be placed, where possible, no later than 3 weeks prior to the date of the fixture they wish to apply for. Any orders after this time may be refused.
    - n. Any cancellation of match tickets where payment has already been taken will be subject to a £2 per ticket cancellation fee.
    - o. Any RSC who continually fails payment for ticket orders may be subject to suspension at the discretion of the Club.
    - p. All RSC match ticket orders will by default be posted. Nominated representatives should supply the Club with postage paid, self-addressed envelopes. In instances whereby it is not possible for ticket orders to be posted, the Club will communicate by email.
    - q. All match ticket orders will only be accepted by the registered email of the nominated representative to [supportersclubstc@rangers.co.uk](mailto:supportersclubstc@rangers.co.uk).
    - r. All match ticket orders will be subject to a £2 per transaction administration fee.
    - s. Where possible RSCs should register a Credit / Debit payment card with the Club. Cheques will only be accepted from RSCs who paid by this method in Season 2019/20.
    - t. RSC members who have had their details submitted by a nominated representative, may be contacted by the Club to confirm their membership to an RSC.

## **PART 7 – CONDUCT OF MEMBERS**

- a) Members must behave in a respectable manner at all times when travelling and representing Rangers Football Club.
- b) Members must comply with all laws of the UK and of any country visited during a European trip.
- c) Members must comply with instruction directed by:
  1. Rangers Football Club staff

2. Travel partner staff
3. Police
4. Border, customs and or immigration staff
5. Security staff
6. Match stewards
7. Transportation staff
8. Accommodation staff
- d) 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
  - d. Residing at overnight accommodation
- e) Members behaving in an unacceptable manner will:
  1. Have their MyGers Membership revoked
  2. Receive limited, indefinite or lifetime exclusion from all activities of the 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.
  - a. Play cannot be guaranteed to take place on any particular day or at any particular time and the Club reserves the right to change or cancel its advertised fixture without prior notice and without liability.
  - b. 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.
  - c. 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 commenced but 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.
  - d. In the event that admission of spectators to matches is curtailed or prevented by any Governmental or regulatory restriction introduced in connection with the Covid 19 pandemic or any other pandemic, possession of a Season Ticket may not entitle the holder of a Season Ticket to entry to matches. In this event, the Club shall endeavour to provide access to live television broadcasts of such matches to the holders of Season Tickets. The terms and conditions of such access will be separately notified at the time the access arrangements are advised. Season Ticket holders shall not be entitled to a refund in the event that they are unable to attend matches at the Stadium due to Governmental or regulatory restrictions.
  - e. In the event of an all ticket match being postponed for any reason subject to the provisions of the Ground Regulations the ticket will be valid on any postponed date.
  - f. All children entering the Stadium must pay for admission and hold a valid ticket; under 12s must be accompanied by an adult.
  - g. Unauthorised persons are not permitted to enter upon the trackside, field of play or any other place specified by the Club or Police.
  - h. 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.
  - i. 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.
  - j. 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.
  - k. 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.

- I. 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.
- m. Standing is FORBIDDEN in seated viewing areas.
- n. Banners, or other articles which could or may be used as a weapon, to cause annoyance, unnecessary obstruction or offence, are not permitted within the Stadium.
- o. 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.
- p. 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.
- q. 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.
- r. 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.
- s. 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 reasonably be construed as constituting a source of danger, nuisance or annoyance to other spectators.
- t. 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.
- u. On no account will admission be granted to a person who is subject of a current Football Banning Order.
- v. 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 by email [ticketcentre@rangers.co.uk](mailto:ticketcentre@rangers.co.uk) if you would like this document in larger print.**