



MyGers Membership – European Away Ticket Policy (Effective from season 2026/27)

Following valuable feedback from supporters, we are introducing a new sanctions policy relating to European away tickets.

The policy is designed to ensure fairness, maximise attendance in away sections, protect the integrity of the ticketing process, reward genuine attendance at European away fixtures, and provide the club and relevant stakeholders with a more accurate understanding of expected attendance to support match planning and operational arrangements.

This policy only applies to fixtures in UEFA competitions.

Ticket Collections and Supporter Check-Ins

For all European away fixtures that use a physical match ticket, tickets may be distributed via full or partial in-person collections arranged by Rangers FC. Tickets must be collected in person by the named supporter with valid photo ID.

Where ticket collections are not possible due to the host club's ticket format or other operational reasons, Rangers FC may implement a mandatory supporter check-in process in the host town or city.

Supporters may be selected for ticket collections or check-ins at random or at the club's discretion. The number of supporters required to participate will vary depending on the size of the allocation and operational requirements.

Cancellations

We understand that circumstances can change. If a supporter is genuinely unable to travel, they should email contact@rangers.co.uk to cancel their ticket as early as possible.

1. To avoid sanctions under this policy, cancellations must be received by 09:00 (UK time) on the day before the applicable fixture.
2. Where a ticket can be returned to the host club or resold to another eligible supporter, a refund may be issued. If the ticket cannot be returned or resold, no refund will be available. MyGers points will not be awarded to the supporter who originally purchased the ticket, regardless of whether the ticket is returned or subsequently resold.
3. Supporters with accessibility requirements should contact our dedicated team at disabilitymatters@rangers.co.uk for assistance if circumstances change.

Cancellations received after 09:00 (UK time) on the day before the fixture, or any failure to attend on match day, may be subject to the sanctions outlined below.

Sanctions

Failure to collect a match ticket or failure to complete the required check-in will result in the following:

1. **First Offence:** No MyGers points will be awarded for the fixture, no refund will be given, and the supporter will be ineligible to register for the next European away fixture. Where no more European away fixtures remain in the current season at the point the sanction is applied, the suspension will carry over into the following season(s) until fulfilled.

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2. **Second Offence:** No MyGers points will be awarded for the fixture, no refund will be given, and the supporter will be ineligible to register for the next three consecutive European away fixtures. Where fewer than three European away fixtures remain in the current season at the point the sanction is applied, the remaining suspension will carry over into the following season(s) until fulfilled.
3. **Further Offences:** Further offences, repeated breaches, or attempts to circumvent this policy will result in additional sanctions, reviewed on a case-by-case basis.
4. Any supporter who receives a sanction will be required to collect their ticket in person, complete mandatory check-ins, or satisfy additional verification requirements for future European away fixtures. Such measures may be applied for a fixed period or indefinitely, at the club's discretion.

Rangers FC will determine compliance with this policy and the application of any associated sanctions.

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