



2014/15 SEASON TERMS AND CONDITIONS

CELTIC F.C. LIMITED, CELTIC PARK, GLASGOW, G40 3RE. REGISTERED IN SCOTLAND SC223604 (THE "CLUB")

- 1** Each Celtic Teamcard (the "Season Ticket") is valid for entry to Celtic Park and to any alternate stadium nominated by the Club (the "Stadium") by the person named on it (the "Holder") for a maximum of 21 home matches which shall be for (a) all home league matches in the SPFL and (b) such other home matches as nominated by the Club (including, in both cases, such matches played by the Club at an alternate stadium where the Club is the home club).
- 2** The Club shall supply the Season Ticket in accordance with these Terms and Conditions. These Terms and Conditions shall apply from 1 July 2014 until 30 June 2015 (the "Season") and unless terminated earlier in accordance with their terms will terminate at the end of the Season. The Season Ticket is sold subject to a safety certificate for the Stadium being granted by the appropriate authorities.
- 3** For a new application for a Season Ticket accepted by the Club prior to 30 June 2014 the Club shall deliver the Season Ticket to the Holder prior to the first match of the Season taking place. For a new application for a Season Ticket accepted by the Club after 30 June 2014, the Club shall deliver the Season Ticket to the Holder within 30 days from the date on which the Club confirms its acceptance. For a Season Ticket renewal, the Holder will be able to use the Season Ticket that he or she already has in his or her possession.
- 4** The Holder may cancel the contract at any time within 14 days from the date on which he or she receives the Season Ticket from the Club or, in the case of a renewal where a Season Ticket is not issued to the Holder by the Club, 14 days after the contract is entered into (the "Cancellation Period"). To cancel the contract, the Holder shall inform the Club of the decision to cancel the contract in writing (the Holder may complete the form accessed at www.celticfc.net but is not obliged to do so). The Holder shall return the Season Ticket to the Club immediately in the same condition in which the Holder received it and at the Holder's own cost and risk. Provided the Holder has not attended any matches using the Season Ticket during the Cancellation Period, the Club shall refund the Holder the full price that the Holder paid for the Season Ticket. If the Holder has attended any matches using the Season Ticket during the Cancellation Period, the Club shall deduct a pro rata sum from the price of Season Ticket and refund the balance to the Holder. The Club shall refund the Holder within 14 days of receipt of the Season Ticket. The Club shall make any refund to the Holder using the same payment method that the Holder used to purchase the Season Ticket, unless the parties agree to the contrary in writing.
- 5** The Season Ticket is for the use of the Holder only. Re-sale or transfer of the Season Ticket is prohibited without the consent of the Club. If there is a breach of this condition, the Club may cancel the Season Ticket and retain any money initially paid for it. If the Club consents to a transfer of the Season Ticket, a fee of £15 will be payable by the initial Holder. For a maximum of two matches during the Season, the Holder of a concession rate Season Ticket is entitled to upgrade such concession rate Season Ticket to a full adult ticket for a fee, payable by the initial Holder, of £15 per match, and to transfer that adult ticket, for a consideration of no more than £15.
- 6** The Holder will not be admitted to the Stadium without possession of the Holder's Season Ticket or, at the Club's discretion, the appropriate match voucher or a valid match ticket. Entry to the Stadium is subject to the Ground Regulations which are exhibited at the Stadium. The Season Ticket is not valid for any events at the Stadium other than the football matches specified in Clause 1. The Club may refuse the Holder admission to the Stadium, on reasonable cause.
- 7** The Club may, in its reasonable discretion, relocate the Holder to an alternative seat or part of the Stadium for any match which the Holder is entitled to attend 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, or otherwise, to provide seating for use by or for the competition organiser and/or visiting team; (b) if the section of the Stadium in which the Holder's seat is located has been closed; and (c) for safety, security, refurbishment, alteration or other operational reasons. Reasonable efforts will be made by the Club to provide a comparable seat. If the Holder requests the Club to relocate his or her seat, a fee of £15 will be payable by the Holder if the Club accepts that request.
- 8** Purchase of a Season Ticket may entitle the Holder to buy if available that ticket or package of tickets offered for sale by the Club, for any other domestic, European or other home match at the Stadium involving the Club up to a publicised date in advance of that match or matches. After that time the ticket or multiple match package may be made available by the Club for public sale. Purchase of a ticket or multiple match package by the Holder for such match(es) does not guarantee the Holder the use of the Holder's normal seat. Other than with the consent of the Club, where the ticket or tickets offered for sale by the Club are for a package of games, the Holder cannot elect to purchase a ticket for a lesser number of matches than that included in the package. Season Tickets in sections 115 to 118 (inclusive) or sections 416 to 419 (inclusive) are not valid for any home cup competition match versus Rangers FC and Holders, including members of the Home Cup Ticket Scheme, are not guaranteed a ticket to purchase for these matches. The Family Stand services and experience operate only at SPFL matches at Celtic Park.
- 9** Holders of Season Tickets are regarded by the Club as ambassadors for the Club and its supporters worldwide. Holders are required to conduct themselves in a manner befitting this status when travelling to and attending any Club match during the Season. Drunkenness, foul, insulting, offensive or abusive language or behaviour; racist, discriminatory or sectarian behaviour, remarks, songs, chants, banners or displays; and the promotion or endorsement of any political organisation are not permitted within the Stadium or on the Club's property, or at matches involving the Club.
- 10** If the Holder breaches these Terms and Conditions or the Ground Regulations during the Season or if the Holder commits any criminal offence at or in the Stadium, the Club may take any or all of the following steps: (a) issue a warning; (b) refuse entry to the Stadium; (c) eject the Holder from the Stadium; (d) confiscate and/or deactivate the Season Ticket; (e) exclude the Holder from future entry to the Stadium for such period as the Club considers appropriate, in all of the circumstances; (f) withdraw the entitlement to buy tickets under Clause 8; (g) terminate this agreement; and (h) take separate legal action against the Holder.
- 11** The Club may confiscate or require the return of the Season Ticket or withdraw the entitlement to buy under Clause 8 if the Holder behaves at or while travelling to any Club match in a manner which the Club, in its reasonable opinion, considers to have brought the Club or its supporters into disrepute. In the event of confiscation in these circumstances, the Club will, if there has been no other breach of these Terms and Conditions, refund an amount pro rata for any home matches included within the Season Ticket remaining to be played that season. Refunds in other circumstances will be subject to Clauses 13 and 17.
- 12** The following will be considered automatically by the Club to be serious matters leading to possible ejection, confiscation and future exclusion: breach of Clause 8 or Clause 9; repeated minor breaches; failure to comply with warnings or instructions from Club officials, stewards or the police; committing a criminal offence; and endangering the health or safety of the Holder and/or others. This list is not exhaustive.
- 13** Return of a confiscated Season Ticket to the Holder will be at the discretion of the Club. No refund or compensation will be paid to the Holder if a Season Ticket has been confiscated, suspended, or cancelled due to a serious breach that has resulted in a loss to or liability on the part of the Club. In all other instances, refunds will be at the discretion of the Club and dependent upon the circumstances.
- 14** The Holder (whether acting alone or with others) shall be jointly and severally liable for, and may be subject to legal action by the Club for recovery of, any fines, losses, penalties, liability or damages suffered or incurred by the Club (including disciplinary action by the football authorities) as a direct or indirect result of the conduct or behaviour of the Holder (or any third party to whom the Holder has provided his or her ticket, with or without the consent of the Club) at any Club match at any home or away venue, whether or not included within the Season Ticket.
- 15** Where a Season Ticket is to be paid for in full with a credit card, the Club may apply a £5 administration fee. Season Tickets purchased under an instalment scheme will be subject to any additional terms and conditions of that scheme. Season Tickets purchased through the direct debit auto renewal process will be automatically renewed the following season unless the Holder notifies the Club in writing. The Holder must cancel any automatic renewal before 23 May 2014.
- 16** If the Season Ticket has been purchased by instalment payments payable to the Club the Season Ticket cannot be used while any instalment is overdue. Attempted use in such circumstances may lead to deactivation or confiscation until outstanding amounts (which may include an administration charge and reasonable interest) are paid. If outstanding sums are not paid within a reasonable period, the Club may terminate the instalment arrangement and either require payment of all sums due plus interest or terminate this agreement and seek to sell the Season Ticket to a third party for the remainder of the season. The Holder may be subject to legal action by the Club to recover any losses incurred if the Club is unable to resell the Season Ticket. Non-payment of instalment payments due to the Club's nominated finance partner under a finance agreement between the finance partner and the Holder may also lead to deactivation or confiscation of the Season Ticket. In addition, failure to pay the Club or finance partner, as the case may be, may affect the Holder's rights to purchase tickets for home and away matches, the Holder's ability to renew the Season Ticket, pay by instalments in the future or join the Home Cup Ticket Scheme in the future. If a Holder is paying the Club for the Season Ticket and/or any other tickets by instalments and an instalment instruction is not honoured, an administration charge of £10 will be payable by the Holder to the Club for each instruction not honoured.
- 17** The Club is not obliged to provide a refund or compensation if match dates or times for which the Season Ticket is valid are unsuitable for the Holder, the Holder is unable to attend matches included within the Season Ticket or if the Club is unable to fulfil a match fixture in whole or in part due to causes beyond the control of the Club. Refunds in any other circumstances are at the discretion of the Club.
- 18** The Club is not obliged to replace the Season Ticket if the Season Ticket is lost, misplaced, stolen or damaged. Lost or stolen Season Tickets must be reported to the Club without delay. The Club may, at its discretion, following the provision of satisfactory evidence, issue a single match ticket or duplicate Season Ticket on payment by the Holder of a non-refundable administration and replacement fee of £10 for a single match ticket or £15 for a replacement Season Ticket.
- 19** The Holder consents to the Club holding and processing data relating to them for legal and administrative purposes. The personal data provided to the Club shall be processed, stored and transferred in accordance with the terms of the Club's privacy policy, which is available at www.celticfc.net.
- 20** Application for, or renewal of (by whatever means, including automatic renewal, telephone and/or internet acceptance), possession and/or use of the Season Ticket shall constitute an acceptance by and imply an undertaking on the part of the Holder to observe and comply with these Terms and Conditions and the Ground Regulations from time to time, copies available on request and exhibited on the Club's website, www.celticfc.net and displayed at the Stadium. Season Tickets and match tickets purchased by Holders are also issued in accordance with and subject to (a) the Celtic FC Social Mission Statement and Unacceptable Conduct Rules; (b) the terms of any Supporter Charter or Code of Conduct adopted by or binding upon the Club and (c) the rules and regulations of any football authority binding upon the Club, copies of which are available on request and at www.celticfc.net.
- 21** If the Holder is under 16 years old, the Holder's parent(s) and/or guardian(s) and/or individual making payment for the Season Ticket shall also be responsible for the Holder's actions, conduct and compliance with these Terms and Conditions.