

SEASON 2019/20

MATCH TICKET TERMS AND CONDITIONS



MATCH TICKET TERMS: CELTIC F.C. LIMITED, Celtic Park, Glasgow, G40 3RE. Registered in Scotland SC223604, registered VAT number is 653 0293 52 (the "Club").

What these terms cover. These are the terms and conditions on which the Club supplies tickets for access to football matches at Celtic Park (the "Stadium") and other venues at which the Club play in football matches ("Away Stadia") (the "Match Ticket"). These terms apply to all Match Tickets for football matches from 1 June 2019 until 31 May 2020 (the "Season"). These terms apply between the person purchasing the Match Ticket ("you") and the Club. Any person to whom you provide the Match Ticket to use will be the "Holder" of the Match Ticket and each Match Ticket is valid for entry to the Stadium or Away Stadia by the Holder only. These terms also apply to the Holder and if you are not the Holder you must provide a copy of these terms to the Holder. **Why you should read them.** Please read these terms carefully before you submit your order to us. These terms tell you who we are, how we will provide your Match Ticket and any associated services, how the Holder and we may change or end the contract, what to do if there is a problem and other important information. If you think that there is a mistake in these terms, please contact us to discuss. **Additional terms.** Your use of the Match Ticket is also subject to your acceptance of the following additional terms: (i) the Ground Regulations, which are exhibited at the Stadium or at Away Stadia, and at celticfc.net; (ii) the Celtic FC Social Mission Statement; (iii) the Unacceptable Conduct Rules; (iv) the terms of any Supporter Charter or Code of Conduct adopted by or binding upon the Club; (v) any specific additional terms and conditions which may be notified to you as applicable to the relevant category of Match Ticket (including, without limitation, the Club's Accessibility Policy and/or the Rail Seating Section Safety Code of Conduct); and (vi) the rules and regulations of any football authority binding upon the Club; copies of which are all available on request and at celticfc.net.

How to contact the Club. You can contact us by telephoning the Ticket Office on 0141 230 1967, by writing to us at celticfctickets@celticfc.co.uk or by post to Ticket Office, Celtic Park, Glasgow, G40 3RE. **How we may contact you.** If we have to contact you we will do so by telephone, SMS or by writing to you at the email address or postal address you provided to us in your order. **"Writing" includes emails.** When we use the words "writing" or "written" in these terms, this includes emails. **How we will accept your order.** The Club's acceptance of your order will take place when we receive payment at which point a contract will come into existence between the Holder and the Club. **If we cannot accept your order.** If we are unable to accept your order, we will inform you of this and will not charge you for the Match Ticket. Match Tickets are sold subject to a safety certificate for the Stadium or Away Stadia being granted by the appropriate authorities. **Timing.** We shall deliver any Match Tickets to you within 30 days from the date we accept your order, or before the date of the Match, whichever is earlier. **Delivery costs.** The costs of delivery of the Match Ticket for all matches at the Stadium are included in the price of the Match Ticket and any additional costs in relation to matches at Away Stadia will be advised to you before you confirm your order. **Your responsibility for Match Ticket.** The Match Ticket will be your responsibility from the time we deliver it to the address you gave us for delivery or you collect it from us.

- Match Ticket services.** Each Match Ticket is valid for entry to the Stadium or Away Stadia for the match specified on the ticket.
- Restrictions on re-sale and transfer. Unauthorised re-sale or transfer.** The Match Ticket is for the use of the Holder only. Re-sale or transfer of the Match Ticket is prohibited without the consent of the Club. If there is a breach of this condition, the Club may cancel the Match Ticket and retain any money initially paid for it to the extent needed to pay for costs and losses we suffer as a result of unauthorised re-sale or cancellation.
- Stadium Entry.** The Holder will not be admitted to the Stadium or Away Stadia without possession of the Match Ticket. Entry to the Stadium or Away Stadia is subject to the Holder's acceptance of the relevant ground regulations, which are exhibited at the Stadium or at Away Stadia and, in the case of the Stadium, are published on celticfc.net. The Match Ticket is not valid for any events at the Stadium or Away Stadia other than the football match specified on the Match Ticket. The Club may refuse the Holder admission to the Stadium or Away Stadia, on reasonable cause, Seat location. The Club may, in its absolute discretion, relocate the Holder to an alternative seat or part of the Stadium or Away Stadia for any match. 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 or Away Stadia in which the Holder's seat is located has been closed; or (c) for safety, security, refurbishment, alteration or other operational reasons. Reasonable efforts will be made by the Club to provide a comparable seat. If a seat cannot be offered which is priced at either the same as or more than the price paid for the original seat, the Club will refund the difference in price to you.
- Standards of conduct.** Holders of Match Tickets are regarded by the Club as ambassadors for the Club and its supporters world-wide. 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 any matches involving the Club. Holders must comply with all relevant laws, safety announcements or Stadium or Away Stadia regulations while attending any Club match. Please note that the operators of Away Stadia are responsible for the health and safety arrangements in place for Club matches held at Away Stadia. **Breaches of conduct.** If you or the Holder breach these terms, the applicable ground regulations, the Unacceptable Conduct rules, any specific, additional terms and conditions which may be notified to you as applicable to the relevant category of Match Ticket or if the Holder commits any criminal offence at any match involving the Club, the Club may take any or all of the following steps: (a) issue a warning; (b) refuse entry to the Stadium or Away Stadia; (c) eject the Holder from the Stadium or Away Stadia; (d) confiscate and/or deactivate the Match Ticket; (e) exclude the Holder from future entry to the Stadium or Away Stadia and/or withdraw the ability to buy tickets for any matches for such period as the Club considers appropriate, in all of the circumstances; (f) terminate the contract; and (g) take separate legal action against you or the Holder. No refund or compensation will be paid to you or the Holder if a Match Ticket has been confiscated or cancelled due to a serious breach that has resulted in disciplinary action against the Club by the football authorities, or a loss to or liability on the part of the Club. In all other instances, refunds will be dependent upon the losses suffered by the Club as a result of the behaviour leading to the confiscation or cancellation.
- Holder liability.** Both you and the Holder (whether acting alone or with others) shall be jointly and individually 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 Celtic FC and/or 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 Celtic FC match at the Stadium or any Away Stadia.
- Match Dates and Times.** All match dates and times are subject to change. The Club may from time to time be required to change dates and times of matches for reasons such as health and safety, the impact of other competitions and live TV scheduling. If the Club is unable to complete a match fixture to provide a result for the purposes of the football authorities due to causes beyond the control of the Club, and that match fixture is not re-scheduled, the price of the Match Ticket will be refunded to you.
- Lost, damaged or stolen tickets.** It is the Holder's responsibility to take care of the Match Ticket and not to deface, obscure or otherwise cover it. The Club is not obliged to replace the Match Ticket if the Match Ticket is lost, misplaced, stolen or damaged. Lost or stolen Match Tickets must be reported to the Club without delay. The Club may, at its discretion, following the provision of satisfactory evidence, issue a duplicate match ticket on payment by you or the Holder of a non-refundable administration and replacement fee of £10, to cover the Club's administration costs in issuing such tickets.
- Your personal data.** The Club is a data controller in respect of personal data submitted by you and the Holder and will hold and process personal data for legal and administrative purposes (including sending you important service messages and sharing benefits related to your ticket purchase) and, where permitted, for marketing purposes. We may also analyse the information provided to help improve our services, tailor products and personalise content. The personal data provided to the Club shall be processed, stored and transferred in accordance with all applicable data privacy laws and the terms of the Club's privacy policy, which is available at celticfc.net/privacy.
- Under 16s.** If the Holder is under 16 years old, the Holder's parent(s) and/or guardian(s) and/or individual making payment for the Match Ticket shall also be responsible for the Holder's actions, conduct and compliance with these terms and where appropriate any references in these terms to 'the Holder' shall be deemed to include the individual specified in the order as having parental responsibility for the Holder.

