



## AFC MATCH TICKET TERMS AND CONDITIONS 2024/25

These are the terms and conditions in which Aberdeen Football Club Limited (an incorporated company with registration number SC005364 and having its registered address at Pittodrie Stadium, Pittodrie Street, Aberdeen, AB24 5QH) shall sell Match Tickets to the general public:

### Definitions

**“Away Stadium”** shall mean any ground belonging to a competitor club that a Club Team is participating in a fixture with.

**“Club”** shall mean Aberdeen Football Club Limited;

**“Club Team”** shall mean any playing squad belonging to the Club (including the Men’s First Team, Women’s First Team and U18 squad).

**“Eligibility Facilities”** has the meaning given at paragraph 8;

**“Ground Regulations”** shall mean those regulations as issued by the Club, and amended from time to time, that set out the terms and conditions in which supporters are granted entry to the Stadium. It shall also include the Ground Regulations applicable to any Away Stadium and/or Neutral Stadium that a Club Team may be participating in from time to time;

**“Material”** shall mean any audio, visual or audio-visual material or any information or data;

**“Match”** shall mean the match at the Stadium and/or an Away Stadium and/or Neutral Stadium (e.g. Hampden Stadium) for which a Ticket is valid;

**“Red Shed”** shall mean the traditional home end located in the Merkland Road stand of the Stadium;

**“Neutral Stadium”** shall mean any neutral ground in which a Club Team is participating from time to time (e.g. Scottish Cup semi-final and final and/or SPFL League Cup semi-final and final).

**“Stadium”** shall mean the Club’s ground at Pittodrie Stadium, Pittodrie Street, Aberdeen, AB24 5QH;

**“Stadium Access System”** shall mean the automated system which permits a Ticket Holder access to the Stadium via their Ticket;

**“Ticket”** shall mean a printed paper ticket or digital ticket provided by the Club to the Ticket Holder for admission to the Match;

**“Ticket Holder”** shall mean the registered holder of a Ticket;

**“Unacceptable Behaviour Policy”** shall mean the Club’s policy, on preventing and tackling unacceptable behaviour in the Stadium and/or any Away stadium and/or Neutral Stadium, as amended from time to time.

### General

1. The purchaser of a Ticket is required to agree to these terms and conditions at the point of purchase. Any individual purchasing a Ticket for a third party shall be deemed to be acting with the authority of each Ticket

Holder for whom they are making that purchase, including acting with the authority of each such Ticket Holder to agree to these terms and conditions on their behalf.

2. Tickets are for the use of supporters of the Club only. By purchasing or using a Ticket the Ticket Holder is representing that they (and any Authorised User) are a supporter of the Club.
3. If, when attending a Match at the Stadium, any Ticket Holder commits a breach of the terms and conditions of the Ground Regulations, then it shall also be deemed to be a breach of these terms and conditions and paragraph 27 shall apply.
4. The price payable in respect of Tickets shall vary depending on the location of the seat within the Stadium and/or any Away and/or Neutral Stadium (and such prices shall be communicated to consumers prior to any such purchase).
5. In order to purchase Tickets for matches that are deemed 'High Risk' by Police Scotland (for example, all matches versus Celtic & Rangers, and from time to time against any other opposition with external influences and where intelligence determines), consumers will require to have a previous booking history with the Club over the past five (5) seasons. In the event that a consumer has no buying history with the club within the last five (5) seasons then that consumer shall not be eligible to purchase a ticket for that particular match.
6. The traditional home end of the Stadium in the Merkland Road stand of the Stadium (currently known as the Red Shed) previously allowed for unallocated seating. However, as of season 2024/25, the club invokes its option to assign seating to Ticket Members in this section. The Club continues to reserve its right to reallocate Ticket Members in this section to seats in an alternative area of the Stadium at the Club's discretion.
7. The availability of tickets for the "Away End" of the Stadium shall be controlled and managed by the ticketing department (or similar) of the visiting team.
8. Tickets for fixtures held in any Away Stadium and/or Neutral Stadium shall be subject to additional terms and conditions of the applicable stadium operator. It is the responsibility of the Ticket Holder to familiarise themselves with the relevant terms and conditions.

#### Accessibility

9. Use of the seats and viewing spaces in (and tickets for) certain areas of the Stadium is subject to eligibility requirements (for example seats and viewing spaces designated by the Club from time to time for use by individuals with disabilities and/or accessible seating requirements). These seats and/or viewing spaces shall be considered to be "Eligibility Facilities" for the purposes of these terms and conditions. Where eligible, Ticket Holders who meet the requirements to be seated within the Eligibility Facilities may be provided with a complimentary ticket for their carer upon production of appropriate evidence.

#### Using your Ticket

10. To access the Stadium, a Ticket Holder's Ticket must be scanned into the Stadium Access System as directed by the turnstile operator. Admission will be refused to any person who attempts to use the same Ticket on more than one occasion at the same match.
11. It is the Ticket Holder's responsibility to ensure that any digital Ticket can be scanned by the Stadium Access System. This includes:
  - a. Prior to arriving at the Stadium downloading the Ticket to their mobile phone therefore ensuring that their mobile phone is capable of downloading, storing and being compatible with the Ticket;

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- b. Ensuring that their mobile phone has enough battery power and is fully functional so that they can scan the Ticket into the Stadium Access System when seeking access to the Stadium. It should be noted that the Stadium Access System may be unable to scan a Ticket if the screen of the mobile phone is damaged.

The Ticket Holder may incur data charges from their mobile network provider when downloading the Ticket. Due to the wide variety of mobile phone handsets, the Club are unable to offer technical support or assistance in relation to downloading or compatibility of the Ticket with mobile devices.

12. If a Ticket Holder loses or misplaces their mobile phone (or deletes the Ticket from their digital wallet) the Ticket Holder can download a duplicate Ticket. When downloading a Ticket the Ticket Holder must not act in a fraudulent or illegal manner and/or in breach of any of these terms and conditions.
13. Ticket Holders should note that once a Ticket has been scanned by the Stadium Access System and entry into the Stadium permitted for the relevant match, any subsequent attempts to enter the Stadium for the same match using the Ticket will be automatically denied.
14. Ticket Holders are not entitled to re-enter the Stadium if they leave the Stadium at any time on a match day, except where the Club expressly approves such re-entry. The Club will only give such approval where a Ticket Holder had a compelling reason to leave the Stadium in the first instance (for example, reasons of medical emergency).
15. Stadium access systems at Away Stadiums and/or Neutral Stadiums may differ from that at the Stadium. Ticket Holders should familiarise themselves with the stadium access system at any ground that they are attending and ensure that they can gain access accordingly. The Club shall not be responsible for any non-access complaints.

#### Cancellation/Refunds

16. Tickets are non-refundable.
17. In particular, the following shall be noted:
  - a. the dates and times of all Matches are subject to alteration on a regular basis and the Club shall have no liability whatsoever to Ticket Holders (or any Authorised User) in respect of any such alterations. The Club shall however make reasonable endeavours to publicise any fixture changes as far in advance as possible (including via the Club Website) and the Club recommends that Ticket Holders visit the Club Website on a regular basis in order to check the latest dates and times of Matches.
  - b. Matches can be abandoned or postponed (for example, due to weather conditions, covid-19 related events or other unforeseen events) and the Club shall have no liability whatsoever to a Ticket Holder if a Match is abandoned but should the Match be postponed and subsequently rearranged, Ticket Holders shall be entitled to attend any re-arranged version of such match using the original match ticket (unless advised otherwise by the Club) or may request a refund from the Club's Ticket Office subject to the request being received prior to the date of the Match.
  - c. Subject to paragraph 33 in the unlikely event that a Match is cancelled and not subsequently rearranged, a Ticket Holder will be entitled to a refund.
18. The Club shall have no liability to a Ticket Holder for: (i) any interruptions and/or restrictions to the view of any Match; and/or (ii) any impact on the Ticket Holder's enjoyment of any Match; in each case which is

caused by either: (1) the position of the Ticket Holder's seat; and/or (2) other Ticket Holders in the Stadium and/or Away Stadium and/or Neutral Stadium.

19. From time to time the Club may charge a booking or administration fee when processing payments made by using payment cards (usually in the form of a percentage of the overall transaction value). Where any such booking or administration fee is charged the Ticket Holder will be informed of the fact that the charge is being levied and the amount of the charge prior to such charge being incurred.

#### Conduct

20. The Unacceptable Behaviour Policy and the Ground Regulations issued from time to time by the Club (and annexed to these terms and conditions) and which are part of the Safety Certificate for the Stadium issued by Aberdeen City Council (copies of which are exhibited at the Stadium and which can also be obtained from the Club on request) shall form part of these terms and conditions (and all references in this agreement to "these terms and conditions" shall include these additional terms). A breach of the Supporter Code of Conduct and/or the Unacceptable Behaviour Policy and/or the Ground Regulations shall be deemed a breach of these terms and conditions and, for the avoidance of doubt, the provision of paragraph 27 shall apply. The issue of the Ticket and subsequent access to the Stadium and/or Away Stadium and/or Neutral Stadium is subject to the rules and regulations of FIFA, UEFA, the SFA and the SPFL which includes compliance with each ground's Ground Regulations. Any conflict, ambiguity or inconsistency between these Ticket Terms and Conditions, the Unacceptable Behaviour Policy, and the Ground Regulations shall be resolved with these Ticket Terms and Conditions taking priority.
21. Smoking is not permitted in any part of the Stadium and/or Away Stadium and/or Neutral Stadium and the Club takes a serious view of any individual in breach of this policy. The Club reserves the right to eject from the Stadium and/or Away Stadium and/or Neutral Stadium any Ticket Holder who is caught smoking in any part of a ground in which a Match is taking place. For the avoidance of doubt, the foregoing includes smoking of imitation cigarettes, personal vaporizers and/or any other form of electronic or e-cigarette.
22. Any Ticket Holder who is under the age of 12 must be accompanied by an adult otherwise they may be refused entry to the Stadium. Ticket Holders are encouraged to check the Ground Regulations of any Away and/or Neutral Stadium they may be attending as restrictions around entry of children to stadiums may differ between grounds.
23. If the Ticket Holder is under 16 years old, the Holder's parent(s) and/or legal guardian(s) and/or individual making payment for the Ticket shall also be responsible for the Ticket Holder's actions, conduct and compliance with these Terms and where appropriate any references in these Terms to 'the Ticket Holder' shall be deemed to include the individual specified in the order as having parental responsibility for the Ticket Holder.

#### Resale of Tickets

24. Tickets will remain the property of the Club at all times and the Club reserves the right to deactivate the Ticket at any time.
25. Tickets are not transferable and shall not be transferred or re-sold under any circumstances.
26. If (i) a Ticket Holder is convicted of a criminal offence in relation to the re-sale of any football tickets; or (ii) the Club reasonably suspects that a Ticket Holder may have committed such an offence; or (iii) the Club reasonably suspects that a Ticket Holder may have offered any football ticket(s) for re-sale without authorisation, then: (1) the Club may make any such enquiries (including enquiries to the Ticket Holder as the Club considers necessary in its absolute discretion in connection therewith; (2) the Club may provide any relevant information to any party listed at paragraph 27(d) (information that the Club may disclose includes

contact details of the Ticket Holder or any individual in possession of a Ticket Holder, information about the offence (or suspected offence) and about any other ticket purchases); and/or (3) it shall be deemed to be a breach of these terms and conditions by the Ticket Holder and, for the avoidance of doubt, the terms of paragraph 27 shall apply.

#### Application of Sanctions

27. Without prejudice to any other rights or remedies that the Club may have, the Club reserves the right to:

- a. Deactivate any ticket that the Ticket Holder has in their possession as well as any account that they hold with the Club;
- b. immediately eject from the Stadium and/or Away Stadium and/or Neutral Stadium any Ticket Holder and/or any individual in possession of the Ticket Holder's Ticket (or refuse them entry to the Stadium);
- c. prevent a Ticket Holder and/or any individual in possession of a Ticket Holder's Ticket (either indefinitely or for a period of time) from attending any future match held at the Stadium and/or Away Stadium and/or Neutral Stadium; and/or
- d. provide the police, other relevant authorities, the SPFL (or, if applicable, the relevant governing body or competition organiser), the SFA, other football clubs and/or event holders (who in turn may notify the police, other relevant authorities, the SPFL, the SFA (or, if applicable, the relevant governing body or competition organiser), other football clubs and/or event holders) with any relevant information.

in any of the following circumstances:

- i. the Ticket Holder or any individual in possession of a Ticket: (1) breaches any of these terms and conditions (which includes the Spectator Code of Conduct and/or the Unacceptable Behaviour Policy and/or the Ground Regulations); or (2) otherwise misuses the Ticket;
- ii. the Ticket Holder or any individual in possession of the Ticket breaches any of the terms and conditions of any other Club related scheme in which he/she is participating (including without limitation any official membership club such as AberDNA);
- iii. the Club reasonably suspects that entry into the Stadium and/or Away Stadium and/or Neutral Stadium by a Ticket Holder will result in breach of these terms and conditions or the terms and conditions of any other Club related scheme in which he/she is participating (including without limitation any official membership scheme);
- iv. the Club reasonably suspects that a Ticket Holder's Ticket has been re-sold or offered for re-sale for one or more matches; or
- v. the Ticket Holder is prohibited (whether by law or otherwise) from attending any football ground (including the Stadium and/or Away Stadium and/or Neutral Stadium) or is the subject of football related criminal proceedings.

#### Club Liability to the Ticket Holder

28. If the Club fails to comply with these terms, the Club shall be responsible for loss or damage the Ticket Holder suffers that is a foreseeable result of the Club being in breach of these terms and conditions, however, the club is not responsible for any loss or damage that is not foreseeable. Loss or damage is foreseeable if either it is obvious that it will happen or if at the time the contract was made, both the Ticket Holder and the Club knew it might happen, for example, if the Ticket Holder discussed it with the Club during the sales process.

29. The Club shall not have any liability to a Ticket Holder for any failure to carry out or delay in carrying out any of the Club's obligations under these terms and conditions, including: (i) admitting a Ticket Holder to the Stadium for a Match; (ii) making a Ticket Holder's usual or allocated seat available to them for a Match; in each case which is caused by circumstances outside its reasonable control. For the avoidance of doubt, the

Club shall not have any liability to a Ticket Holder for any failure or delay in another stadium operator admitting a Ticket Holder to an Away Stadium and/or Neutral Stadium for a Match.

30. The Club shall not have any liability to a Ticket Holder for any late delivery, non-delivery or technical issues impacting the operation of the Ticket, documents or other materials resulting from the actions or omissions of any postal service provider.
31. In the absence of negligence or other breach of duty by the Club or its servants or agents, a Ticket Holder will be responsible for: (i) any loss, theft or damage to any of their articles left or displayed in or at the Stadium; and/or (ii) any injury to a Ticket Holder and/or any individual in possession of a Ticket Holder's Ticket.
32. For the avoidance of doubt, the Club does not exclude or limit its liability for:
  - a. Death or personal injury caused by its negligence;
  - b. Fraud or fraudulent misrepresentation by the Club; and/or
  - c. Any liability which cannot be limited or excluded by law.

33. The Ticket Holder acknowledges that national and local regulations and/or Government guidance related to the Covid-19 pandemic (or any future pandemic/epidemic giving rise to national and/or local regulations) may impact on the Club's ability to deliver matches and the benefits associated with the Ticket. These restrictions may include limits on the number of permitted attendees allowed at the stadium for matches given the need to comply with the prevailing Covid-19 restrictions including social distancing. The Club shall not be in breach of its obligations because of any cancellation of matches, or having to restrict attendance, provided to the extent effected by Covid-19 regulations and guidance.

#### Recording within the Stadium

34. Mobile telephones and other mobile devices are permitted within the Stadium provided that (i) they are used for personal and private use only (which, for the avoidance of doubt and by way of example only, shall not include the capturing, logging, recording, transmitting, playing, issuing, showing, or any other communication of any Material for any commercial purposes); and (ii) no Material that is captured, logged, recorded transmitted, played, issued, shown or otherwise communicated by a mobile telephone or other mobile device may be published or otherwise made available to any third parties including, without limitation, via social networking sites.
35. Save as set out in paragraph 34, no person (other than a person who holds an appropriate licence) may capture, log, record, transmit, play, issue, show or otherwise communicate (by digital or other means) any Material in relation to any match, any players or other persons presented in the Stadium nor may they bring into the Stadium or use within the Stadium (or provide to, facilitate or otherwise assist another person to use within the Stadium) any equipment or technology which is capable of capturing, logging, recording, transmitting, playing, issuing, showing or otherwise communicating (by digital or other means) any such Material.
36. All Ticket Holders who enter the Stadium acknowledge that photographic images and/or audio, visual and/or audio-visual and/or feeds (and/or stills taken therefrom) may be taken of them and may also be used, by way of example and without limitation, in televised coverage of the game and/or for promotional, training, editorial, or marketing purposes by the Club, the SPFL, or others (including commercial partners and accredited media organisations), and use of a Ticket to enter the Stadium constitutes consent to such use. You further acknowledge that photographic images and/or audio, visual and/or audio-visual recordings and/or feeds (and/or stills taken therefrom) may be used (by the Club or by a third party, such as a law enforcement body) to identify you as an individual, where permitted by data protection laws, for the

purposes of preventing or detecting crime, or any breach of these Terms and Conditions. Information about the Club's use of your personal data will be brought to your attention by the Club (see for example, any applicable privacy policy, signage and/or other forms of announcement in or around the Stadium). For further information, please contact the Club. All Ticket Holders agree that the Matches are public, and that their appearance and actions inside and in the perimeter of the Stadium where a Match occurs are public in nature, and that they shall have no expectation of privacy with regard to their actions or conduct at Matches.

37. The Club and/or any person authorised by the Club may from time to time create images and/or audio-visual video footage of Ticket Holders attending the Stadium. The Club owns all rights in such images and footage and the Club shall be entitled to use them (and to allow others to use them) for any purpose whatsoever (provided that such use does not harm the reputation of the relevant individual whose image is used).
38. In respect of recording in any ground other than the Stadium, Ticket Holders shall familiarise themselves with the relevant stadium operator's terms and conditions where they are attending a Match at an Away Stadium and/or Neutral Stadium. Where permitted by a stadium operator, the Club may also record images and/or audio-visual footage of Ticket Holders in Away Stadiums and/or Neutral Stadiums with ownership rights in relation to such content as outlined at paragraph 37 above.

#### Boilerplate

39. These terms and conditions (including the Unacceptable Behaviour Policy and Ground Regulations) together with (as appropriate): (i) any associated online application form/process; (ii) the scripted information read out to callers by the call centre; (iii) the information provided as part of the automated ticket purchase process; and/or (iv) information provided to an individual attending the ticket office; comprise the entire agreement between the Club and the Ticket Holder in relation to the purchase of a Ticket.
40. If a Ticket Holder has any problem with their Ticket, they should contact a member of the AFC Ticketing Department by telephone on 01224 631 903 or by email to [ticketoffice@afc.co.uk](mailto:ticketoffice@afc.co.uk).
41. The Club reserves the right to change these terms and conditions from time to time (for example, but not limited to, reflecting changes in relevant laws and regulatory requirements), and shall publicise such changes on the Club website.
42. If any of these terms and conditions are found to be illegal, the rest of the contract will remain in force. Each of the paragraphs of these terms operates separately. If any court or other relevant authority decides that any of them are unlawful, the remaining paragraphs will remain in full force and effect.
43. This contract is between the Club and the Ticket Holder. No other person shall have any rights to enforce any of its terms.
44. Even if the Club delays in enforcing this contract against the Ticket Holder, the Club will be entitled to enforce it at a later stage. If the Club does not insist immediately that the Ticket Holder does anything that they are required to do under these terms and conditions, or if the Club delays in taking steps against the Ticket Holder in respect of him/her/it breaking this contract, that will not mean that the Ticket Holder does not have to do those things or that the Club is prevented from taking steps against the Ticket Holder at a later date.
45. You acknowledge that the Club will hold and process data relating to you, which may include personal data for administrative, security and legal purposes. The personal data that you provide to the Club shall be processed, stored and transferred in accordance with the terms of the Club's then current privacy policy available at <https://www.afc.co.uk/privacy/>. In particular, we may share your personal data, including your name, date of birth, photograph, contact details and information about ticket purchases (including payment

details) with other football clubs, any football governing body and with law enforcement authorities. This data will be used for the purpose of identifying and preventing violent and antisocial behaviour at matches including homophobic, racial, sectarian or other discriminatory abuse, chanting or harassment and with enforcing sanctions. We may also share your data in order to support with the handling of fan enquiries and to allow for rapid identification of fans in the event of incidents including health emergencies and general crowd control emergencies. For more information on how we process your data and who we share it with, please consult the current privacy notice accessible via <https://www.afc.co.uk/privacy/> relating to this use of your personal information.

46. These terms and conditions are governed by Scots Law and any legal proceedings must be brought in the Scottish courts.

## APPENDIX 1 – GROUND REGULATIONS



### GROUND REGULATIONS - ("the Ground")



**ENTRY TO THIS GROUND, WHETHER ON PAYMENT OR OTHERWISE, SHALL BE DEEMED FOR ALL PURPOSES TO CONSTITUTE AN UNQUALIFIED ACCEPTANCE TO BE BOUND BY AND AN UNDERTAKING TO COMPLY WITH THESE GROUND REGULATIONS AND RELEVANT FOOTBALL RULES.**

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 ("Football Bodies" and "Football Rules"). Capitalised words and phrases in these ground regulations ("Ground Regulations"), except where herein defined, have the meanings given to them in the Rules and Regulations of The Scottish Professional Football League; a copy of which is available at: <http://spfl.co.uk/docs/>

2. **PLAY OR AN EVENT** cannot be guaranteed to take place on any particular day or at any particular time and the relevant Home Club ("Club/Event Organiser") at the match concerned ("the Match") or event in the stadium to which these Regulations apply ("the Ground") reserves the right to change its advertised fixtures without prior notice and without liability.

3. All **TICKETS** for Matches ("Tickets") sold/issued ("Allotted") by or on behalf of the Club/Event Organiser are issued on the express conditions that no Ticket holder shall sell or transfer same for a higher price than appears on the face of the Ticket. In the event of any breach of this regulation, the Club/Event Organiser reserves the right to cancel each Ticket concerned and to retain any money paid on Allotment.

4. In the event of a **MATCH BEING ABANDONED** after having kicked-off, you may be entitled to a refund of the admission charge paid in the determination of the Club/Event Organiser acting reasonably. Where a Match is abandoned before the expiry of the first half, admission arrangements for the re-arranged fixture will be issued to those who attend the abandoned Match. The arrangements in cases where the Match is abandoned after the expiry of the first half shall be a matter for the discretion of the Club/Event Organiser.

5. In the event of a **MATCH BEING POSTPONED**, for any reason, before having kicked off, any Ticket purchased for the Match will be valid on the postponed date.

6. All persons entering the Ground must pay for admission or otherwise hold a genuine **TICKET** or other permission from the Club/Event Organiser which was validly issued.

7. Unauthorised persons are not permitted to **ENTER UPON THE FIELD OF PLAY**, trackside or any place which is not a spectator area. Such incursions will be treated with utmost seriousness and will be liable to arrest and criminal proceedings as well as to disciplinary sanctions by the Club/Event Organiser which may lead to long term exclusion from the Ground.

8. Only persons specifically authorised in writing by the Club/Event Organiser are permitted to offer Newspapers, Periodicals or any other **ARTICLES FOR SALE** in the Ground and any charitable collection will only be permitted within the ground with the prior written consent of the Club/Event Organiser.

9. Unnecessary **NOISE** such as from the use of radio sets and behaviour likely, in the opinion of the Club/Event Organiser to cause confusion, annoyance, fear, upset or nuisance of any kind is not permitted in any part of the Ground.

10. The use of disorderly, violent and/or threatening behaviour and/or the use of foul and/or abusive language, racial, sectarian, homophobic or discriminatory abuse, singing and/or chanting of any kind and damage to property is all strictly forbidden, is **UNACCEPTABLE CONDUCT** and each and all of same and if constituting a criminal act and/or acts may result in arrest and/or prosecution and/or in conduct which does not constitute a criminal act and/or in the case of a criminal act, a 'ban' from the Ground, regulated football Matches, the confiscation of any Ticket purchased or held and/or any other sanction as may be determined by the Club/Event Organiser and/or in the case of a failure to comply with and/or a breach of Football Rules by the relevant Football Body..

11. The following articles **MUST NOT BE BROUGHT INTO THE GROUND** prohibited weapons, knives, fireworks, smoke canisters, air-horns, flares, weapons, dangerous or hazardous items, laser devices, bottles, glass vessels, cans, poles and any article that might be used as a weapon and/or compromise public safety. It is an offence punishable by law and **Unacceptable Conduct** for any person to enter or attempt to enter the Ground whilst in possession of any article which is a firework or any article or substance whose purpose or any part of its purpose is the emission of a flare for purposes of illuminating or signalling or the emission of smoke and/or gas and any person in possession of such articles will be refused entry to the Ground and if having entered, to expulsion from the ground and such other sanction as may be determined by the Club/Event Organiser and reported to the Police.

12. It is a criminal offence and **UNACCEPTABLE CONDUCT** for any person to enter or attempt to enter the Ground: 1 whilst in possession of a container or any other item which is or was capable of holding liquid or any other thing and which, if thrown, would be capable of causing injury to another person; 2 whilst in possession of alcohol; and/or 3 whilst drunk.

13. Any person entering the ground may, at the sole discretion of the Club/Event Organiser be **SEARCHED** and is deemed to have consented to be so searched, for any item or Material the possession or use of which may result in and/or cause or contribute to Unacceptable Conduct.

14. **STANDING IS FORBIDDEN** in seated spectator viewing areas.

15. **BANNERS** and/or other articles which could, or might be used as a weapon, or cause annoyance or unnecessary obstruction or offence and/or which may cause or contribute to Unacceptable Conduct are not permitted within the ground.

16. Under no circumstances is it permitted to **THROW** or otherwise cause any objects or Materials to enter on to the pitch, pitch surroundings, track(s) and/or Technical Area.

17. At all times, the **RIGHT OF ADMISSION** is reserved to and by the Club/Event Organiser and no transfers within the Ground are permitted. Spectators found in an area for which they do not have a valid Ticket may be ejected.

18. **MOBILE TELEPHONES, SMARTPHONES** and other similar mobile telephonic devices ("Mobile Devices"), excluding cameras which are not part of and subsidiary to a Mobile Device, are permitted within the Ground, PROVIDED THAT, (i) they are used for personal and private use only, which, and by way of example only, shall not include the capturing, logging, recording, transmitting, playing, issuing, showing, or any other communication of any material ("Capturing), for any commercial purpose; and (ii) no material that is Captured by a Mobile Device or other device may be published, communicated, transmitted, sent, broadcast and/or otherwise made available by any means to any third party including, without limitation, social networking sites or any other means of communication and/or transmission.

19. Save as provided in paragraph 18 above, **NO PERSON** (other than a person who holds an appropriate licence) **MAY RECORD, TRANSMIT, PLAY, ISSUE, CAPTURE, LOG, BROADCAST, SHOW OR OTHERWISE COMMUNICATE ANY MATERIAL** including and/or comprising any audio, visual or audio-visual Material or any information or data, by digital or other means, in relation to a Match taking place in the Ground, any players or other persons present in the Ground and/or the Ground, nor may they bring into the Ground or use within the Ground (or provide to, facilitate or otherwise assist another person to use within the Ground) any equipment or technology which is capable of capturing, logging, recording, transmitting, playing, issuing, showing or otherwise communicating (by digital or other means) any such Material as described above. Any person failing to comply with these restrictions is deemed to be liable to have such equipment, technology and Material in whatever form, confiscated without compensation by the Club/Event Organiser. Copyright, Database Rights and any other intellectual property rights in any such unauthorised recording or transmission is assigned (by way of present assignation or assignations of future rights) to the relevant Football Authority organising the Match in its relevant Competition. You further agree (if and whenever required to do so by said relevant Football Authority to promptly execute all instruments and do all things necessary to vest the right, title and interest in such rights to said relevant Football Authority absolutely and, where legally permissible, with full title guarantee.

20. **ALL PERSONS ENTERING GROUND** are admitted only subject to these Ground Regulations and to the Football Rules and Regulations of The Scottish Football Association and The Scottish Professional Football League

**21.** The Club/Event Organiser reserves the right: (i) for its employees, agents, security staff and contractors to **REMOVE FROM THE GROUND**; and (ii) to **IMPOSE SANCTIONS** as regards future entry to the Ground on, any person who does not comply with these Regulations and/or the Rules of The Scottish Football Association, The Scottish Professional Football League and/or, where applicable, the Regulations of the FIFA/UEFA Competitions or whose presence in the Ground is or could reasonably be considered as constituting a source of danger, nuisance and/or annoyance to other persons within the Ground.

**22. SMOKING [INCLUDING ALL PIPES AND E CIGARETTES] IS STRICTLY FORBIDDEN** inside the Ground [in all areas where smoking is illegal]. [Otherwise smoking is only permitted in areas where it is expressly identified and in a form (e.g. E cigarettes) which is expressly stated to be permitted.]\*

**23.** On no account will admission to the Ground be granted to a person who is subject of a current **FOOTBALL BANNING ORDER**.

**24. CCTV** cameras may be in use in and around the Ground and recordings of images, both moving and still, from such CCTV cameras and any other cameras in or on the Ground may be used in any proceedings and/or for any purposes relating to the management and/or control of the Ground by the Club/Event Organiser, the Police, the Visiting Club and the relevant Football Authority. By entering the Ground you are deemed to have consented to the use of such images from such CCTV systems and cameras and for such images to be shared with and/or used by the Club/Event Organiser, the relevant Football Body and by and with the owners and operators of any Club participating in any Match at which such images are captured and/or recorded.

#### **INFORMATION**

You should be aware that in terms of a protocol with Police Scotland the details, images and/or result of any arrest, detention and/or prosecution occurring in connection with a Match may be shared with the Club/Event Organiser. **FOOTBALL BANNING ORDERS** may be imposed on individuals who breach and/or fail to comply with these Ground Regulations. In each regulation text appears in capitals and/or in bold; this is an indication of the subject of the regulation and does not imply any modification of the meaning or significance of the relevant text in its context.

## Appendix 2 – Unacceptable Behaviour Policy



### Aberdeen Football Club Preventative & Responsive Actions To Unacceptable Conduct

1. Aberdeen Football Club have issued a statement to the effect that the Club will not tolerate any form of unacceptable behaviour including but not limited to racism, sectarianism, sexism and other forms of discriminatory behaviour. This statement is printed on all matchday programmes (Fixtures pages) and is displayed prominently and permanently throughout the stadium.
2. Aberdeen Football club have a new initiative "Textline". This is a text line set up for anyone attending or working at the stadium and is available to all. The number is on posters throughout the stadium and also permanently in the programme and briefing agenda. The text line is also advertised on the LED boards along front of Mainstand. This text line is for anyone who wants to easily and anonymously report any type of anti social behaviour.
3. PA announcements in relation to unacceptable behaviour are made prior to and at half time at all games played at Pittodrie Stadium.
4. The Unacceptable Conduct Policy is incorporated within the Supporters Charter; the guidelines regarding supporters and displays/participation are on the Club website.
5. Aberdeen Football Club will take swift and punitive action against any supporter who breaks the code of unacceptable conduct. In the past the Club has taken the action of banning, indefinitely from the stadium, supporters who have broken this code and will continue to do so.
6. By meeting with Supporters Clubs, it is believed that a positive atmosphere, with an element of self-policing, will help to eradicate any discriminating chants or actions within the fan base.
7. Stewards are briefed prior to games to be aware of any racist behaviour and of any literature being either sold or distributed both inside and outside the ground. Any such activity should be reported immediately, and positive police and steward action taken.
8. Visiting football clubs are made aware of the Club policy regarding racism at the operations meeting prior to the match.
9. Joint operations meetings are held with the police and stewards to form a common strategy in dealing with racist abuse.

10. The stadium is inspected regularly, and any graffiti is removed as a matter of urgency.
11. The Club works closely with Grampian Racial Equality Group and schools through the AFC Community Trust to raise awareness in an effort to eliminate racial abuse and discriminate.

