

AFC SEASON TICKET TERMS AND CONDITIONS 2025/26

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 Season Tickets to the Ticket Member:

Definitions

“Authorised User” shall mean a person authorised by the Ticket Member to use their Season Ticket for a specific home match pursuant to these terms and conditions (including the upgrade/downgrade/transfer provisions of these terms and conditions);

“Club” shall mean Aberdeen Football Club Limited;

“Eligibility Facilities” has the meaning given at paragraph 10;

“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;

“Home Cup Ticket Scheme” shall mean the scheme that allows Season Ticket Members to opt-in for automatic payment of tickets for Club matches held at the Stadium in the League Cup, Scottish Cup and UEFA Club Competitions;

“League” shall mean the Scottish Premiership;

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

“Mid-Season Ticket” shall mean a Season Ticket which provides access to the Stadium for matches held at the Stadium from and including 26 December to the last League game of the Season;

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

“Season” shall mean the football season (usually running from August to May inclusive) for which a Season Ticket is valid, or in the case of a Mid-Season Ticket for the period in which that ticket is valid;

“Season Ticket” shall mean a product entitling a person to attend certain competitive home matches of the Club taking place during the season (subject to these terms and conditions) (or mid-season if the Ticket Member has purchased a Mid-Season Ticket);

“Season Ticket Card” shall mean the actual physical entry card, or digital/e-ticket which is provided to the Ticket Member in order for the Ticket Member to access the Stadium during the course of the Season.

“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 Member access to the Stadium via their Season Ticket;

“Ticket Member” shall mean the registered holder of a Season Ticket.

“Unacceptable Behaviour Policy” shall mean the Club’s policy, on preventing and tackling unacceptable behaviour, as amended from time to time.

General

1. The purchaser of a Season Ticket is required to agree to these terms and conditions at the point of purchase. Any individual purchasing a Season Ticket for a third party shall be deemed to be acting with the authority of each Ticket Member for whom they are making that purchase, including acting with the authority of each such Ticket Member to agree to these terms and conditions on their behalf. Following the purchase of a Season Ticket the Club shall only communicate with the registered Ticket Member (regardless of whether such Season Ticket was bought on their behalf or otherwise).
2. Save in exceptional circumstances and subject to these terms and conditions, upon presentation of a Season Ticket Card, the Ticket Member (and no additional persons) will be permitted access during the Season (or for the period permitted under a Mid-Season Ticket) to all League home matches at the Stadium.
3. A Season Ticket does not provide access to any of the Club's away matches (which includes without limitation any semi-finals and/or finals of cup competitions).
4. Season Tickets are for the use of supporters of the Club only. By purchasing or using a Season Ticket a Ticket Member is representing that they (and any Authorised User) are a supporter of the Club.
5. There are seven categories of Season Ticket, as follows:
 - a. Under-12 Season Ticket (available to individuals under the age of 12)
 - b. Under-18 Season Ticket (available to individuals aged 12-17)
 - c. 18-21 Season Ticket (available to individuals aged 18-21)
 - d. 65 & Over Season Ticket (available to individuals aged 65 and over)
 - e. 75 & Over Season Ticket (available to individuals aged 75 and over)
 - f. Full Season Ticket (available to all individuals)
 - g. Mid-Season Ticket (as defined under the Definitions section)
6. An individual shall be entitled to purchase:
 - a. An Under 12 Season Ticket if they are under the age of 12 on 31 May 2025;
 - b. An Under 18 Season Ticket if they are aged between 12 and 17 on 31 May 2025;
 - c. An 18-21 Season Ticket if they are aged 18, 19, 20 or 21 on 31 May 2025;
 - d. A 65 & Over Season Ticket if they are aged 65 or over on 31 December 2025;
 - e. A 75 & Over Season Ticket if they are aged 75 or over on 31 December 2025;
 - f. A Full Season Ticket regardless of their age.

The Club reserves the right to check that a Ticket Member who has purchased any of these categories of Season Ticket is eligible to do so. Each Ticket Member who has purchased a Season Ticket in any of these categories consents to such checks being made by the Club or a third party on behalf of the Club. The checks will include validating the Ticket Member's name, address and age using appropriate third-party databases. When conducting these checks, personal information that a Ticket Member has provided to the Club may be disclosed to a credit reference or fraud prevention agency which may keep a record of that information. This is done only to confirm the Ticket Member's identity. A credit check is not performed and a Ticket Member's credit rating will be unaffected by this specific check by the Club. If the Club cannot verify a Ticket Member's age using these methods, then it reserves the right to contact the Ticket Member to ask for further information and validation. If the Club is unable to validate that a Ticket Member that has purchased one of these categories of tickets is eligible to do so then the Club reserves the right to terminate that Ticket Member's Season Ticket.

7. The price payable by an individual in respect of all Season Ticket categories shall vary depending on the location of the seat within the Stadium (and such prices shall be communicated to prospective purchasers of such Season Tickets prior to any such purchase).
8. 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.

Upgrades

9. Ticket Members may upgrade their Season Ticket (on a match-by-match basis, or for the remainder of the Season) where availability allows should they wish to relocate to a different area of the Stadium which carries a price variation. Ticket Members should contact the Club Ticket Office for further information should they wish to upgrade their Season Ticket.

Accessibility

10. 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 Members who meet the requirements to be seated within the Eligibility Facilities may be provided with a complimentary ticket for their personal assistant.

Home Cup Ticket Scheme

11. At the point of purchasing a Season Ticket, each Ticket Member will be entitled to opt into the Home Cup Ticket Scheme for all home League Cup matches during the Season; (ii) all home Scottish Cup matches during the Season and (iii) if applicable, all home UEFA Club Competitions.
12. If a Ticket Member has opted not to be part of the Home Cup Ticket Scheme, they shall automatically forfeit the right to purchase their usual allocated seat (if applicable) for all home matches for the relevant competition but shall (for each home match in the relevant competition) be entitled to purchase tickets separately (or enter a ballot as the case may be). There is no guarantee that the Ticket Member will obtain tickets for the relevant cup competition.
13. Once opted in, payment card details will be used by the Club to fulfil the purchase of a ticket for home cup matches. The Ticket Member must keep the Club informed of any changes relating to the payment card details provided.
14. If (i) a Ticket Member fails to provide the Club with valid payment card details pursuant to paragraph 13; or (ii) the Club attempts to use any payment card details provided pursuant to paragraph 13 to fulfil the purchase of a home cup match ticket and a card or payment is declined; the following provisions shall, in each case, apply:
 - a. The Ticket Member's Season Ticket Card shall not be activated for the relevant home cup match and the Stadium Access System will not permit the Ticket Member entry to the relevant home cup match;
 - b. The Ticket Member will lose the right to purchase a ticket for the relevant home cup match;
 - c. The Ticket Member will be liable to pay any resulting bank or other reasonable administrative charge or expense incurred or imposed by the Club (including without limitation any booking fee which would usually have been charged on the purchase of such home cup match ticket).

15. The Club shall use its reasonable endeavours to inform any Ticket Member of the date that it will use payment card details supplied by that Ticket Member to take payment for a home cup match no less than [4 weeks] prior to the scheduled date of the relevant home cup (or, if the relevant home match has not been drawn by this date, as soon as reasonably practicable thereafter), but the Club shall not be required to inform any Ticket Member that it has successfully taken payment in respect of any home cup match. It is the responsibility of the Ticket Member to check their payment card statement and booking history for details of those home cup matches for which payment has been successfully taken.

Relocation of Seats

16. The Club may from time to time relocate a Ticket Member from their usual allocated seat to an alternative seat within the Stadium where this is required for operational reasons (for example and without limitation, for implementation of COVID-19 related restrictions and/or to facilitate the refurbishment or redevelopment of certain areas of the stadium).
17. Due to the rules, regulations and requirements of the competitions in which the Club participates, the Club cannot guarantee that the Ticket Member's usual allocated seat will be available for every home cup match.

Using your Season Ticket Card

18. To access the Stadium, a Ticket Member's Season Ticket Card 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 Season Ticket Card on more than one occasion at the same match, or use a Season Ticket Card which has been cancelled or deactivated for that Match.
19. It is the Ticket Member/Authorised User's responsibility to ensure that any digital Season Ticket Card can be scanned by the Stadium Access System. This includes:
 - a. Prior to arriving at the Stadium downloading the Season Ticket Card to their mobile phone therefore ensuring that their mobile phone is capable of downloading, storing and being compatible with the Season Ticket Card;
 - b. Ensuring that their mobile phone has enough battery power and is fully functional so that they can scan the Season Ticket Card 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 Season Ticket Card if the screen of the mobile phone is damaged.

The Ticket Member may incur data charges from their mobile network provider when downloading the Season Ticket Cards. 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 Season Ticket Card with mobile devices.

20. If a Ticket Member loses or misplaces their mobile phone (or deletes the Season Ticket Card from their digital wallet) the Ticket Member can download a duplicate Season Ticket Card. When downloading a Season Ticket Card the Ticket Member must not act in a fraudulent or illegal manner and/or in breach of any of these terms and conditions.
21. Ticket Members should note that once a Season Ticket Card 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 Season Ticket Card will be automatically denied.
22. Ticket Members and Authorised Users 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 Member or Authorised User had a compelling reason to leave the Stadium in the first instance (for example, reasons of medical emergency).

23. A Ticket Member (or (i) any person purporting to be the Ticket Member or (ii) and Authorised User) may be required at any time to deliver up the relevant Season Ticket Card for inspection by the Club and to prove that they are the Ticket Member (or Authorised User).

Cancellation/Refunds

24. Where a Season Ticket has been purchased online, the Ticket Member shall be entitled to exercise their right to cancel during the cooling off period (14 days) provided by consumer law.

25. Subject to paragraph 24 (i) by purchasing a Season Ticket, each Ticket Member is entering into a fixed duration contract for the relevant Season; (ii) once a Season Ticket is purchased the Ticket Member shall not be entitled to cancel their Season Ticket; and (iii) except where expressly set out in these terms and conditions, no refunds shall be given by the Club for any matches unattended. In particular, the following shall be noted:

- a. the dates and times of all of the Club's matches to be held at the Stadium during the relevant Season are subject to alteration on a regular basis and the Club shall have no liability whatsoever to Ticket Member (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 Members 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 Member (or any Authorised User) if any match covered by the Season Ticket is abandoned or postponed. Ticket Members (or an Authorised User) shall however be entitled to attend any re-arranged version of such match.
- c. Subject to paragraph 51, in the unlikely event that a match covered by the Season Ticket is cancelled and not subsequently re-arranged, a Ticket Member will be entitled to a part-refund (not exceeding the price of the Ticket Member's usual allocated seat for that match).

26. The Club shall have no liability to a Ticket Member (or any Authorised User) for: (i) any interruptions and/or restrictions to the view of any match; and/or (ii) any impact on the Ticket Member's (or Authorised User's) enjoyment of any match; in each case which is caused by either: (1) the position of the Ticket Member's allocated seat; and/or (2) other ticket members in the Stadium.

27. From time to time the Club may charge a booking or administration fee when processing payments made by a Ticket Member 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 Member will be informed of the fact that the charge is being levied and the amount of the charge prior to such charge being incurred.

Payment by Instalments to Club or to a Finance Partner

28. If a 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 of Season Ticket and Season Ticket Cards until outstanding amounts (which may include an administration charge) are paid.

29. In the event that outstanding sums are not paid within a reasonable period (that period to be determined by the Club), the Club may terminate the instalment arrangement and either require payment of all sums due or terminate this agreement and seek to sell the Season Ticket to a third party for the remainder of the Season.
30. The Season Ticket Member may be subject to legal action by the Club to recover any losses incurred if the Club is unable to resell the Season Ticket.
31. Non-payment of instalments due to the Club's nominated finance partner under a finance agreement between the finance partner and the Season Ticket Member may also lead to deactivation or confiscation of the Season Ticket.
32. Failure to pay the Club, or the finance partner, may affect the Season Ticket Member's rights to purchase tickets for home and away matches; the Ticket Member's ability to renew the Season Ticket; pay by instalments in the future or join the Club's Home Cup Ticket Scheme in the future.
33. In the event that a Season Ticket Member is paying the Club for the Season Ticket and/or any other tickets by instalments and an instalment instruction is not honoured, a reasonable administration charge may be payable by the Season Ticket Member to the Club for each instruction not honoured.
34. In the event that you choose to purchase your Season Ticket through the Club's Finance Partner, currently V12 Retail Finance Limited, you acknowledge, agree and understand that the Club acts as a credit broker and not a lender. The Club shall introduce you to V12 Retail Finance Limited to complete your application for finance. The Club is authorised and regulated by the Financial Conduct Authority, with registration number 688255. Your application shall be subject to status and affordability and V12 Retail Finance Limited's own terms and conditions shall apply. Not all products provided by V12 Retail Finance Limited are regulated by the Financial Conduct Authority. V12 Retail Finance Limited are a subsidiary company of Secure Trust Bank Plc who are incorporated in England and Wales with registration number, 541132, and are authorised by the Prudential Regulation Authority.
35. For the avoidance of doubt, where any season ticket is purchased through the Club's Finance Partner, these terms and conditions shall apply in addition to V12 Retail Finance Limited's own terms and conditions.
36. If choosing PayPal as your payment method, payment can be made in one lump sum or via PayPal's 'Pay in 3' option. In such circumstances, PayPal's own terms and conditions shall apply in addition to these terms and conditions.

Conduct

37. 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 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 provisions of paragraphs 41 and 42 shall apply. The issue of the Season Ticket and subsequent access to the Stadium is subject to the rules and regulations of FIFA, UEFA, the SFA and the SPFL. Any conflict, ambiguity or inconsistency between these Season Ticket Terms and Conditions, the Unacceptable Behaviour Policy, and the Ground Regulations shall be resolved with these Season Ticket Terms and Conditions taking priority.

38. Smoking is not permitted in any part of the 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 any Ticket Member or Authorised User who is caught smoking in any part of the Stadium. For the avoidance of doubt, the foregoing includes smoking of imitation cigarettes, personal vaporizers and/or any other form of electronic or e-cigarette.
39. If the Ticket Member is under 16 years old, the Ticket Member's parent(s) and/or legal guardian(S) and/or individual making payment for the Season Ticket shall also be responsible for the Ticket Member's actions, conduct and compliance with these Terms and where appropriate any references in these Terms to 'the Ticket Member' shall be deemed to include the individual specified in the order as having parental responsibility for the Ticket Member.

Resale of Season Tickets

40. Season Ticket Cards will remain the property of the Club at all times (each Ticket Member retaining a Season Ticket Card on behalf of the Club and being entitled to benefits conferred by the Season Ticket subject to these terms and conditions). The Club reserves the right to deactivate the Season Ticket Card at any time.
41. Season Tickets are personal to Ticket Members, are not transferable and shall not be transferred or re-sold under any circumstances except: (i) in accordance with any upgrade, downgrade or transfer procedures set out in these terms and conditions; (ii) in accordance with the friends and family procedures set out in these terms and conditions; (iii) where expressly permitted by the Club in its absolute discretion; or (iv) via any ticket exchange system operated by or on behalf of the Club. In particular, Ticket Members are expressly prohibited from using Season Tickets as gifts or prizes in any competitions or other promotional activities of whatever nature, except where the Club (in its absolute discretion) gives its prior written permission.
42. If (i) a Ticket Member 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 Member may have committed such an offence; or (iii) the Club reasonably suspects that a Ticket Member 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 Member and/or any Authorised User) 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 42(e) (information that the Club may disclose includes contact details of the Ticket Member, any Authorised User and/or any individual in possession of a Ticket Member's Season Ticket Card, 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 Member and, for the avoidance of doubt, the terms of paragraph 42 shall apply.

Application of Sanctions

43. Without prejudice to any other rights or remedies that the Club may have, the Club reserves the right to:
 - a. suspend the use of a Season Ticket and/or all of its associated benefits for a period of time;
 - b. immediately eject from the Stadium any Ticket Member, Authorised User and/or any individual in possession of the Ticket Member's Season Ticket Card (or refuse them entry to the Stadium);
 - c. terminate the Ticket Member's Season Ticket;
 - d. prevent a Ticket Member and/or any Authorised User and/or any individual in possession of a Ticket Member's Season Ticket Card (either indefinitely or for a period of time) from attending any future match held at the Stadium; and/or
 - e. 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 Member, any Authorised User or any individual in possession of a Season Ticket Card: (1) breaches any of these terms and conditions (which includes the Unacceptable Behaviour Policy and/or the Ground Regulations); or (2) otherwise misuses the Season Ticket or Season Ticket Card;
- ii. the Ticket Member, any Authorised User or any individual in possession of the Season Ticket Card 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 by a Ticket Member or an Authorised User 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 Member's Season Ticket has been re-sold or offered for re-sale for one or more matches;
- v. the Ticket Member is prohibited (whether by law or otherwise) from attending any football ground (including the Stadium) or is the subject of football related criminal proceedings; or
- vi. any monies are due from a Ticket Member to the Club (in respect of the Ticket Member's Season Ticket or otherwise).

44. If a Ticket Member's Season Ticket is suspended or terminated, the Ticket Member may make a written request for a refund after the end of the relevant Season. A refund will only be payable (i) for any match(es) for which the Ticket Member's Season Ticket is not available for use as a result of the suspension or termination; and (ii) the extent that the Club is able to re-sell the seat attaching to the Ticket Member's Season Ticket for such match(es). If the Club does re-sell the seat attaching to the Ticket Member's Season Ticket for such match(es), the level of refund shall not exceed the amount paid by the Ticket Member for the Ticket Member's Season Ticket and shall be equal to the sums actually received by the Club from re-selling the seat attaching to the Ticket Member's Season Ticket less: (i) any monies owed to it by the Ticket Member; (ii) any costs incurred by the Club in recovering a Season Ticket Card; and (iii) a reasonable administration fee (reflecting the resource and management required to: (i) investigate the circumstances relating in the suspension or termination of the Ticket Member's Season Ticket; (ii) implement the suspension or termination; (iii) attempt to re-sell the Ticket Member's Season Ticket for any match(es) (whether on a seasonal or a match by match basis); and (iv) administer the refund). For the avoidance of doubt, once the foregoing deductions have been made, there may be no amount remaining to be refunded. If any refund is payable, then it will be made after the end of the relevant Season.

Club Liability to the Ticket Member

45. If the Club fails to comply with these terms, the Club shall be responsible for loss or damage the Ticket Member 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 Member and the Club knew it might happen, for example, if the Ticket Member discussed it with the Club during the sales process.
46. Notwithstanding paragraph 45, the Club is not liable for business losses. If the Ticket Member's purchase of their Season Ticket is for any commercial business purposes (or where the Ticket Member is not acting as a consumer), the Club shall have no liability to a Ticket Member (or their Authorised User) for any loss of profit, loss of business, business interruption, or loss of business opportunity.
47. The Club shall not have any liability to a Ticket Member (and/or any Authorised User or any individual in possession of a Ticket Member's Season Ticket Card) 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 Member (or any

Authorised User or any individual in possession of a Ticket Member's Season Ticket Card) to the Stadium for a particular match; or (ii) making a Ticket Member's usual or allocated seat available to them for a particular match; in each case which is caused by circumstances outside its reasonable control.

48. The Club shall not have any liability to a Ticket Member (and/or any Authorised User) for any late delivery, non-delivery or technical issues impacting the operation of the Season Ticket Card, away match ticket, documents or other materials resulting from the actions or omissions of any postal service provider.
49. In the absence of negligence or other breach of duty by the Club or its servants or agents, a Ticket Member and/or any Authorised User 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 Member, any Authorised User and/or any individual in possession of a Ticket Member's Season Ticket Card.
50. 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.

51. The Ticket Member acknowledges that from time to time national and local regulations and/or Government guidance related to the Covid-19 pandemic and/or any other epidemic and/or pandemic may impact on the Club's ability to deliver matches and the benefits associated with the Season 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 legislation, regulations and/or guidance which may include 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 legislation, regulations and/or guidance.

Recording within the Stadium

52. 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.
53. Save as set out in paragraph 52, 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, and/or 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.
54. All Ticket Members and Authorised Users who enter the Ground 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 Season Ticket to enter the Ground 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 Ground). For further information, please contact the Club. All Ticket Members and Authorised Users agree that the Matches are public, and that their appearance and actions inside and in the perimeter of the Ground 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.

55. 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 Members and Authorised Users 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).

Autorenewal of Season Tickets

56. Ticket Members who pay in full at the outset of any relevant season shall have the option to automatically renew their Season Ticket. If a Ticket Member elects to auto-renew their Season Tickets, the provisions at paragraphs 57 to 62 shall apply.
57. In selecting to auto-renew a Season Ticket during the purchase process, or at any other time through communication with the Club, the Ticket Member is authorising the Club to automatically renew the Ticket Member's Season Ticket for each subsequent year at the then-current Season Ticket price and utilising the payment method selected by the Ticket Member at the time of the initial transaction unless otherwise specified by the Ticket Member.
58. Ticket Member's Season Tickets will continue to be renewed for each subsequent season until the Ticket Member opts out of auto-renew, cancels their Season Ticket, or the Club, in its sole discretion, cancels the Ticket Member's auto-renew option or Season Ticket.
59. The Ticket Member acknowledges that they are under no obligation to participate in the auto-renew and may elect to pay for their Season Ticket manually. The Ticket Member may also cancel auto-renew at any time.
60. The Club shall notify the Ticket Member, at least thirty (30) days prior to the auto-renew of the Ticket Member's Season Ticket for any subsequent season, of the amount to be charged to the Ticket Member and the payment method. The Ticket Member agrees that the Club may change ticket prices at any time. If the Club should change the ticket price prior to auto-renewal the Club shall notify the Ticket Member accordingly via the primary email of the Ticket Member's account.
61. The Ticket Member acknowledges and agrees that enrolment in the auto-renew scheme does not constitute any obligation of the Club to offer the Ticket Member to purchase Season Tickets and the Ticket Member's enrolment in the auto-renew scheme is subject to the Ticket Member's continued adherence to all other Club terms and conditions.
62. The Ticket Member may cancel or opt-out of the auto-renew scheme at any time via the option on the online ticketing website or by emailing ticketoffice@afc.co.uk.

Boilerplate

63. 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 telephone season ticket purchase process; and/or (iv) information provided to an individual attention the ticket office; comprise the entire agreement between the Club and the Ticket Member in relation to the purchase of a Season Ticket and subsequent use of a Season Ticket Card.
64. If a Ticket Member has any problem with their Season Ticket, they should contact a member of the AFC Ticketing Department by telephone on 01224 631903 or by email to ticketoffice@afc.co.uk.
65. Nothing in these terms and conditions or any Season Ticket gives any guarantee that a Ticket Member shall be entitled to renew their Season Ticket or purchase any tickets at the Stadium in any subsequent Season.
66. 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.
67. 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.
68. This contract is between the Club and the Ticket Member. No other person shall have any rights to enforce any of its terms.
69. Even if the Club delays in enforcing this contract against the Ticket Member, the Club will be entitled to enforce it a later stage. If the Club does not insist immediately that the Ticket Member does anything he/she/it is required to do under these terms and conditions, or if the Club delays in taking steps against the Ticket Member in respect of him/ her/it breaking this contract, that will not mean that the Ticket Member does not have to do those things or that the Club is prevented from taking steps against the Ticket Member at a later date.
70. So that the Club can effectively communicate with Ticket Members, each Ticket Member must provide the Club with up-to-date contact details and keep the Club informed at all times of any changes to such contact details.
71. 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 and the names of Authorised Users) 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.
72. 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 racism or any other type of unacceptable behaviour. This statement is printed on all matchday programmes (Fixtures pages) and is displayed prominently and permanently in all areas of 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 Main Stand. This text line is for anyone who wants to easily and anonymously report any type of anti-social behaviour. This phone is kept in the control room with the Event safety manager and security team.
3. The Club recently participated in the "Show Racism the Red Card" campaign, and our players and management were encouraged to take part in events, interviews and action weeks on various anti-discrimination issues. At the match Hibernian V Aberdeen on Saturday 14th October 2017. The players held up SRTRC cards before kick-off and manager wore SRTRC badge. We also got team photo taken at start of season with players displaying SRTRC red cards.
4. PA announcements are made prior to and at half time at all games played at Pittodrie Stadium. Copies of the PA script literature are available on request.
5. The Unacceptable Conduct Policy is incorporated within the Supporters Charter; the guidelines regarding supporters and displays/participation are on the Club website.
6. Aberdeen Football Club will take swift and punitive action against any supporter who breaks the Ground Regulations which incorporates the SPFL's unacceptable behaviour rules. In the past the Club has taken the action of banning, indefinitely from the stadium, supporters who have behaved inappropriately and will continue to do so. This is reflected in the back of our tickets.
7. 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.

8. It is a condition of sale of season tickets via printed material and the Club website that season ticket Members and/or Authorised Users do not take part in racist abuse and unacceptable conduct. This will be included in the season ticket brochure.
9. 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.
10. Disciplinary action will be taken against any player who engages in racial abuse.
11. Visiting football clubs are made aware of the Club policy regarding racism at the operations meeting prior to the match.
12. Joint operations meetings are held with the police and stewards regarding a common strategy in dealing with racist abuse.
13. Aberdeen football club have logs and de-brief for every game kept on file which holds details of those refused entry, ejected and or arrested for unacceptable behaviour which is available to see on request.
14. The stadium is inspected regularly, and any graffiti is removed as a matter of urgency.
15. An Equal Opportunities Policy is in place in relation to employment and service provision through the Supporters Charter and Employees Handbook.
16. 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 discrimination.

