



Scottish Rugby

CLUB TICKET ACCESS AND ANTI-TOUTING POLICY

Effective from 22 April 2026

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1. Policy Purpose

Access for Scottish Rugby Union's member clubs and associated bodies to tickets for rugby matches hosted by Scottish Rugby or in which its teams are participating is an important and valuable benefit of membership of Scottish Rugby Union.

This Policy establishes a structured framework for the allocation and purchase of match tickets by rugby clubs, affiliated bodies and their members. The objective is to ensure that ticket access reflects their contribution to growing and sustaining the game, while reducing misuse, unauthorised transfers, secondary market resale, and touting activity.

2. Policy Scope

This Policy applies to those rugby clubs, universities and other tertiary education bodies, and other organisations which are registered as members (full or associate) or associated bodies of Scottish Rugby Union and seeking access for their registered members to ticket allocations through the Club Ticket Programme. It covers eligibility, access rights, purchase conditions, and compliance requirements.

The Policy should be read in conjunction with the [Club Ticket Access Terms and Conditions](#) and [Ticket Terms and Conditions](#) available via the Scottish Rugby website.

3. Tiered Structure

Scottish Rugby Union's member clubs, universities and associated organisations will be categorised into one of three tiers based on their relationship with, and contribution to, the development of the game in Scotland. Categorisation to a particular tier and changes to that categorisation, will be at the sole discretion of Scottish Rugby.

3.1 Tier 1 – Supported and Invested Clubs

Tier 1 comprises the clubs and organisations that are supported and invested in by Scottish Rugby through one or more of the following programmes:

- Club Investment Fund (CIF)
- Developing Clubs Investment Programme (DCIP)
- Referee Society Partnership Agreement

These programmes are available to clubs and associated organisations that meet minimum standards across key development areas, including but not limited to:

- Participation and team development
- Governance
- Welfare and safeguarding
- Club development planning
- Coaching development
- Match official development

Minimum standards are monitored through established review processes. The programmes mentioned above and the identified minimum standards may change from time to time as part of other rugby development activity undertaken by Scottish Rugby.

All Tier 1 participants are recognised as contributing to the development of the game and will receive the same level of access to the club ticket allocations, subject to meeting the Policy and compliance with applicable terms and conditions.

3.2 Tier 2 – Universities

Tier 2 comprises universities that are considered to contribute to the development of the game and have an established relationship with the Rugby Development Department of Scottish Rugby.

3.3 Tier 3 – Non-Supported Clubs

Tier 3 comprises member clubs and other organisations that are not supported through the programmes mentioned under Tier 1 and are not subject to monitoring under these programmes.

4. Ticket Purchase Access Rights

4.1 Access

- Tier 1 and Tier 2 organisations will be entitled to access for their registered members to purchase under club ticket allocations through use of a club ticket purchase link.
- Tier 3 clubs and organisations will not be granted access to tickets and will not receive a club ticket purchase link.

4.2 Club Ticket Links

- Eligible member clubs and associated organisations will be issued with a unique ticket purchase link.
- Access to the ticketing site via this link will be restricted to registered club members only who also have a ticketing account with Scottish Rugby.

5. Ticket Purchase Controls

To mitigate resale and touting risks, the following controls will apply:

- A maximum ticket purchase limit will be set per transaction (for example, a limit of two tickets per transaction). This limit may be varied depending on the match involved.
- At least one ticket per order must remain with the purchasing club member in Scottish Rugby's official digital ticketing app and will not be eligible for transfer, unless otherwise permitted by Scottish Rugby.
- Other restrictions on transfer and provisions for permitted transfers are contained with the Club Ticket Allocation Terms and Conditions and Ticket Terms and Conditions available via the Scottish Rugby website.
- These measures are intended to reduce the volume of tickets being transferred, resold, or diverted to the secondary market.

6. Anti-Touting and Compliance Measures

6.1 Secondary Market and Touting Activity

- Any club ticket allocation or tickets purchased by club members identified as being sold on the secondary market or via touts may be cancelled and the tickets rendered void. Refunds will not be given.
- In such cases, the club or eligible organisation's access, and that of the club or organisation's members involved, to future ticket allocations may also be suspended, restricted or revoked.

6.2 Breach of Club Ticket Allocation Terms and Conditions

- Any club tickets packaged, distributed, or used in breach of the Club Ticket Allocation Ticket Terms and Conditions or Ticket Terms and Conditions will be subject to cancellation and if cancelled, will be void. Refunds will not be given.
- In these circumstances, Scottish Rugby may also suspend, restrict or revoke access for that club or organisation and its members to future ticket allocations.

7. Enforcement

Scottish Rugby will monitor ticket usage, investigate suspected breaches, and reserves the right to apply sanctions, including restriction, suspension or removal of access rights.

Dishonest, misleading or fraudulent behaviour by clubs, organisations or individuals covered by this Policy may result in steps being taken under Scottish Rugby's Disciplinary Rules.

8. Changes to Policy

Scottish Rugby may make changes to the Policy if it considers it appropriate and in Scottish Rugby's interests to do so.