



Terms and Conditions: Club Ticket Access

Applicable from 21 April 2026

1. Definitions

The following words and phrases used in these Terms and Conditions shall have the meanings listed below:

“Club” means a rugby union club or associated organisation which is a registered member of SRU;

“Club Member” means a registered member of the Club;

“Club Ticket Access Policy” means Scottish Rugby’s policy for access to Tickets by Clubs and Club Members, as amended from time-to-time;

“Club Ticket Portal” means the electronic platform used by Scottish Rugby from time-to-time for access to and application for Tickets under the Club Ticket Access Policy, and any replacement platform for it;

“Conditions of Entry” means any terms and conditions for Tickets, ground rules for Premises and any additional terms and conditions and instructions issued by Scottish Rugby or the venue host relating to Matches or events at the Premises or other locations for which a Ticket is valid;

“Disciplinary Rules” means the Scottish Rugby Disciplinary Rules in place from time to time;

“Match” means a rugby union match hosted by Scottish Rugby at the Premises or in which a team owned, operated, managed or controlled by Scottish Rugby participates (whether at the Premises or at other locations);

“Package” means the supply of a Ticket with additional benefit(s) including but not limited to merchandise items, rights to buy, preferential access or priority booking rights, accommodation, food, drink, hospitality or travel;

“Premises” means any stadium, venue, location or premises owned, hired, leased, operated, managed or controlled by Scottish Rugby at which events or Matches are held;

“Restricted Person” means:

- a) an entity or person providing or offering to provide ticketing, travel, retail or hospitality products or services without authorisation or approval from Scottish Rugby;
- b) anyone offering, or through a third-party supplying, catering facilities on the date of an event or Match;
- c) an officer, agent, employee or licensee of any of the above; or
- d) any person or entity prohibited or restricted by Scottish Rugby or SRU from a purchasing a Ticket or attending a Match in Scotland or any event held at the Premises;

“Scottish Rugby” means Scottish Rugby Limited, registered number SC132061 and having its registered office at Murrayfield, Edinburgh, EH12 5PJ;

“SRU” mean Scottish Rugby Union, a company limited by guarantee, with registered number SC748672 and having its registered office at Murrayfield, Edinburgh, EH12 5PJ;

“Ticket” means a ticket allocated to and obtained by a Club or Club Member directly from Scottish Rugby for events or Matches, except any rugby union match or event to which Scottish Rugby shall not apply these Terms and Conditions; and

“Ticket Exchange” means any official Scottish Rugby online ticket exchange which is made available by Scottish Rugby from time to time.



2. Formation of Contract

- 2.1. These Terms and Conditions and the Club Ticket Access Policy govern how Clubs and Club Members may access Tickets.
- 2.2. The use of the Club Ticket Portal by a Club or a Club Member constitutes their acceptance of these Terms and Conditions.

3. Ticket Access Process

- 3.1. A Club in the relevant tier of the Club Ticket Access Policy which has been permitted access to Tickets may provide the ticket purchase link to its Club Members, subject to these Terms and Conditions and the Club Ticket Access Policy. The Club Ticket Access Policy and Conditions of Entry are accessible via the [Scottish Rugby website](#).
- 3.2. Scottish Rugby does not guarantee to meet Ticket requests from Clubs or Club Members in full, and may decline a request in part, or entirely, or place conditions on an application or allocation.
- 3.3. The making of a dishonest, fraudulent or misleading request for Tickets may result in action being taken by Scottish Rugby under the Scottish Rugby Disciplinary Rules.

4. Allocation of Tickets and Payment

- 4.1. Each Club Member purchasing a Ticket through the purchase link and secure access code must have an active ticketing account and official Scottish Rugby digital ticketing app registered in their name with Scottish Rugby's nominated ticket service provider before they can access a Ticket.
- 4.2. If a Club Member does not already have an active ticketing account, the Club must provide a name and email address for that Club Member to which a link can be sent by or on behalf of Scottish Rugby inviting the Club Member to set up a ticketing account. In providing this information, the Club warrants that it will first have obtained permission from the relevant Club Member to share their personal data with Scottish Rugby for this purpose.
- 4.3. Tickets are available to a Club's current Club Members only. The ticket purchase link shall not be provided by the Club to any other person or to a Restricted Person, unless otherwise agreed by Scottish Rugby.
- 4.4. Payment for Tickets purchased must be made by the Club Member via their ticketing account and will be subject to the Conditions of Entry and any other terms and conditions which may be set out during the purchasing process.
- 4.5. Scottish Rugby may set deadlines for purchase of Tickets made available under the Club Ticket Access Policy and these Terms and Conditions.
- 4.6. Any Tickets made available by Scottish Rugby under the Club Ticket Access Policy but not purchased by the Club Member by the deadline set by Scottish Rugby for Club Member Ticket purchases to be completed, shall be deemed returned to Scottish Rugby and available for alternative sale, distribution or allocation by Scottish Rugby.
- 4.7. If requested by Scottish Rugby, a Club shall provide Scottish Rugby with evidence of a Club Member's registration with that Club, including the Club Member's full name and date of joining the Club.

5. Transfer of Tickets

Tickets obtained by a Club or a Club Member under the Club Ticket Access Policy may only be transferred in accordance with the Conditions of Entry and the following:



- 5.1. no Ticket may be offered, gifted or used as a prize, or as part of a competition, or for any other promotional or similar activity unless Scottish Rugby (in its absolute discretion) has given its prior written consent;
- 5.2. no Ticket may be included, sold or offered as part of a Package or other similar activity unless Scottish Rugby (in its absolute discretion) has given its prior written consent;
- 5.3. no Ticket may be sold or advertised for sale on any secondary website or secondary ticketing provider or auction site;
- 5.4. – if the Ticket Exchange facility has been enabled, a Ticket may be transferred using the Ticket Exchange in accordance with the terms and conditions of that Ticket Exchange;
- 5.5. accompanying persons – if the Club Member has purchased or obtained more than one Ticket for a Match, the Club Member may transfer the additional Ticket(s) to a person that accompanies them to the Match (a “**Transferee**”) provided that:
 - 5.5.1. the transfer takes place on Scottish Rugby’s digital ticketing app;
 - 5.5.2. the Transferee is known to the Club Member personally, unless prior approval has been received from Scottish Rugby in writing;
 - 5.5.3. the Ticket is for the personal use of the Transferee;
 - 5.5.4. the Club Member retains one Ticket for their own use, unless prior approval has been received from Scottish Rugby in writing;
 - 5.5.5. the Ticket is not transferred for an amount which is above face value or for a benefit or consideration of any kind exceeding the face value;
 - 5.5.6. the Transferee is not a Restricted Person and would otherwise have been entitled to purchase a Ticket and attend the Match or event in question;
 - 5.5.7. the Ticket remains subject to the Conditions of Entry, which shall apply to the Transferee as if the Transferee was the original purchaser;
 - 5.5.8. the transfer does not take place in the course of any business or for the purpose of facilitating any third party’s business.
- 5.6. Any breach of any of the provisions in section 5 is deemed to be material. Any Tickets found to have been gifted, offered, sold, or offered or advertised for sale or transferred in breach of these restrictions may be cancelled and made void, without refund.

6. Miscellaneous

- 6.1. A Ticket shall not be purchased or obtained from or through any person, commercial agent, company or otherwise than directly from Scottish Rugby and its authorised agents.
- 6.2. Any Ticket supplied or obtained in breach of the Terms and Conditions and all rights conferred with it, shall be void.
- 6.3. If a Club and/or Club Member breaches the Club Ticket Access Policy, these Terms and Conditions or the Conditions of Entry, Scottish Rugby shall be entitled to suspend, restrict or remove that Club and / or Club Member from participation in future Ticket allocations.
- 6.4. Any person seeking to use a Ticket obtained in breach of these Terms and Conditions or the Conditions of Entry to gain access to or remain at any Premises may be refused entry or ejected from the Premises, and may be subject to legal action. Restrictions may be placed by Scottish Rugby on that person’s ability to purchase or apply for Tickets in future.



- 6.5. Any personal data collected and processed by Scottish Rugby pursuant to these Terms and Conditions will be handled in accordance with its privacy policy, a copy of which can be found at <https://www.scottishrugby.org/privacy-policy>
- 6.6. These Terms and Conditions are governed by Scots Law and any dispute relating to them will be subject to the exclusive jurisdiction of the Scottish Courts.
- 6.7. Scottish Rugby reserves the right to make changes to these Terms and Conditions, the Conditions of Entry and the Club Ticket Access Policy from time to time.

Scottish Rugby can be contacted about these Terms and Conditions, the Club Ticket Access Policy and the Conditions of Entry by emailing ticketcentre@sru.org.uk.