



AWAY MATCH | TICKETING

GUIDE | SSC MEMBERS

This complete guide has been designed to assist members of the Scotland Supporters Club on the how to book away match tickets.

Contact information for Ticketing & Membership Operations:

 supporters@scottishfa.co.uk

 0141 616 6000 (Option 1)

 @SSCMembers

KEY MEMBER DATES

MATCH DATES



(A) NORWAY | EUROPEAN QUALIFIERS

Saturday 17 June | Kick-Off: 6pm
Venue TBC



(A) CYPRUS | EUROPEAN QUALIFIERS

Friday 8 September | Kick-Off: 9.45pm
Venue TBC



(A) SPAIN | EUROPEAN QUALIFIERS

Thursday 12 October | Kick-Off: 8.45pm
Venue TBC



(A) GEORGIA | EUROPEAN QUALIFIERS

Thursday 16 November | Kick-Off: 9pm
Venue TBC

BEFORE YOU BUY

EMAIL



Check that your profile has the most up-to-date email address so that both the weekly supporter newsletters and ticket email confirmations are sent to the correct address.

Check that you have opted in to receiving emails from the Scottish FA. You can find the tick box through your My Account page at the Change Details Tab- without this you may not receive your E-Tickets.

Make sure the supporters@scottishfa.co.uk email address is added to your list of contacts, so emails go to your inbox.

PASSWORD



Check that you have the correct password so you can log in to your account. You can get a password reset link sent if you forget.

FRIENDS & FAMILY



Check that you have updated all your friends and family to your account if you are the lead booker for tickets.

AWAY MATCH OVERVIEW

AWAY PROCESS



For Away matches we only receive a small number of tickets per match which is allocated fairly through the Loyalty Points System, as the size of the club is always bigger than the number of tickets received.

The criteria for attending any away match is to have a current Scotland Supporters Club and the relevant number of points accrued to be able to purchase a ticket during the sales schedule.

Members are able to purchase for their friends and family like a home match, so long as they are on the number of points required at the time of sale.

LOYALTY POINTS



The loyalty points system which rewards and recognises supporters for attending home matches, away matches, membership renewal and for being loyal and long-term member of the Supporter's club (last three campaigns).

- Home Match: 1 point
- Away Match: 2 points

Points are awarded for attendance of a match, so these points can be added a few weeks after the match has been played. We update Members of this process via our Twitter- @SSCMembers.

Loyalty points for away matches can only be awarded via tickets purchased directly from the Scottish FA. Tickets purchased in the Home End do not qualify for points.

VENUE & ALLOCATION



The fixtures and dates of matches are announced via the relevant draws for each competition in advance. However, the host association has 90 days prior to match day to confirm the venue the match will take place.

Some associations do not have a home stadium and use multiple stadia throughout a campaign which might mean the decision of venue could be made close to the 90 days for European Qualifiers & 120 days for the Nations League.

The minimum allocation for a UEFA sanctioned match is 5% of the working capacity of a stadium. These include qualifier matches for the EUROs, World Cup and Nations League competitions.

The Scotland Supporter's Club will produce a sale schedule for an away match and commence the sale based on the points system until the tickets are either sold out or open to all members to purchase a ticket.

GAUGING DEMAND

POLL PROCESS



When the venue has been confirmed to UEFA and the Scottish FA, the SSC will endeavour to send out a poll (if needed) to gauge the number of fans who would like to attend the game and have a clear intention of travelling.

It is important that if you do wish to attend the match that you do participate in the poll. Once the poll is concluded, we take that to the host association to ask for more tickets than the allocated 5% if need be.

Ultimately it is the decision of the Host Association to agree on an increased allocation, however some nations are more agreeable to it than others.

ALLOCATION EXAMPLES



Increased Allocation

For example, for Cyprus in 2019, the minimum 5% of the stadium was 1,100 however, we managed to secure 2,400 tickets for members of the SSC because of the high demand of the match.

Full Allocation Not Taken

Similarly, there are occasions where the 5% minimum is a large amount, and we only ask the association for what we need. For Russia, in 2019, the minimum 5% was 4,050 however, we only needed 1,524 tickets to satisfy demand.

Decreased Allocation

In 2021, our allocation was less than 5% due to COVID in Moldova.

Increased Allocation Refused

There can be instances where we cannot receive more tickets than the allocation due to certain restrictions, even though our demand for tickets is high. For the Faroe Islands in 2021, despite having a low attendance for Home Support, we were unable to secure more tickets due to the away section within the stadium being fenced off from the home section.

In 2022, despite significant demand for the Ukraine Away match, the UAF refused an increase of the 5% allocated tickets of 1,082.

SALES SCHEDULE

SALES SCHEDULE INFO



Once an allocation has been negotiated and agreed between ourselves and the host association, we will produce a sales schedule with the following information:

- Date and Time of the match
- Date and Time of when each member on a certain points level can purchase their ticket
- The official number of tickets given as the away allocation
- The price in local currency converted to GBP.

Please refer to the sales schedule when booking tickets to ensure that you can book tickets on the correct date for you or your groups' point standing.

SALE RULES



As always tickets are only available to members of the SSC and non-members will not be able to purchase tickets.

On the next page you will see an example sales schedule used for the away match in Moldova in 2021. For reference, the sale sold out at members on 25 points.

Depending on when we can start the sale, will determine the timings of the schedule for members on each points total.

The sale will end either when the allocation is sold out or that it goes all the way down the points list to open to all members.



European Qualifiers for the FIFA World Cup 2022
Moldova v Scotland
Friday 12 November 2021 - 19.45 (local time)
Zimbru Stadium, Chişinău



The sale schedule below details when each points level is eligible to buy (subject to availability). Please note that due to tight timescales, please ensure you know when you can join the sale.

BUY ONLINE AT: tickets.scottishfa.co.uk
Ticket Allocation – 294 Standard Seats

Ticket Price - £5.00 (100 MDL converted 15 October 2021)

Sale Dates	Points Criteria
10am on Thursday 21 October – 10am on Friday 22 October	Members with 26 to 32 points (guaranteed during this time period only)
10am on Friday 22 October – 1pm on Friday 22 October	Members with 25 to 32 points (subject to availability)
1pm on Friday 22 October – 4pm on Friday 22 October	Members with 24 to 32 points (subject to availability)
4pm on Friday 22 October – 7pm on Friday 22 October	Members with 23 to 32 points (subject to availability)
7pm on Friday 22 October – 10am on Saturday 23 October	Members with 22 to 32 points (subject to availability)
10am on Saturday 23 October – 1pm on Saturday 23 October	Members with 21 to 32 points (subject to availability)
1pm on Saturday 23 October – 4pm on Saturday 23 October	Members with 20 to 32 points (subject to availability)
4pm on Saturday 23 October – 7pm on Saturday 23 October	Members with 19 to 32 points (subject to availability)
7pm on Saturday 23 October – 10am on Sunday 24 October	Members with 18 to 32 points (subject to availability)

TICKET CATEGORY & PRICES

TICKET CATEGORY



Depending on the Host Stadium there may be an option to choose for different categories of tickets.

CAT 1: Along the field of play
CAT 2: Mainly in the Corners
CAT 3: Behind the Goals

Please note, if there is an option of multiple categories, we may not be able to accommodate your preferred option due to demand and where you are on the points scale.

There may be occasions where our allocation is only in one specific category. These options will be specified on the sales schedule.

TICKET PRICES

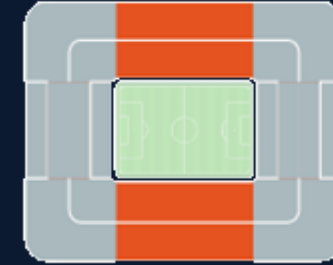


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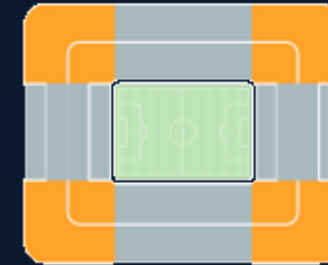
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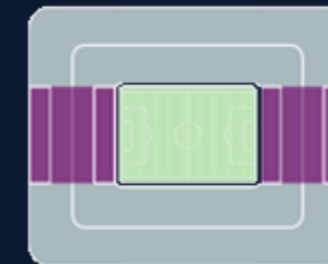
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CATEGORY 1



CATEGORY 2



CATEGORY 3

BUYING GUIDE

INDIVIDUAL TICKETS



When you have identified the date and time you can purchase your away ticket you can follow the below instructions if you are buying a single ticket for yourself:

- Sign into your SSC account.
- Simply select the away match you want to purchase.
- If applicable select the seat category you would like (see previous page).
- Select your postage (standard or special delivery) or collection option – NB. if the match is 100% pick up, collect in person will be the only option.
- Proceed to checkout and purchase your ticket.

Using this method means that you won't be seated with anyone as you have only booked one ticket for yourself.

BOOKING FOR FRIENDS & FAMILY



- This method is for the lead booker to book their own ticket and for other members.
- Before booking, please check with those you are booking for their points level.
- Sign into your SSC account.
- Simply select the away match you want to purchase.
- Select the number of tickets that you are buying for your group.
- If applicable select the seat category you would like (see Stadium Ticketing Category). To be seated together, all supporters must have the same CAT of ticket.

- Assign each member using the friends & family function by clicking the name drop down bar and selecting each member to the individual seat.
- Select your postage (standard or special delivery) or collection option – NB. if the match is 100% pick up, collect in person will be the only option.
- Proceed to checkout and purchase your tickets.

Once this has been complete, this will ensure those members within the booking will be seated together.

BUYING GUIDE

BOOKING FOR FRIENDS & FAMILY ON SEPARATE POINTS



1. This method is for the lead booker to book tickets on behalf of other members after they have booked their own. E.g., if you need to book for someone on lower points.
 2. Before booking, please check with those you are booking for their points level.
 3. Sign into your SSC account.
 4. Simply select the away match you want to purchase.
 5. Select the number of tickets that you are buying for your group.
 6. If applicable select the seat category you would like (see Stadium Ticketing Category). To be seated together, all supporters must have the same CAT of ticket.
1. Assign each member using the friends & family function by clicking the name drop down bar and selecting each member to the individual seat.
 2. Select your postage (standard or special delivery) or collection option – NB. if the match is 100% pick up, collect in person will be the only option.
 3. Proceed to checkout and purchase your tickets.
 4. Once this has been complete, this will ensure those members within the booking will be seated together, even if it has been made over separate transactions.
 5. It is imperative that you select the same category and postage when booking additional tickets with the same lead booker to ensure the group is seated together.

ACCESSIBILITY BUYING GUIDE

ACCESSIBLE OVERVIEW



Away match tickets are an exclusive benefit of being part of the Scotland Supporters Club (SSC), therefore yourself and the carer that attends with you would both need to be members of the SSC and on the required points level.

Due to the nature of Away Tickets, where demand for tickets are higher than the number we are given as an away allocation, we use the Loyalty Points system to determine the fairest way to allocate tickets to members.

Details of the sales schedule will be supplied to all members prior to the sale.

VENUE



Depending on the stadia of the away association will determine the following factors:

The allocation of accessibility tickets (we may not be able to offer accessible tickets depending on the stadium).

The location of the accessible areas (sometimes they are separate from the rest of the standard seating away allocation)

Ambulant specific seating (depending on the country, they may not have specific seating arrangements within an away section)

In an event where the host association cannot offer a specific ambulant section, we will endeavour to place your tickets in the most easily accessible seating possible.

BUYING PROCCESS



For away tickets, please send an email to supporters@scottishfa.co.uk detailing your intention to go to the away match once we have sent out a sales schedule.

We will accumulate the number of accessible requests and allocate tickets based on the Loyalty Point System.

We will contact you to put through the booking and send any accessible specific information to you for the match either via email or the Travel Guide.

CLOSE OF SALE

SALES SCHEDULE ENDS



The sale will be finalised when the allocation has been sold out or the sale runs all the way down to being open to all members.

The SSC will then start the fulfilment process once the sale has been completed and we have received the tickets from the Host Association.

Tickets will be sent out as soon as they are fulfilled to the lead bookers via the postage selected.

We will take around 10% of those who have selected postage and select them to be picked up in the host country. We do this as a random check to ensure the integrity of the points system and to combat ticket/point harvesting.

POINTS HARVESTING



We are aware that sometimes members try to harvest points by purchasing tickets but not attending the away match.

Members that are found to be harvesting will be subject to an investigation from the SSC that could result in termination of membership.

If you ever fail to collect your ticket from the SSC or do not attend an away match without notifying us, you will be selected for the next away match you attend to pick up your ticket in person.

If you have selected to have your ticket posted but have been notified to pick it up in the host country, we will refund the cost of postage after the match has been played.

AWAY MATCH FAQs



We get a lot of questions from supporters asking why we do not offer 100% collection for every match.

With the current resources as well as the multitude of matches that the department has to organise- both home and away, sometimes it just isn't possible.

If possible, we do try to make it 100% collection as it reduces issues on matchday and combats points harvesting.

TRAVEL GUIDE

Normally a few weeks before the match we will produce and send out a Travel Guide to supporters for the match. There will be relevant information regarding the following topics:

- Travel & Security Advice
- Transport
- Stadium Information
- Collection Point
- Emergency Contacts

It is important to read the Travel Guide and save a copy to your phone and add any contact details that may help you during the trip.

Within the Travel Guide there will be a section detailing the dates, times and locations for those who are collecting their tickets.

The location, dates and location will depend on what the Host Association can offer for us to work from. Normally, we endeavour to work from a ticket office at the stadium, however sometimes this may change, and it will be done from a hotel or similar venue.

When collecting your ticket, it is essential that you bring a valid form of ID to collect your ticket. This can either be the original or copy of a driver's license/passport/national ID or your Supporters Club Card.

Under no circumstances would we ever give out someone else's ticket to another member for collection, so please do not ask our team to do this. Furthermore, as we work in different venues, please be respectful of the staff and workers on site to ensure the ticket collection can run as smoothly as possible.

CANCELLATIONS & NO SHOWS

CANCELLATION



If for any reason, you need to cancel your away match booking please notify us as soon as possible. You will need to send an email to supporters@scottishfa.co.uk with the following information:

Name of Member
Supporters Club Number
Booking Reference
Reason for Cancelling

The Scottish FA purchases the tickets directly from the Host Association. The sooner we are notified of the cancellation the quicker we can resell that ticket on to another member.

If we can sell the ticket on, you will be refunded both the ticket and postage in due course of the cancellation.

If you cannot attend the match and pass the ticket on to either another member or even a non-member, you will face expulsion from the supporter's club.

NO SHOWS




If you fail to collect your ticket without notifying the Ticketing & Membership Ops team before the start of the match you will not be credited with either a refund for the match ticket plus postage or points for the away match.

If you no show an away match, then you will be expected to collect your ticket at the next away match you attend.



For any information that cannot be found in the guide, please contact Ticketing & Membership Operations:

 supporters@scottishfa.co.uk

 0141 616 6000 (Option 1)

 @SSCMembers