



MATCHDAY GUIDE

This complete guide has been designed to assist on all things Matchday.

Contact information for Ticketing & Membership Operations:

 supporters@scottishfa.co.uk

 0141 616 6000 (Option 1)

 @SSCMembers

KEY DATES

MATCH DATES



(H) CYPRUS | EUROPEAN QUALIFIERS

Saturday 25 March | Kick-Off: 2pm
Hampden Park, Glasgow



(H) SPAIN | EUROPEAN QUALIFIERS

Tuesday 28 March | Kick-Off: 7.45pm
Hampden Park, Glasgow



(H) GEORGIA | EUROPEAN QUALIFIERS

Tuesday 20 June | Kick-Off: 7.45pm
Hampden Park, Glasgow



(H) ENGLAND | INTERNATIONAL FRIENDLY

Tuesday 12 September | Kick-Off: 7.45pm
Hampden Park, Glasgow



(H) NORWAY | EUROPEAN QUALIFIERS

Sunday 19 November | Kick-Off: 7.45pm
Hampden Park, Glasgow

MATCHDAY TICKET GUIDE

MATCHDAY TICKET PURCHASE



- If there are still tickets available on matchday you will only be able to purchase them online [here](#). We strongly recommend you have tickets purchased before you come to the stadium.
- Tickets for the Accessible Area can only be purchased through the telephone through our Ticketing & Membership Operations Team on 0141 616 6000.
- Tickets will only be available to purchase directly from the Scottish FA Ticketing website. You can visit the Home Match Booking Guide on further detail on how to buy.

EMAIL CONFIRMATION



- After the ticket purchase, the Lead Booker will receive an email confirmation from supporters@scottishfa.co.uk with each E-Ticket attached per match per member.
- Please check your Junk/Spam folder as sometimes the email can go into there depending on your email provider.
- Please ensure you make supporters@scottishfa.co.uk a trusted email address.
- If your email has been sent to your Spam, you can drag the email into your Inbox so that future emails will go straight to your Primary Inbox.
- It is recommended that you save your email to keep a record of your transaction.
- If you have lost your email. Log in to your account, go to purchase history, click on the match and then hit resend email.

RESENDING EMAIL



- If you have misplaced your email, the lead booker is able to resend it by logging into their account. Going to the Purchase History tab, then clicking on the match/package and selecting the 'i' icon to resend the email.
- Please note, if you have booked tickets for other members, you will also need to resend their tickets to them.
- The QR code is updated each time you resend the tickets. So it is imperative that you share the new PDF to your friends/family.

MATCHDAY TICKET GUIDE

E-TICKET INFORMATION



The best way to distribute the E-Tickets is to send them via email or text to your Friends/Family member. Simply download the tickets from the email to your computer/mobile.

Please ensure you are sending the full PDF to the supporter and not a partial image.

Each PDF has the payment reference number and the match code on each, with the following codes:

- Scotland v Cyprus | A23CYP
- Scotland v Spain | B23SPA
- Scotland v Georgia | C23GEO
- Scotland v England | D23ENG
- Scotland v Norway | E23NOR

The PDF file also indicates the seat details so that you can match each seat and send it to the person using it.

The following file name on each PDF indicates the seat details of each match:



Tickets-1652098-A23CYP-SLP3P0061

Stand:

- SL | South Lower
- SU | South Upper
- W | West
- E | East
- N | North

• Row

• Seat Number

IF PRINTING YOUR TICKET, FOLD ALONG THE DOTTED LINES



4200107

Printed Ticket:
FOLD along the dotted lines as indicated. Then insert into the scanner with the QR code facing upwards.

Using your Phone:
ZOOM IN so that the QR code is at the top of your screen. Then insert into the scanner with the QR code facing upwards. The QR Code is only valid for one scan per entry.

THIS IS YOUR TICKET

European Qualifier 2023
Scotland v Cyprus
Saturday 25th March 2023
Kick-Off: 14:00

South Stand Lower
Turnstiles: 102- 109
Section: P3
PASSAGEWAY 53
Row: P Seat: 0061

Special Request
Supporter Number: 72613
£0.00-

SUPPORTERS ARE REQUESTED TO BE IN THEIR SEAT NO LATER THAN 30 MINS PRIOR TO KICK-OFF.

This ticket is issued subject to the T&Cs and Ground Regulations of the Scottish FA which can be found at tickets.scottishfa.co.uk. Unauthorised duplication of this ticket may prevent admittance to the match. Unlawful resale (or attempted) is grounds for seizure or cancellation without refund or compensation.

Criminal Law (Consolidation) (Scotland) Act 1995
It is an offence, punishable by law, for any person to enter or attempt to enter the ground:

- Whilst in the possession of a controlled container which is or could hold liquid and which if thrown causing injury to another person.
- Whilst in the possession of alcohol and/or drugs.
- Whilst in possession of any controlled article or substance whose purpose is the emission of a flare for purposes of illumination or signalling or the emission of smoke or a visible gas.
- Any article which is a firework.
- Persons entering the ground may be searched by stadium authorities.

STANDING IS STRICTLY FORBIDDEN IN SEATED VIEWING AREAS.

MATCHDAY INFO

TICKETING
Ensure your ticket(s) are distributed to members of your party prior to arriving at the stadium and that there is enough charge in your phone if using your mobile at the scanner. Visit the Ticket Help Point behind the West Stand if you have any issues on Matchday.

TRAVEL
Plan your journey to Hampden Park visit: scottishfa.co.uk/hampden

OPENING TIMES
Check the Scottish FA website for details. Arrive as early as you can to avoid queues.

PROHIBITED
Hampden Park is a non-smoking stadium. For more information on prohibited items & security visit: hampdenpark.co.uk

PAYMENTS
Within the stadium concourse it is completely cashless. We accept all major bank cards.

ENQUIRIES
If you need anything else, please contact Ticketing & Membership Ops at supporters@scottishfa.co.uk or 0141 616 6000 (Option 1).

STADIUM MAP



MATCHDAY TICKET GUIDE

SCANNING YOUR TICKET



You can scan the E-Ticket directly from your phone. Simply open the PDF before getting to the Turnstile and follow the instructions to place the QR code into the scanner. Please ensure you have sufficient battery, and the brightness is turned up.

OR



If using this option, make sure you are printing the PDF full size and not distorting the image. Follow the instructions for folding before coming to the Turnstile.

E-TICKET ON MOBILE



Please do not attempt to open your emails when in the vicinity of the stadium. As with a full capacity stadium your signal may be limited, and you may not be able to open your email. Please ensure you follow the steps below:

Prior to the Match

From your email confirmation that has your E-Ticket attachments, select the PDF of the match you are attending and open it up.

From your mobile device, find your download button and click download

When choose a source to save it to, it is recommended that you save it to your files folder.

Matchday

Please ensure you have sufficient charge in your phone prior to coming to the match.

As you approach the stadium campus, open the files folder on your mobile device and find the relevant match E-ticket.

Place your phone into the scanner and enter through the turnstile.

E-TICKET PRINTED



One option of using your E-Ticket is to print it off on your own printer. This will need to be done prior to the match.

Simply open the PDF up from your email.

Go to file on the top left-hand side of your PDF read and scroll down to print.

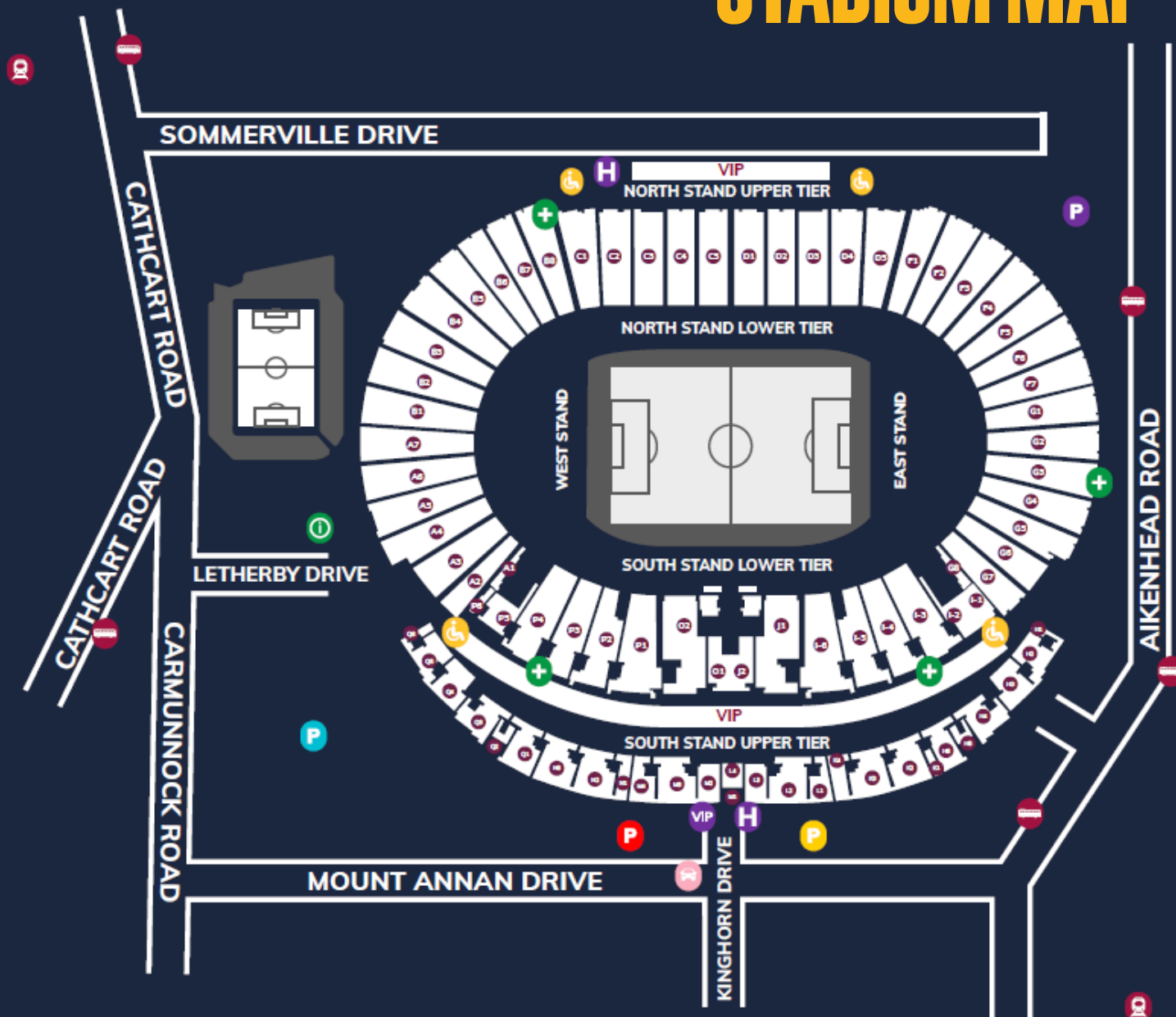
You can only print these tickets off on an A4 size of paper, please do not attempt to change the paper size, as it will not work in the scanner.

You can choose either to print in colour or black & white.

Once you have printed the ticket, fold along the middle line indicated on the E-ticket, then fold the smaller side.

On matchday simply present your folded E-ticket into the scanner and pass through the turnstile.

STADIUM MAP



STAND SECTION TURNSTILES

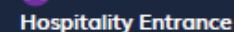
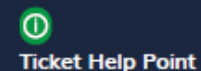
WEST	A1-A2	T1-2
	A3- A4	T6-9
	A5	T10-11
	A6-A7	T12-14
	B1-B8	T16-29
NORTH	C1-C5	T30-39
	D1-D5	T40-49
SOUTH LOWER	I1-I6	T84-89
	J1	T84-91
	O1 J2	MAIN DOOR
	O2 P1-P6	T102-109
SOUTH UPPER	H1-H6	T80-83
	K1-K4 L1-L4	T92-96
	M1-M4 N1-N4	T97-101
	Q1-Q6	T3-5
EAST	F1-F5	T50-59
	F6-F7 G1-G2	T60-69
	G3-G8	T70-79

HAMPDEN PARK Legend

Streets



Parking



First Aid



Accessible Entrance Ramps



Accessible Drop Off Points



VIP Uplift / Entrance



Hospitality Entrance

MATCHDAY HELP POINT

TICKET HELP POINT



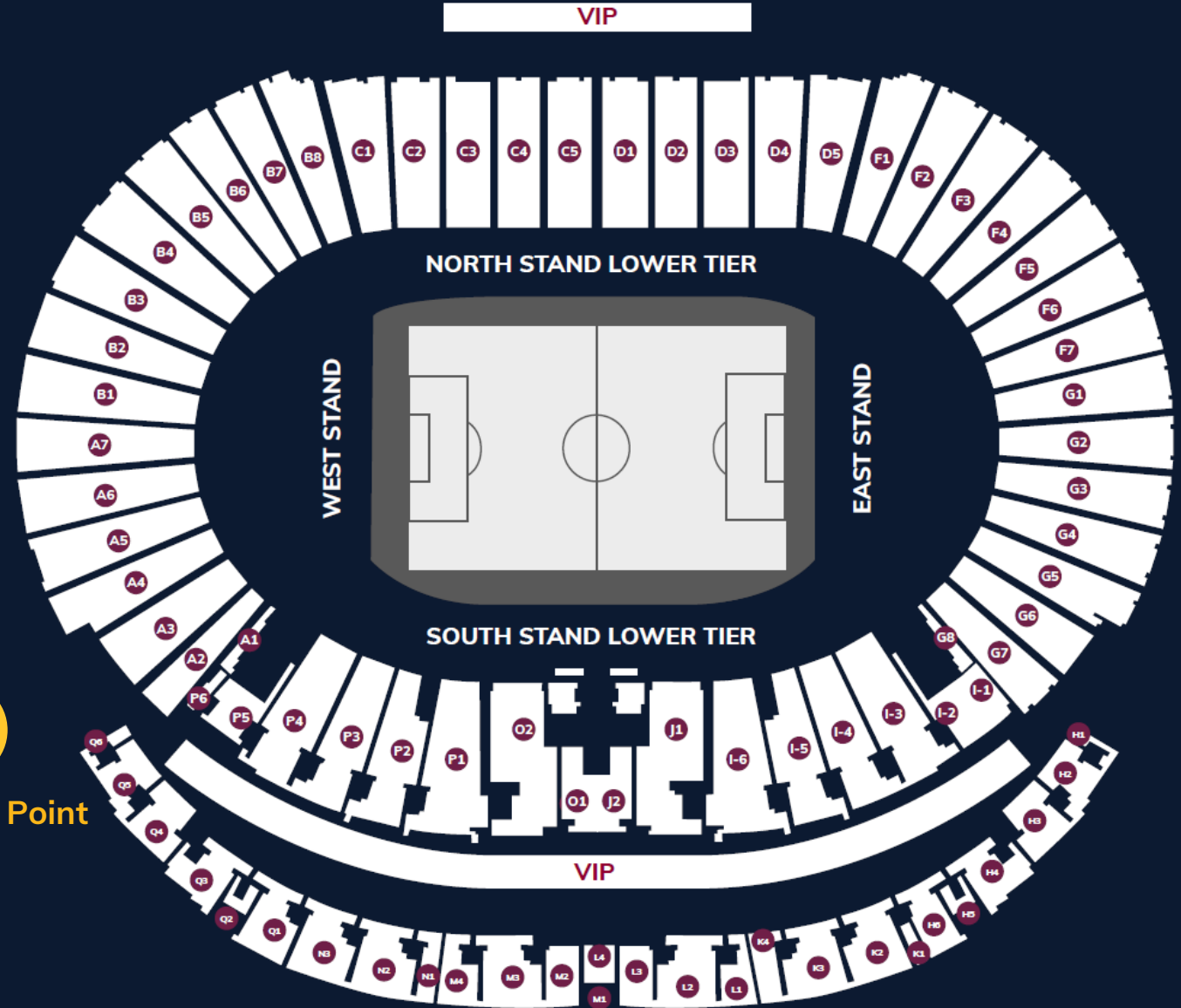
The Ticket Help point is located behind the West Stand within one or two portacabins on match day.

The access is on a tarmacked surface which can be accessed easily from either Sommerville Road or Letherby Drive.

The Ticket Help Point is open 2 hours prior to kick off on match day, should you need to come speak to us with any problems or issues on the day.



Ticket Help Point



STADIUM



[Stadium Policy](#)



PERMITTED ITEMS



Kilts / Sporrans /
Kilt Pins



Crutches



Banners & Flags
within Regulation



Medical Equipment
(approved by
Stadium)



Musical
Instruments



Power banks



Small Bags no
bigger than A4



Wheelchairs

PROHIBITTED ITEMS



Flares



Umbrellas



Bottles



Smoking



Weapons



Sharp
Objects



Megaphones



Large Video
Equipment



Political/Reli
gious
Materials



Alcohol



Large
Backpacks



Helmets



Fireworks



Laser
Pointers



Air Horns



Drugs

ACCESSIBLE CAR PARK & COACH PARKING

STADIUM CAMPUS



Hampden Park postcode for Sat Nav is G42 9AY. On match days, parking around Hampden is restricted to residents only and the stadium car park is for parking pass holders only.

The resident parking area extends to approximately a mile around the stadium, so parking will be severely limited in the surrounding area; take this into consideration when planning your journey.

STADIUM PARKING



At Hampden Park we have 4 Car Parks that are coloured coded in Red, Yellow & Blue for the South Stand and Purple for the North Stand.

Parking Passes are issued by the Supporters Club and can only be issued with prior notice. You will be unable to park without a physical car parking pass.

PARKING PASS APPLICATION



We can issue car parking passes for accessible tickets & large group for coach passes; however, car park passes are subject to availability on a match-by-match basis.

During the purchase of your match tickets please let a member of our team know.

For Wheelchair Accessible Vehicles there are larger bays available.

If you need a car park after you have purchased your match tickets, please contact us by email with your name, supporters/account number and where your tickets are situated.

It may be the case where we do not have car park passes in the areas that are closest to your seat, however we will endeavour to do our best. You need to be in the car park 1 hour before kick-off.

DROP OFF POINT



There is a drop off location for accessible supporters via Kinghorn Drive for someone to drop you off at the front of the stadium.

PUBLIC TRANSPORT



Public Transport Map-
Hampden Park

TRAIN



The nearest train station to the stadium is Mount Florida which is served by trains running to and from Glasgow Central. Mount Florida is fully step-free. From here, the stadium is approximately half a kilometre's walk.

Scotrail offers an Assisted Travel Service which will be available for disabled spectators using any Scotrail trains.

Services operated by Scot Rail operates a Turn Up and Go policy, meaning assistance does not need to be pre-booked.

Disabled passengers should arrive 10 - 15 minutes in advance of the departure time and speak to station staff who will arrange assistance.

Assistance can also be booked in advance of journeys, by calling the ScotRail Assisted Travel helpline on 0800 912 2901.

Alight the train at Mt Florida and exit onto Bolton Drive; follow Bolton Drive to Somerville Drive until the stadium.

Please note that the train service may get particularly busy on match days, leave adequate time to get from the City Centre to Hampden Park.

BUS



There are several buses which run from Glasgow City Centre to Hampden Park (6, 75, 4A).

The following buses pass by or near Hampden Park (31, 34A, 5, 6, 90).

Some services allow the use of contactless cards; mobile tickets can also be bought using the First Bus mTickets app.

Leave adequate time to get to Hampden Park from the City Centre if travelling via public bus.

The Association of Tartan Army Clubs have also compiled a list of supporters' buses available [here](#).

All buses operating in Glasgow are wheelchair accessible with low-level floors and space on-board for one wheelchair user.

Ramps are available and operated by the driver. More information on the accessibility features on buses in Scotland, please visit the First Bus website.

TAXI | UBER



All Hackney (black) taxis can be hailed all over the city, and they will be able to drop you off close to the stadium.

They are wheelchair accessible and easily hired by flagging them on the street if they have the orange for hire light lit.

Uber operates in Glasgow, and it is possible to order accessible vehicles from their app.

There is a drop off location for accessible supporters via Kinghorn Drive for someone to drop you off at the front of the stadium.

STADIUM CAMPUS

MERCHANDISE TRUCKS



JD Sports Merchandise trucks will be available on the Stadium Campus at the Northwest corner of the stadium.

There will be a selection of Scotland jerseys, training wear and general souvenirs. SSC members can use their membership cards for their discount on Scotland x Adidas merch.

MATCH PROGRAMMES



Match programmes can be bought from our vendors located around the stadium campus.

They can be bought with either cash or card.

FANZONE

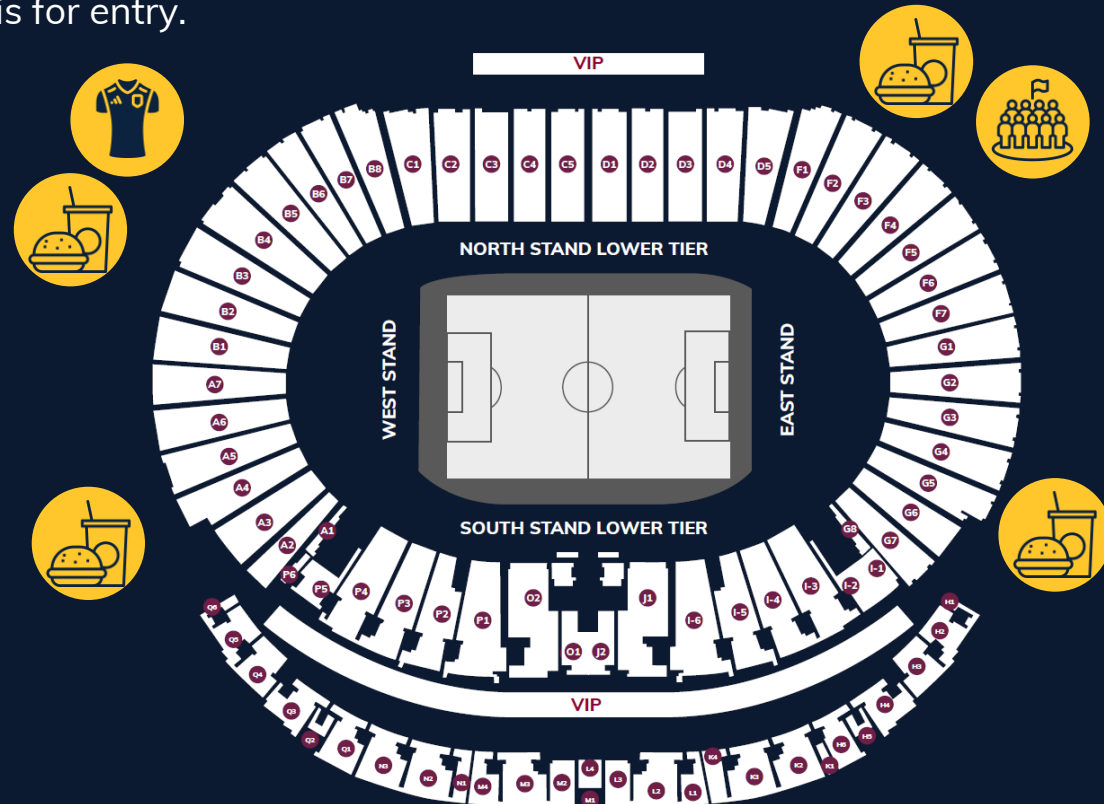


A fan zone will be in place located in the Purple Car Park. There will be a range of food and entertainment. This is a non-ticketed event on a first come, first served basis for entry.

FOOD VENDORS



There are several food vendors located around the stadium campus. The vendors accept card or cash payments.



STADIUM FACILITIES

TOILETS



Standard Toilets are located within the stadium concourse.

20 accessible toilets are available, with 14 in the South Stand, 5 in the East Stand and 1 in the North Stand. Every other toilet block also has an accessible toilet, meaning there are an additional 76 available around the stadium.

There are several accessible unisex toilets across all areas of the stadium. The accessible toilets offer a mix of left- and right-hand transfer and are spacious.

All the accessible toilets are located close to accessible viewing areas.

The accessible toilets are indicated by signage using the internationally recognised symbol for disability, which is placed at an adequate height, so it is visible in crowded concourses.

CHANGING PLACES



Changing Places toilets are available on level 4 of the stadium. Please enquire with the nearest steward to assist you in direction from your seat and opening of the facility.

CATERING KIOSKS



The stadium kiosks are located within the stadium concourse. There is a wide selection of food and drink. Card payment method only.

There are kiosks with lowered height for easier access within the accessible seating in the stadium. The payment method for the food kiosks within the stadium are card only.

The kiosks in the South Stand have dedicated for accessible supporters.

MEDICAL EQUIPMENT



Medical equipment will be allowed into the stadium. Disabled supporters are advised to bring medical proof of requirement (i.e., prescription, doctor's note etc.) with them on match days should they be requested to show evidence of use by stadium staff.

Please contact us via email or telephone prior to the match so that we can check with stadium authorities.

FIRST AID



Located in 4 out of the 5 stands, please ask a steward to assist you in taking you to the nearest First Aid Room if you require assistance.

STADIUM FACILITIES

AUDIO DESCRIPTION



We do have Audio Description Commentary packs available for pick up at the stadium on match day.

Audio Description commentary provides users with a specially trained commentator provides additional narration that describes all significant visual information such as body language, facial expression, scenery, action, clothing, colours and anything else that is important to conveying the image, venue, match, event or surrounding ambience.

You can reserve your audio pack after you have purchased your ticket, email us with your name, account number and ticket details and we will reply with where you can pick them up in the stadium prior to the match and where to return them.

Audio Description Commentary packs are available to both members and general public in the accessible or standard areas of the stadium.

GUIDE DOGS



Guide dogs are permitted into the stadium; however, you will need a seat for them to be booked next to yours. Please contact the Ticketing & Membership Operations Team for further detail prior to the match.

CRUTCHES



Crutches are allowed into the stadium; however, they need to be placed safely underneath your seat during the match to allow no obstructions within the rows.

However, if your leg is in a plaster cast and you are unable to bend your cast or knee, unfortunately you will not be allowed to sit within the standard seating as it could cause obstructions.

Please contact the Ticketing & Membership Operations Team to see if we can assist within the short term prior to the match. Those with a long term or permanent cast should call the team to discuss their requirements.

LEAVING THE STADIUM

EXIT PROCEDURE



Supporters in standard seating can leave via the nearest exit gate.

From the accessible seating area, you will exit along the pitch side and go back up through the access tunnels or exit through EXIT 15/EXIT 24 if in the North Stand.

Please take care going back up the access tunnels and as always as a steward for assistance if required.

Cars will only be allowed to leave the car park once Police Scotland have confirmed to the stewards once the stadium egress of supporters has completed.

Please take care when exiting the car park- especially at night as there may still be some supporters on foot walking through the car park.

Stadium egress normally takes around 45 mins to an hour, depending on how busy the match is, so please factor this into your travel arrangements.

EVACUATION

EVACUATION PROCEDURE



The evacuation procedure in case of emergency is as follows:

- The emergency broadcast will be announced through the PA system as well as on the big screens with the following message:


"YOUR ATTENTION PLEASE YOUR ATTENTION PLEASE. AN EMERGENCY SITUATION HAS ARISEN WITHIN THE STADIUM, PLEASE LEAVE THE STADIUM IN A CALM AND ORDERLY MANNER, FOLLOWING THE STEWARDS' INSTRUCTIONS."

- Stewards will direct you to the nearest emergency exits.
- South Stand: Standard seats will leave via the nearest exit gates. Accessible fans will be directed to exit through the closest access tunnel which will lead into the car parks
- North Stand: Standard seats will leave via the nearest exit gates. For Wheelchair users in the North, you will be directed to the West or East stand where you will be able to exit through the exit points which come out on the ground level. Please note that the service lift would not be able to be used in an emergency.
- East Stand: Standard seats will leave via the nearest exit gates. Accessible fans will be guided to the nearest exit point at Section G that will take you down the ramp outside the stadium.
- West Stand: Standard seats will leave via the nearest exit gates. Accessible fans will be guided to the nearest exit point at Section B that will take ground level to outside the stadium.



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