

Home Match Online Booking Guide

*A complete guide for
Members & Non-Members
to book tickets online.*



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BOOKING GUIDE

Logging In to your Scotland Supporters Club Account

- If you are a **SSC Member**, log into your account from the [Member Login](#) page
- If you are **not a member** but have purchased with us before, enter your customer number and password
- If you have **never purchased before**, see next page

LOGIN

If you are an existing customer, you must change your password (you can do this after logging in for the first time on the 'My Account' page)

Enter your SSC/Customer number here

Enter your Password here



The screenshot shows a login form with two input fields. A red arrow points from the text 'Enter your SSC/Customer number here' to the first input field, which is labeled 'Customer Number or Email:'. Another red arrow points from the text 'Enter your Password here' to the second input field, which is labeled 'Password:'. Below the input fields is an orange 'LOGIN' button. At the bottom of the form, there are two links: 'Register' and 'Forgotten Your Password?'.



BOOKING GUIDE

Registering a Customer Account

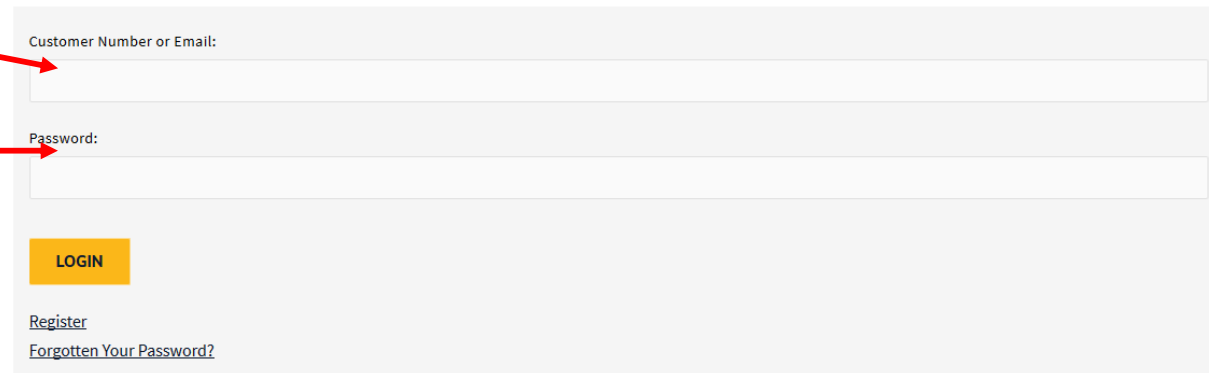
- Click here to [Register](#) an account in order to purchase tickets
- Fill in all of your details
- Once you complete the application a customer number will be sent to you via email
- Use that customer number to log into the account

LOGIN

If you are an existing customer, you must change your password (you can do this after logging in for the first time on the 'My Account' page)

Enter your Customer number here

Enter your Password here



The login form is a light gray rectangular box. It contains two input fields: the top one is labeled 'Customer Number or Email:' and the bottom one is labeled 'Password:'. A red arrow points from the text 'Enter your Customer number here' to the top input field. Another red arrow points from the text 'Enter your Password here' to the bottom input field. Below the input fields is an orange button with the text 'LOGIN' in white. At the bottom of the form, there are two links: 'Register' and 'Forgotten Your Password?'.

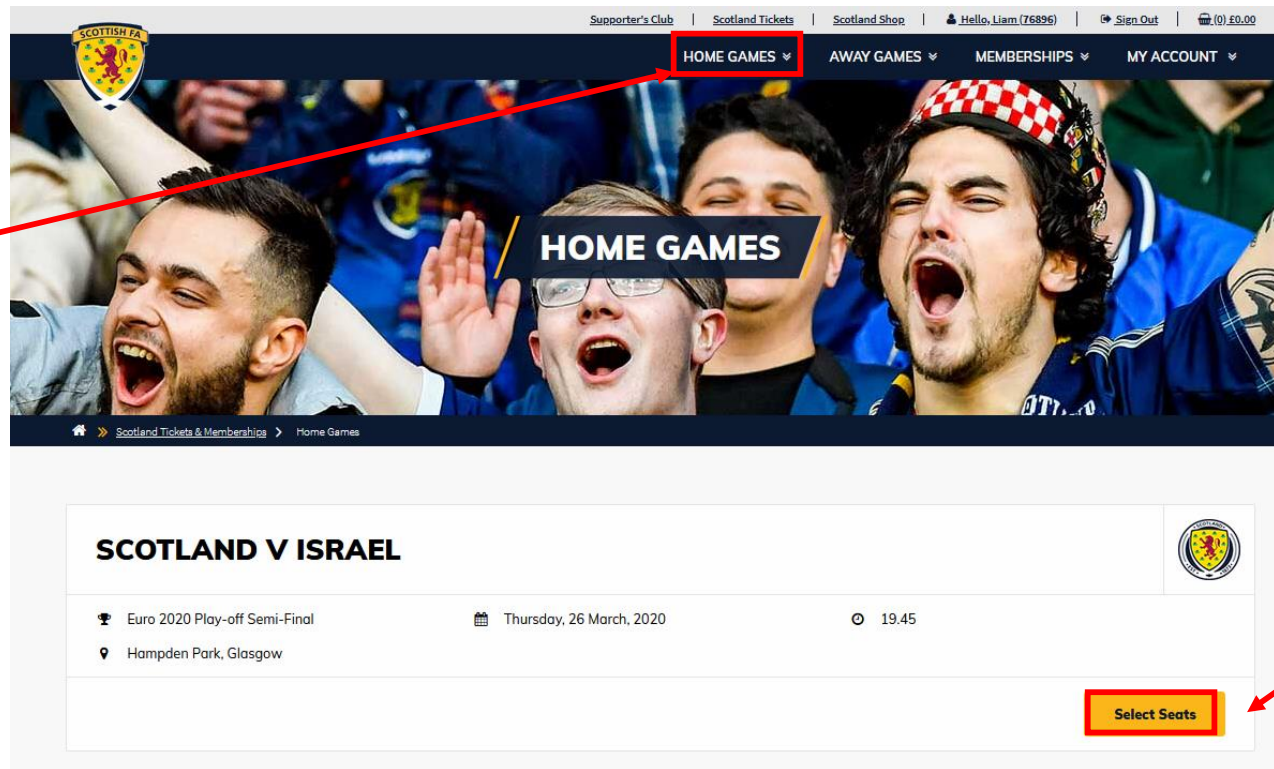


BOOKING GUIDE

Selecting a Match

- Select the match that you want to attend from the list of available matches from the Home Games tab

1) Click on the **Home Games** tab to view the list of available matches



2) Use the list and click **Select Seats** to bring up the Stadium Plan

BOOKING GUIDE

Selecting a Seat

- Select the seat using the Best Available/Ticket Filter function or choose specific seats using the Stadium Plan

From the **Stadium Plan**, you can choose an individual Section of the Stadium and from there you can choose a specific seat

Attention if using a mobile turn phone landscape to access stadium plan for a better view after log in

SCOTLAND V ISRAEL
Euro 2020 Play-off Semi-Final

View Stands by Price

AREA AVAILABILITY

Not Available Limited Good Very Good

TICKET FILTER

Pick a price category

Select a stand

Pick an area

Any Area

CONCESSIONS

Adult
£20.00 to £30.00

Under 16
£5.00 to £12.00

Senior
£5.00 to £12.00

Reset Options

You can use the Ticket filter option to select the price of seats. Once you have selected a price, the stadium map will show the sections available within that price range.

Alternatively, you can use the **Select Stand & Area** function on the left to choose the best available seats in a certain area. Then you can choose the number of seats you want



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BOOKING GUIDE

Selecting a Seat continued

- Select the individual section and select the seats that you would like

1) Select as many seats as you require *(there may be a limit as to how many you can buy depending on the match)*. **SSC Members** during Members Sale can purchase as many as they want for other current members.

SCOTLAND V ISRAEL
Euro 2020 Play-off Semi-Final

SEAT TYPES

- Available (Green dot)
- In your basket (Red dot)
- Unavailable (Grey dot)
- Accessible Seating (Yellow dot)
- Selected (Red dot)
- Hover (Blue dot)

ITEMS IN YOUR BASKET

2

THE WILLIAM HILL STAND UPPER-SECTION N3

Row	E	Seat	Price
Row E	Seat	0067	Adult £25.00
Row E	Seat	0068	Adult £25.00

TICKET FILTER

Pick a price category

Adult £25

Reset Options

Your seat details will appear on the right hand side: Stand | Section | Row | Seat Number

2) Once you have selected the seat(s) you want, you can change the seat(s) to the correct price band (Adult/Junior/Senior) using the dropdown menu.

3) Once you have selected the seat you want and have the correct price, click **Add to Basket** on the right hand side of the page

If the section allows, you can use the ticket filter to highlight particular seats (Standard or Padded, this is only available in certain sections of the stadium)



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BOOKING GUIDE

Options when in the Basket

- How to change Type of Postage, use the Friends & Family function (**SSC Members**) & How to change Price Band

1) You can select 3 different types of postage (special delivery is tracked, collection is only available on match day)

2) If you are a **SSC member**, you can select the drop down menu to change to members in your friends and family. For non-Members the tickets will be all under the Lead Bookers name

2a) You can add **Friends or Family** by clicking here and entering their details

The screenshot shows the 'SCOTLAND V ISRAEL' ticket booking page. At the top, it specifies the match: 'Euro 2020 Play-off Semi-Final, Thursday, 26 March, 2020, Kick Off: 19.45'. Below this is a delivery method selection dropdown with options: 'Standard Post', 'Collect in Person', and 'Special Delivery'. A red arrow points to this dropdown from the first instruction. Below the delivery method is a table with columns: 'Select Supporter', 'Price Band', 'Fulfilment', 'Seat', and 'Price'. The table lists two tickets for 'Liam Douglas' (Adult, Standard Post) with prices of £20.00 and £25.00. A red arrow points to the 'Price Band' dropdown for the first ticket from the second instruction. Below the table is a 'BASKET SUMMARY' section showing 'Total Ticket Price' as £45.00, 'Carriage Fees' as £2.00, and a 'Total' of £47.00. At the bottom, there are buttons for 'Clear Basket', 'Continue Shopping', 'Friends And Family' (with a red arrow pointing to it from the third instruction), 'Update Basket', and 'Checkout'.

3) A junior ticket must be accompanied by at least 1 adult.

3a) For **non-members**, you can change to a junior/senior ticket from here if you haven't so already.

4) After any of changes (from Step 1 or 2) please hit **Update Basket** to reflect any changes and proceed to **Checkout**



BOOKING GUIDE

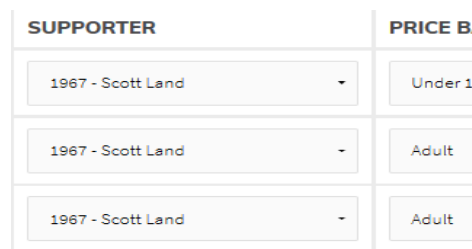
Options when in the Basket continued


- How to book as a **SSC Member** during Public Sale

1) If booking for non-members during a public sale, the tickets will default to the Lead Booker's name as they will not have their own account

2) If you are a **SSC member**, you can select the drop down menu to change to members in your friends and family as well as book for non-members.

If buying for a junior non-member, you can change the price band here



SUPPORTER	PRICE BAND	FULFILMENT	SEAT	PRICE
1967 - Scott Land ▾	Under 16 ▾	Standard Post	N/D4/TT/0082	£30.00
1967 - Scott Land ▾	Adult ▾	Standard Post	N/D4/TT/0083	£30.00
1967 - Scott Land ▾	Adult ▾	Standard Post	N/D4/TT/0084	 £25.00

If you are purchasing a junior ticket on public sale, you can change the price band here. **SSC Junior Members** should update automatically to their price band

3) After any of changes (from Step 1 or 2) please hit **Update Basket** to reflect any changes and proceed to **Checkout**



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BOOKING GUIDE

Proceed to Checkout

- How to go through the Payment Process

BASKET SUMMARY

Total Ticket Price	£45.00
Carriage Fees	£2.00
Total	£47.00

PLEASE CHOOSE A DELIVERY ADDRESS

Delivery Contact

Scott Land

Select Address

Scottish Football Association, Hampden Park, G42 9AY

We have setup your delivery point registered in our system for you

Address 1

Scottish Football Association

Address 2

Hampden Park

Address 3

GLASGOW

Postcode

G42 9AY

Country*

United Kingdom

Continue

CREDIT/DEBIT CARD DETAILS

Enter your card details

The fields marked * are mandatory

Card Type*
Visa - Fee £0.00

Card Number*

Expiry Date*
-- --

Start Date
-- --

Security Number*

Issue Number

☐ Tick here if you would like to save this card for future use.

☐ I have read and agreed to the Terms and Conditions


Confirm

SCOTLAND V ISRAEL

Euro 2020 Play-off Semi-Final
Thursday, 26 March, 2020 Kick Off: 19.45

Stand The William Hill Stand Upper Area Section N5

Select Supporter	Price Band	Fulfilment	Seat	Price
1987 - Scott Land	Adult	Standard Post	SU/N5/E/0067	£25.00
78998 - Liam Douglas	Adult	Standard Post	SU/N5/E/0068	£20.00




Dear Supporter

Thank you for purchasing from Scottish FA Ticket Office.

Your order details are as follows...

Payment Reference 1434996



Standard Post

Scotland v Israel

Adult Price
£25.00

Date / Time
26/03/20 / 19.45

Stand North Stand
Area D3
Row SS
Seat 0059

Carriage Fee £ 2.00

Total Price £27.00

1) Type in your delivery address

2) Enter in your card details (we do not accept Amex)

3) You will receive an email confirmation after a successful booking with the seat details



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BOOKING GUIDE

Accessible & Youth Group Bookings

- How to book Accessible or Group Bookings

Accessible Seating

- For the moment we do not have the facility to conduct Accessible Booking online
- If you require seat in the Wheelchair or Ambulant sections of the stadium, please give the **Ticketing & Membership Ops** team a call on **0141 616 6196/6198/6123** or email supporters@scottishfa.co.uk
- Any seat within the Accessible area entitles one complimentary personal assistant (PA).
- Should you require Car Parking for the match, please let a member of our team know *(NB: this is subject to availability, based on a first come, first served basis)*

Youth Group Bookings

- Group bookings are normally sat within the East Stand of Hampden Park, however groups are able to sit anywhere within the stadium.
- If you require a group booking, please give the **Ticketing & Membership Ops** team a call on **0141 616 6196/6198/6123** or email supporters@scottishfa.co.uk
- Group Bookings can be subject to **complimentary adult tickets**, please enquire with our team. For Youth Group members, the ratio is **1 adult to 10 juniors** which will guarantee **1 complimentary adult ticket**, for non-Youth Group members it is **1 adult to 12 juniors**.
- Should you require a Coach Pass for the match, please let a member of our team know *(NB: this is subject to availability, based on a first come, first served basis)*



BOOKING GUIDE

Family Bookings

- Where to book as a Family

Family Group Bookings

- Families have the choice to book seats in any open section of the Stadium.
- We do not have a **Family Section**, however most Youth Group bookings are normally sat within the **East Stand** of Hampden Park. There will be a lot of kids groups in this area if you are looking for a more 'child friendly' atmosphere.
- At present there are no special ticket offers for families
- Please note that **regardless of age**, every person who enters the stadium needs a valid ticket





If have any questions about booking tickets you can contact our Ticketing & Membership Operations Team:

Telephone: 0141 616 6196/6198/6123

Email: supporters@scottishfa.co.uk

Alternatively, to book tickets over the phone call 0844 875 1873 (*standard network rate +7p per minute*)



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