



Dear Supporter

Season 2018/2019

I am writing to outline the ways in which we will continue to work with Supporter Clubs regarding ticket enquiries for the upcoming season. We recognise the important role that Supporters Clubs play in our support and I would like to take this opportunity to thank you for working with us during what has been a very busy, but very rewarding season.

Season 2017/2018 saw the introduction of new procedures for Supporters Clubs and, based on our experiences and feedback from the Clubs themselves, we have made a few minor changes to improve the operation of the system. As always we will continue to move forward with a system which operates as fairly as possible for all supporters.

This letter contains some important information ahead of Season 2018/2019. We always aim to improve the service we provide and I would ask that you read this in full and note any required actions from you so that we can continue to work together successfully.

Supporters Club Members List

Each Supporters Club must provide their final list of their Club members for whom they wish to apply for both Domestic and European away matches by Friday, 15th June. **This deadline is final and no changes may be made to this list by Supporters Clubs during the course of Season 2018/2019.** This is in response to frequent and repeated changes being made to lists throughout the last two seasons, which presented significant challenges to Supporters Clubs, individual supporters and the Ticket Office.

Supporters Clubs should have a minimum of 10 members and we will not accept submissions from clubs with less than this amount.

With each Supporters Club Member List, the Ticket Office must be provided with the contact details, including email and contact telephone number, for the Club Convenor of the Supporters Club. We have included a data capture sheet to assist you in collating this information and can only accept submissions in this format.

By submitting the list, the Club Convenor is confirming to the Ticket Office that each individual Season Ticket holder agrees to be included in the list of Club Members and agrees that the Club Convenor is permitted to provide us with their details and apply for, purchase and manage domestic away match tickets on their behalf, including domestic Semi Finals and Finals. Members registered as part of a Supporters Club will **not** be permitted to purchase their tickets for domestic semi-finals and finals online, via booking line or at Ticket Office as they are registered as part of a Supporters Club and their ticket will form part of any Supporters Club's ticket allocation.

Club Convenors should obtain the express consent of every member listed on the registration form to be included in the Club Members and to give the Club Convenor permission to apply for, purchase and manage away match tickets on their behalf, including domestic Semi Finals and Finals and ensure that all members understand that members registered as part of a Supporters Club will **not** be permitted to purchase tickets themselves, including tickets for domestic Semi Finals and Finals.

Club Convenors must sign the confirmation at the bottom of this letter when returning their Supporters Club Members List.

Where season ticket holders contact the Ticket Office to indicate that they have not given such consent and permission, then the Ticket Office will remove the Season Ticket holder from the Club list and notify the Club Convenor of the removal.

If you have members who do not wish the Club Convenor to collect tickets for semi final/finals on their behalf, they should not be submitted as part of the Club member list for Season 18/19.

Domestic Away Tickets – Supporters Clubs

Tickets for Domestic away match tickets will continue to be allocated to individual Season Ticket Holders based on their attendance at previous domestic away matches.

Once the criteria for an away match has been confirmed, the Ticket Office will contact the Club Convenor by email and advise of the individual Season Ticket Holders to whom tickets have been allocated, the Supporters Club allocation, amount payable and the deadline by which payment must be received. **We ask that Supporters Club adhere to the deadline set by the Ticket Office for both payment and uplift of tickets. Failure to adhere to deadline may result in a ticket offer being withdrawn.**

Tickets allocated are for the use of the nominated Season Ticket Holder only. Concession tickets will be applied to all concession Season Ticket holders who are successful for a match. No upgrades of away match tickets are available as the ticket is for the use of the Season Ticket holder only. Please note, away tickets are issues based on the age of the Season Ticket holder, not on the category of Season Ticket held at Celtic Park.

With regard to collection of tickets, we ask that Supporters Clubs advise the Ticket Office by email- clubrequests@celticfc.co.uk - to advise when they wish to uplift for their tickets to ensure that they are available. This will assist us as we aim to reduce the wait times for Clubs at the Ticket Office counter.

We understand that a number of Supporters Clubs may wish their tickets to be posted. In the event that the ticket order is for 10 or more tickets, a special delivery fee will be applied to ensure safe delivery of tickets.

We have received a number of requests from Supporters Clubs wishing to purchase certain seats at certain away grounds during the course of Season 18/19. I am sure you will appreciate that the Ticket Office has a difficult task managing the requests from both Supporters Clubs and individual Season Ticket holders for these matches. For the matches which we receive a larger allocation, namely Kilmarnock, Rangers, Motherwell and matches held at Hampden Park, we have enclosed a form which can be completed by the Club Convenor in regards to preferred areas. We cannot guarantee the areas requested, but we will do our best to accommodate when/if possible.

European Away Matches – Supporters Clubs

Tickets for European Away match tickets will continue to be allocated to individual Season Ticket holders based on their attendance at previous European away matches.

For European Away matches in Season 17/18, there was some confusion around uplifting European Away matches.

For Season 18/19, the Ticket Office will no longer set aside tickets for those successful STH who are part of a Club. Each individual member of the Supporters Club should apply for their ticket via the sales arrangements detailed on the Club website.

Should a Club wish to make a group booking, for successful Season Ticket holders, they should email clubrequests@celticfc.co.uk with details of those who wish to attend and we can assist with this request. For those Clubs who wish to do apply as a group, a copy of travel arrangements for each season ticket holder travelling must be provided in advance of collection or issue by the Ticket Office and tickets will not be issued without this information being provided to the Ticket Office. The Ticket Office may advise that tickets for such

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Celtic Park Glasgow G40 3RE

Telephone 0871 226 1888*
International Enquiries +44 (0)871 226 1888*

Facsimile 0141 551 8106
www.celticfc.net

* Calls cost 13 pence per minute, plus your phone company's access charge.
For customer enquiries relating to existing purchases only, please call 0141 230 1967. Calls charged at standard rate.
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matches may be required to be uplifted at or near the away venue; in this event, the Club Convenor cannot uplift on behalf of its member, each individual Season Ticket holder will be required to collect their ticket, which will be issued on provision of photo ID.

All tickets must only be used by the individual Season Ticket Holder to whom they have been allocated. Where tickets have been used by any other person, the Ticket Office will review the registration of the Supporters Club and Celtic will take such action as is considered appropriate.

Right of Review of Registration Procedures and requirement to abide by applicable conditions and regulations

Celtic reserves the right to review these Registration Procedures during the season. In addition, where there has been a breach of the registration procedures, and/or any breach of (i) the Celtic FC Season Ticket terms and conditions, (ii) any match ticket terms and conditions, (iii) the Ground Regulations at Celtic Park or any other stadium; and/or (iv) the rules and regulations of UEFA, Scottish FA or SPFL, by the Club Convenor and/or any member of the Supporters Club, Celtic will review the registration of the Supporter Club in question, including the future allocation of tickets to that Supporters Club, and will take such action as is considered appropriate.

Payment for Tickets

Supporters Clubs who wish to pay by cheque, must provide a separate cheque for each match. Joint cheques are no longer accepted and this process was introduced during Season 2016/17.

For Season 18/19, we are happy to offer Supporters Clubs the opportunity to register one credit/debit card with the Ticket Office which would be used for payment of tickets once agreement for payment has been received for payment by email. Payment details will be secured on an encrypted stick which will be stored in the Ticket Office with strict security/audit processes in place. Should you wish to register card details with the Ticket Office, please email clubrequests@celticfc.co.uk and a Ticket Office colleague will contact you to organise. **For your own security, please do not send card details via email.**

Ticket Office Contact

We ask that Club Convenors communicate with the Ticket Office by email via clubrequests@celticfc.co.uk. We ensure that emails received from Clubs are responded to on a regular basis and we ask for your patience in terms of a response from the Ticket Office. As you will appreciate, we deal with a large number of Supporters Clubs and endeavour to respond as quickly as possible. Please do not email individual email addresses. As staff may be on annual leave or other form of absence this has resulted in requests being delayed or missed. It is also important that we are managing workloads efficiently and we are aware of requests which are outstanding.

If you wish to speak to a colleague within the Ticket Office, please call Customer Services Line on 0141 230 1967 and any of our colleagues should be able to assist you with your query. All colleagues in the Ticket Office are updated with the sales arrangements for each match and will be able to assist you.

We look forward to continuing to enhance our working relationship in the upcoming season.

Thank you for your ongoing support.



Angela Forbes
Ticket Office Manager

Ticket Office
Celtic Park Glasgow G40 3RE

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I confirm that I have obtained the express consent of every member listed on the Supporters Club Member List to be registered as a Supporters Club Member, to provide their details to the Club, to give the Club Convenor permission to apply for, purchase and manage domestic away match tickets on their behalf, including domestic Semi Finals and Finals, and that all members understand that members registered as part of this Supporters Club will not be permitted to purchase domestic away tickets themselves, including tickets for Semi Finals and Finals.

Signed:

Name (Please Print):

Date:

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Celtic Park Glasgow G40 3RE

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