

# STAGGIES ARMY

The following terms & conditions (the “**Membership T&C’s**”) apply to all purchases at any tier of the Staggies Army programme. Before purchasing, these Membership T&C’s are to be read in conjunction with the Ground Regulations and any other relevant terms and conditions referred to herein. Purchase of a Staggies Army Membership and use of the benefits it confers are subject to these T&C’s and the conditions of entry.

## **1 DEFINITIONS AND INTERPRETATIONS**

In these Memberships T&C’s, the following words and phrases shall have the following meanings (unless stated otherwise):

“Address”, means the addresses of purchasers and members provided to the club upon application for the purchase of a membership, or such other addresses as may be notified by purchasers or members of the programme.

“Annual Renewal Date”, has the meaning given to it in Section 8.1.

“Club”, means Ross County Football Club.

“Conditions of Entry”, means the rules and regulations of each of FIFA, UEFA, the Scottish Football Association, the Scottish Professional Football League, and the Ground Regulations.

“Cup Competition”, means each of the Scottish League Cup, Scottish Cup or any other competition thereby classified as ‘cup competition’.

“Cup Match”, means any match in a Cup Competition in which the team participates during the season.

“Date of Commencement”, means such date when an application and payment for membership has been accepted and processed by the Club, and confirmation thereof intimated to the purchaser.

“Ground” means Global Energy Stadium, Jubilee Park Road, Dingwall, IV15 9QZ (or such other ground to which the club relocates on a temporary or permanent basis to the extent that our main ground is unavailable for use by the club).

“Ground Regulations”, means the ground regulations issued by the Club that set out the terms and conditions upon which spectators are granted entry to the ground, a copy of which is available on our website.

“Home League Match”, means a Scottish Professional Football League match played at the ground.

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“Match” means any noted fixture with a confirmed date and time that is deemed as competitive.

“Member” means each person who is registered as an official member of the Staggies Army and is entitled to the benefits of the membership, subject to these terms and conditions.

“Membership” means an approved and live application of a member of the programme.

“Membership Benefits” means in respect of each membership, the benefits to which a member is entitled as listed in their respective categories.

“Membership Card” means a card (or replacement) issued to each member by the club upon activation of membership.

“Membership Fee”, means the annual or monthly fee payable by a member to the club to join the membership. This can be payable in 12 equal payments or as a lump-sum.

“Purchaser”, means a person purchasing any of the designated memberships.

“Renewal Date” is the date 24 hours prior to the date of purchase in the following year. For example, if purchased on 15<sup>th</sup> April 2020, renewal date will be 14<sup>th</sup> April 2021.

“Season”, means the Scottish Football Season.

“Team” means the clubs first team squad.

“Ticket Office” means the club shop ticket desk within the stadium.

“Website” defined as [www.rosscountyfootballclub.co.uk](http://www.rosscountyfootballclub.co.uk)

“Membership Year” defined from the date membership activated to the date of renewal

## 2 TYPES OF MEMBERSHIP

There are 5 different tiers of membership within the programme (APP 1)

- I. Platinum
  - II. Gold
  - III. Silver
  - IV. Kids
  - V. Away
- I. Memberships are defined by different financial costs and benefits
  - II. Benefits cannot be swapped, changed or altered between different tiers
  - III. Kids membership is for children 17 years or younger. If a child turns 18 during the year of the membership, if they are 17 years or younger on the date application, they can still claim kids’ membership.
  - IV. Anybody aged over 18 years in NOT eligible for a Kids Membership

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## **3 PRICE & PAYMENT**

- I. The price payable for each membership is specified in the total amount over 12 months or broken down in to 12 monthly payments
- II. Prices each year are subject to change
- III. Prices will not be changed during an already live membership therefore any price changes will be deferred until the end of each specific members current year
- IV. All prices are inclusive of VAT
- V. Members will be notified of any changes to the price in advance
- VI. Members will continue for an initial minimum term of 1 year (12 months) from the date of commencement.
- VII. The purchaser will be liable for the entire membership fee, payable in instalments by monthly direct debit or hereby in one full amount.
- VIII. The club retains the right to reject any application to join should there be reasonable justification, which will be disclosed to any applicant.
- IX. Memberships can be purchased in the following methods: via the website.
- X. Where a Kids Membership is being applied for or in the case of an application for somebody under the age of 18, Ross County will contact the details on the application to speak to the relevant parent/legal guardian and obtain permission and consent is given to be part of the programme.
- XI. Ross County will accept applicants wishing to pay one-off via Credit or Debit card for annual payment in full memberships only.
- XII. The club only accepts payments direct debit.
- XIII. It is the purchaser's responsibility to inform the club of any changes of payment method and or details to payment.
- XIV. Should payment be declined we will contact purchasers up to three times to obtain payment. Should we be unsuccessful membership will be voided and you may be liable for any facility or administrative charges.

## **4 AUTOMATIC RENEWAL**

- 5 Your Staggies Army membership will automatically renew each year, therefore you will need to contact your bank or building society if you wish to cancel. Please also notify Ross County FC. It is your duty to inform us should you not wish to renew up to 10 days prior to the renewal date. When we contact you, we will inform you of your current level of subscription, amount and benefits. Should automatic renewal be successful, that will be deemed to have accepted the terms and condition of the programme. Direct debits will also continue month on month.

## **6 CONSUMER RIGHTS**

- I. When you purchase a membership, you have a 14 day "Cooling Off" period in which you can cancel your membership and have any monies refunded to your account. This will only apply if none of the benefits have been claimed/used.
- II. We will provide refunds no later than 14 days after receiving the cancellation request.

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- III. Upon cancellation, all membership cards should be returned to the club within 14 days.

## 7 MEMBERSHIP CARDS

- I. Membership cards will be posted out to you upon successful application to the Staggies Army.
- II. It is the responsibility of the Purchaser to protect and secure the location of Membership Card
- III. Replacement Cards can be obtained from the club for a cost of £15.00, a new identification number will be given, and the old card deactivated.
- IV. Only the registered member should use the card to redeem any benefits. Non-members trying to redeem using a member's card will be unsuccessful. We may request a proof of ID to be displayed along with members cards when redeeming some of the benefits of membership.
- V. Transfer of membership cannot be done.

## 8 IN CASE OF DEATH

In the case where a member dies, their membership will be stopped from the date of death and any monies paid in advance will be returned.

## 9 DATA PROTECTION

Ross County FC follow the strict guidelines under GDPR and Data Protection Act 1998. No information will be passed on to third parties. Each purchaser/member acknowledges and agrees that the personal data provided by them to the club in the purchase of a membership shall be collected, stored and used by the club in accordance with the General Data Protection Regulation (EU) 2016/679.

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## APP 3 – Cancellation form

To: Ross County Football Club

*I hereby give notice that I wish to cancel my contract for the membership.*

Ordered on: \_\_\_\_\_

Reason for cancellation: \_\_\_\_\_

SA ID: \_\_\_\_\_

Name	
Address	
Signature	
Dated	

To be posted to:

**Ross County Football Club, Global Energy Stadium, Jubilee Park Road, Dingwall, Ross-shire, IV15 9QZ**

Or via email to [info@rosscountyfootballclub.co.uk](mailto:info@rosscountyfootballclub.co.uk)