



HIBERNIAN FC

TERMS & CONDITIONS

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HOME SEASON TICKETS

TERMS & CONDITIONS

HIBERNIAN FC - HOME SEASON TICKETS TERMS AND CONDITIONS (SEASON 2025/26)

1. These are the terms and conditions ("**Terms**") on which The Hibernian Football Club Limited (the "**Club**") supplies your season ticket. These Terms apply to all season tickets for the 2025/2026 season and use of this ticket to attend, or view online, one or more game will be considered to constitute the acceptance of these Terms. The Club may change these Terms from time to time (for example, to reflect changes in relevant laws and regulations and guidance), and any changes will be published on the website at <http://www.hibernianfc.co.uk/club/club-policies> and will be binding on the holder. The season ticket will terminate at the end of the 2025/2026 season.
2. The issue of a season ticket is subject to Ground Regulations and the SPFL's policy on Unacceptable Conduct both of which are available on <http://www.hibernianfc.co.uk>.
3. This season ticket remains the property of the Club at all times and its use is subject to compliance with these Terms. The season ticket must be produced for inspection at the request of the Club or its agents.
4. Concessions are defined as all those Over 65, Under 18 and students in full time education. Proof of age (including matriculation ID card for students) is required. Only photographic identification will be acceptable. Anyone found incorrectly using any concession to which they do not entitled may be removed from the Stadium with NO REFUND being given.
5. If you are under 16 years old, your parent (s) and/or guardian (s) and/or individual making payment for the Season Ticket shall also be responsible for your actions conduct and compliance with these terms, including in respect of any liability in accordance with these terms and conditions. Where appropriate, any references in these terms to "you" shall be deemed to include the individual specified in the order as having parental responsibility for you.

For the avoidance of doubt, those between the age of 13 and 15 can attend a match unaccompanied but must carry proof of age(e.g. Young Scot card). All U13's must be accompanied by an adult.

6. Once a Season Ticket is purchased the Season Ticket is not cancellable. NO REFUNDS will be given from the point of purchase or at any point during the Season. The Club reserve the right to cancel a season ticket should anything within these Terms and Conditions or anything contained within any other Club Policy be breached.
7. This season ticket is not directly transferable. It may only be used by the season ticket holder detailed on the front in connection with the seat noted, subject to paragraph 10. Tickets can be transferred on a match by match basis using the official "ticket transfer" process on the Club's ticketing website or through the Ticket Office. If it is discovered through the verification process at turnstiles that a season ticket has been transferred to another, the Club reserves the right to confiscate the ticket. If, for example, a child's ticket is used by an adult, the Club reserves the right to cancel the season ticket and no refund shall be given.
8. If you forget to bring your season ticket to the match the Ticket Office will issue a match ticket, in doing so this will invalidate the season ticket itself for that specific match. The re-printing of a ticket will carry the advertised Ticket Office administration charge. If you lose your season ticket, you must notify the Club immediately. A match ticket will only be issued if the season ticket has not been used for the game in question.
9. This season ticket is valid for entry to Easter Road Stadium for such of the Hibernian FC first team SPFL League home matches as are played at Easter Road Stadium in the 2025/2026 season. For the avoidance of doubt, your season ticket does not include any SPFL Play-Off Matches, European matches, friendlies, or domestic cup matches at Easter Road Stadium.
10. Subject to paragraph 9, this season ticket permits you to occupy the seat indicated on the season ticket or such alternative seat as the Club allocates to you from time to time at its discretion. A season ticket does not give the holder any automatic or guaranteed right to purchase the same seat for any subsequent season and nothing in these Terms shall constitute or imply any entitlement to occupy the seat indicated on the season ticket. Requests for seat moves may be accommodated by the ticket office. Any request should be made by way of email to the ticket office and will be considered on a case by case basis.

11. Purchasing a physical Season Ticket Card will cost £5. If your season ticket card is lost or destroyed the Ticket Office can issue a duplicate card for an additional charge of £5, in doing so this will invalidate the original card. Supporters can also access their season ticket digitally and can do so free of charge.
12. Season tickets holders who acquire season tickets under any flexible payment plan offered by the Club should refer directly to the specific documentation which can be accessed here. Please note that the Club reserves the right to charge an administration fee of £10 for any failed direct debits due to the additional work required. A Season Ticket Card purchased as part of an Instalment Plan will only be replaced as per paragraph 10 if all payments under the Instalment Agreement are up to date. As per paragraph 6, once purchased a Season Ticket is NON REFUNDABLE.
13. If you change your address during the season, please contact the Ticket Office or log into your account at www.eticketing.co.uk/hibernianfc to amend your details to enable the Club to keep its records up to date. This is important, particularly if the Club needs to contact you in connection with cup matches or other offerings to season ticket holders.
14. Each season ticket is valid for the advertised match date or any date to which a match is re-scheduled. NO REFUNDS can be given under any circumstances whether in relation to matches which are rearranged, cancelled, voided, or abandoned.
15. The Club reserves the right to change its advertised fixtures without notice and without liability. Matches cannot be guaranteed to take place on a particular date at any particular time.
16. The Club cannot guarantee that your seat will not be affected by adverse weather conditions.
17. The holder of the season ticket must occupy the seat/space allocated to him/her by the Club. However, the Club reserves the right to relocate the holder to any other seat in the stadium at any time as set out in paragraph 10.
18. The Club reserves the right to refuse admission or eject from the stadium and/or withdraw the season ticket from any person at any time, should the person contravene any Ground Regulations.
19. By entering the Stadium, all persons are acknowledging that photographic images and/or video recordings (and/or stills taken from video recordings) may be taken of them and may also be used by the Club for marketing and promotional purposes. Entry into the Stadium is confirmation that all persons have consented to such use of their image. If these images should feature an individual prominently the Club will make reasonable efforts to gain the consent of that person before publishing such images, however, if this is not possible, then entry into the Stadium shall be deemed consent unless the Club is notified in writing to the contrary.
20. Further to paragraph 19, if such person is under 16 years of age, the parent, guardian, or responsible adult who is accompanying them into the Stadium shall be deemed to have provided consent on their behalf.
21. With the exception of authorised media representatives holding accreditation issued by the Club/event organiser, the taking of photographs or filming by any means inside the Stadium is prohibited. In addition, no transmission or reproduction, in whole or part, in any form, or by any means, electronic, mechanical, recording or otherwise is permitted save with a special authorisation in writing by the Club/event organiser and, where appropriate, the prior consent of The Scottish Football Association, the Scottish Professional Football League or appropriate body.
22. Only persons specifically authorised in writing by the Club are permitted to offer newspapers, periodicals, match programmes, food, beverages or any other articles or substances for sale in the Stadium and any charitable collection will only be permitted within the Stadium with the prior written consent of the Club.
23. In accordance with the Data Protection Act 2018, the Club may provide information regarding persons to the authorities where it is necessary for the purposes of prevention or detection of crime and the capture or prosecution of offenders.

24. The season ticket holder consents to the Club holding and processing data relating to them for legal and administrative purposes. The personal data provided to the Club shall be processed, stored, and transferred in accordance with the terms of the Club's privacy policy, which is available at www.eticketing.co.uk/hibernianfc/staticpages/privacypolicy.aspx.
25. The Club may wish to keep season ticket holders up to date with the latest news or information relating to the Club. Information will not be shared with Third Parties. The season ticket holder reserves the right to "opt in" to receive information about the Club's partners.
26. Your entry to the stadium is conditional upon your consent to any request to be searched by the Police or Club stewards.
27. Standing is FORBIDDEN in seated viewing areas.
28. Ticket Office staff have the right to work in a safe and non-threatening environment. Whilst every effort will be made to accommodate requests permitted within these Terms and Condition, rude or threatening behaviour will not be tolerated. The Club reserves its rights to refuse ticket sales or any permitted requests should rude or threatening language be used or if it is believed that a supporter is misusing these guidelines.
29. Foul, abusive, or racist language or conduct is totally FORBIDDEN.
30. Unnecessary noise such as from the use of radio sets and behaviour likely to cause confusion, annoyance, or nuisance of any kind, is not permitted in any part of the Stadium.
31. Banners, or other articles which could, or might be used as a weapon, or to cause offence, annoyance or unnecessary obstruction, or which are regarded by the Club or the Police as dangerous or unsafe, are not permitted within the Stadium.
32. Easter Road Stadium and some surrounding streets are covered by C.C.T.V. which is operated by Hibernian Football Club and recorded on a 24 hour basis.
33. In accordance with The Smoking, Health and Social Care (Scotland) Act 2005 and The Prohibition of Smoking in Certain Premises (Scotland) Regulations 2006, Easter Road Stadium has been designated a no smoking stadium and smoking is strictly prohibited including the use of e-cigarettes and vapes.
34. In accordance with The Criminal Law (Consolidation) (Scotland) Act 1995 it is an offence punishable by law for any person to enter or attempt to enter the stadium:-
- a) Whilst in possession of a prohibited container which is or was capable of holding liquid and which if thrown would be capable of causing injury to another person.
 - b) Whilst in possession of alcohol.
 - c) Whilst drunk.
 - d) Whilst in possession of any article or substance whose main purpose is the emission of a flare for purposes of illuminating or signalling or the emission of smoke or visible gas, or any article which is a firework.
35. The Club reserves the right to pursue any season ticket holder for losses incurred by the Club, where it can be shown the Club has incurred such losses due to the actions of the supporter relating to their misconduct. This includes, but is not limited to emitting a flare, firework, smoke bomb or other visible gas; throwing a container capable of causing injury to another person; damaging seats.
36. The Club reserves the right to confiscate and not refund a season ticket where a supporter has contravened these Terms.



SEASONAL HOSPITALITY

TERMS & CONDITIONS

HIBERNIAN FC – SEASON HOSPITALITY TERMS AND CONDITIONS (SEASON 2025/26)

These terms and conditions (“Season Hospitality Terms and Conditions”) apply only to the provision of seasonal hospitality benefits for season 2025/26. The provision of non-seasonal hospitality benefits are subject to separate terms and conditions.

1. WHAT THESE TERMS COVER. THESE ARE THE TERMS AND CONDITIONS ON WHICH THE CLUB SUPPLIES THE BENEFITS, AS DEFINED BELOW.

DEFINITIONS

1.1 Where used in this Agreement, the following words shall have the meanings set out below:

- **“Alternative Services”** means any applicable alternative services that may require to be provided as detailed at Clause 2.7 below
- **“Agreement”** means the agreement between the Club and the Customer consisting of the Application, the Schedule of Benefits, these Season Hospitality Terms and Conditions and any other documents referred to in them;
- **“Application”** means either the renewal or booking form issued to the Customer by the Club for the Facility or the online application process for the Facility, as appropriate;
- **“Benefits”** means the benefits and entitlements set out in the Schedule of Benefits;
- **“Hibernian FC Limited”**, a company incorporated in Scotland with registered number SC005323 and having its registered office at Easter Road Stadium, Edinburgh EH7 5QG;
- **“Club”** means Hibernian FC Limited, a company incorporated in Scotland with registered number SC005323 and having its registered office at Easter Road Stadium, Edinburgh EH7 5QG;
- **“Consumer”** means an individual acting for purposes wholly or mainly outside his or her trade, business, craft or profession, as defined in the Consumer Rights Act 2015;
- **“Customer”** means the person entering into this Agreement with the Club;
- **“Facility”** means the relevant facility specified in the Application and/or Schedule of Benefits;
- **“Fee”** means the fee set out in the Application and in terms of Clause 3;
- **“Ground Regulations”** means the regulations in force from time to time governing access to, and behaviour in, the Stadium, copies of which are available on request and are displayed at the Stadium;
- **“Guest”** means a person invited by the Host or Customer to use the Facility, where such a right is included within the Benefits;
- **“Host”** means the Customer, if the Customer is a natural person, or, if otherwise, that person nominated by the Customer as their representative when the Facility is being used by, or on behalf of, the Customer;
- **“Parties”** means the Club and the Customer;
- **“Schedule of Benefits”** means the list of benefits issued with the Application or otherwise applicable to the Facility;
- **“Stadium”** means Easter Road Stadium, Edinburgh EH7 5QG which shall include, for the avoidance of doubt, all hospitality areas used to deliver the Benefits;
- **“Term”** means 1 July 2025 until 30 June 2026 or such other period of time as may be specified in the Application and/or Schedule of Benefits during which the Club provides the Benefits to the Customer; and
- **“Unacceptable Conduct Rules”** means the Club’s Rules on Unacceptable Conduct at Easter Road Stadium and away football stadia in force from time to time.

1.2 Headings are illustrative only. Where the context allows the singular shall include the plural and vice versa.

1.3 For the avoidance of doubt, all references to ‘away’ matches and/or ‘away’ stadia shall be deemed to include matches played at a neutral venue.

2. OFFER AND ACCEPTANCE

2.1 Subject to Clause 2.2, the Club will provide the Benefits to the Customer for the Term, subject to the Club's acceptance of the Application and in accordance with this Agreement.

2.2 The Club reserves the right to reject an Application on reasonable grounds, which may include where any sum(s) due and payable to the Club by the Customer remains outstanding. Where the Club is unable to accept an Application, the Club shall contact the Customer to confirm that the Application has not been accepted.

2.3 An Application which has been validly signed by the Customer or, in the case of online applications, ticking the box to finalise and place the order, shall operate as proof of acceptance by the Customer of these terms and conditions.

2.4 The Benefits are not valid for any events at the Stadium other than those specified in the relevant Schedule of Benefits.

2.5 The Parties' entry into this Agreement is conditional upon a safety certificate for the Stadium being granted by the appropriate authorities and maintained for the Term.

2.6 In the event that any Hibernian FC matches at the Stadium to which you are entitled under the Benefits are required to be played 'behind closed doors' or with a reduced spectator capacity and the Benefits are not valid for entry to the Stadium, the Club may provide Alternative Services to the Customer. If it is possible for the Club to offer digital access, such Alternative Services may include digital access to such matches ordinarily provided under your Benefits, subject to the Club having all appropriate rights to broadcast the same. Delivery of any such Alternative Services may be subject to additional terms & conditions. Further details on any Alternative Services will be communicated by the Club ahead of any affected matches.

2.8 The Club's decision on the management of stadium restrictions (including any measures intended to prevent or delay the spread of any pandemic or epidemic, including without limitation any mandatory, recommended or desirable measures introduced by any government, regulatory body (including any football regulatory body or authority) or the Club, including management of social distancing measures and/or reduced spectator capacity at the Stadium ("**Stadium Restrictions**")), shall be final. Tickets to attend any reduced spectator capacity match may require to be allocated through an online ballot. Further details on any required online ballots will be communicated by the Club ahead of any reduced spectator capacity matches.

3. FEES AND CHARGES

3.1 The Customer agrees to pay the Fee to the Club in return for provision of the Benefits.

3.2 Unless credit terms or instalment payments have been agreed with the Club or the Club's finance partner (if and as applicable), or separate invoicing has been agreed with the Club, the Fee shall be payable within 7 days of return of the validly signed Application or the date on which the online Application is submitted (as appropriate), together with any applicable VAT at the prevailing rate. The Club may require the Fee to be paid in advance if the Application is returned or submitted less than 7 days before the Benefits are due to commence.

3.3 If it has been agreed that the Fee will be paid in instalments to the Club, the VAT element due on the total Fee shall be paid to the Club with the first instalment of the Fee. Benefits being paid for under an instalment payment scheme will be subject to any additional terms and conditions of that scheme.

3.4 If instalment terms have been agreed between the Club and the Customer, it is a material condition of those terms that valid payment card details are provided to the Club.

3.5 Any additional charges due for goods and services not included within the Benefits must be paid for by the Customer at the time of purchase or, if an immediate payment facility is not available, within 7 days of the Club's request for payment. The Club will inform the Customer before such additional goods and services are provided that they do not form part of the Benefits and of the price payable.

3.6 If the Customer fails to pay the Fee, any instalment of it, or any other charges for additional goods and services supplied by the Club when due, the Club may, without prejudice to any other rights and remedies available to it as a matter of law, take any or all of the following actions:

3.6.1 if instalment terms have been agreed with the Club, charge the outstanding amount due to any payment card supplied together with any agreed interest

3.6.2 withdraw the instalment facility;

3.6.3 require any remaining balance to be paid in full immediately together with any agreed interest;

3.6.4 suspend the provision of the Benefits and access to the Facility in whole or in part until payment of outstanding amounts due by the Customer to the Club is made; and/or

3.6.5 terminate this Agreement in accordance with Clause 10.2.

3.7 The Club shall be entitled to recover all reasonable administrative or legal costs incurred as a result of the Customer's delay or failure to pay sums due to the Club and for the collection of those amounts by the Club.

3.8 The Club shall be entitled to seek payment from the Customer for any amounts of money due by the Customer but not previously claimed/invoiced under this Agreement as a result of error, omission or inconsistency in any invoice submitted for the original invoice.

3.9 The Customer shall not be entitled to withhold or set off against any sums due to the Club more than a reasonable proportion of any amount payable under the Agreement to the Club because of any disputed claim of the Customer in respect of the Facility or Benefits or any other alleged breach of the Agreement.

3.10 If the Customer purchases the Benefits through a finance agreement with the Club's nominated finance partner (if and as applicable), non-payment of instalments due to that finance partner may lead to suspension or withdrawal of the Benefits.

4. WARRANTIES, UNDERTAKINGS AND CONDUCT

4.1 The Customer warrants and represents that it is legally able and has the power and authority to enter into and perform this.

4.2 The Club may refuse to permit entry to the Stadium or Facility if a valid entry card, pass, ticket or voucher is not exhibited on request. Entry to the Stadium is subject to the Ground Regulations. Loss or theft of an entry card, pass, ticket or voucher must be reported to the Club in writing. The Customer will remain responsible for the use of that entry card, pass, ticket or voucher unless reported. The Club may charge a fee for issuing a replacement access card or pass if the Club accept the Customer's request for replacement.

4.3 The Customer undertakes that:

4.3.1 the Host shall act as the authorised representative of the Customer;

4.3.2 the Customer, Host and Guests shall conduct themselves in a manner befitting the good reputation and integrity of the Club at all times whilst : (i) engaging with the Club or its' representatives (including players); (ii) when travelling to/from or attending any Club match or other Club event(s); (iii) when otherwise attending the Stadium and Facility; (iv) when active on any public forum, including Club social media pages; and/or (v) when otherwise associating themselves with the Club (whether individually or as part of a group);

4.3.3 the conduct of the Customer, Host and Guests shall be in accordance with the Ground Regulations together with any specific additional terms and conditions which may be notified to you as applicable to the relevant category of ticket (including, without limitation, the Club's Accessibility Policy) and the Unacceptable Conduct Rules ;

4.3.4 the Customer shall maintain a list of the names, addresses and /or email addresses of the Guests attending each match and shall provide such list to the Club on request;

4.3.5 the Customer shall maintain a list of the names and addresses of any individuals to whom any match tickets purchased by the Customer have been provided by the Customer and shall provide such list to the Club on request;

4.3.6 the Customer shall comply with the terms and conditions of any ticketing services (including any mobile apps or other platforms) made available by the Club in respect of the delivery of the Benefits, and any reasonable instructions of the Club in respect of the same;

4.3.7 the Customer, Host and Guests shall adhere to any relevant dress code that may be communicated by the Club from time to time.

4.4 Unless prior consent has been obtained from the Club, no part of the Benefits may be transferred, sold, offered for sale, auctioned for gain or profit or used as giveaways or prizes in any competition run by, or on behalf of, the Customer or in conjunction with a third party.

4.5 The Customer shall be liable for the costs of all repairs, damage or claims suffered, incurred by or intimated to the Club as a direct or indirect result, of any act or omission of the Customer, Host or Guests.

4.6 Without prejudice to the Ground Regulations and/or the Unacceptable Conduct Rules, the following are not permitted within the Stadium, the Facility or on the Club's or Hibernian FC property: drunkenness, foul, insulting, offensive or abusive language or behaviour; racist, sexist, discriminatory, or sectarian behaviour, remarks, songs, chants, banners or displays; and the promotion or endorsement of any political organisation.

5. TICKET PURCHASING ENTITLEMENTS

5.1 Unless stated to the contrary in the Schedule of Benefits, any right to buy away or neutral venue match tickets are **subject to availability**, and **no guarantee of ticket availability is given**. Late applications may be rejected. Please note that not all season hospitality packages include an entitlement buy away or neutral venue match tickets.

5.2 Allocation and purchase of away or neutral venue match tickets may be subject to a ballot or proportional distribution among other customers of the Club in the same or similar facilities to the Facility.

5.3 If the Schedule of Benefits states that an away or neutral venue ticket purchasing priority is, or will be, afforded to the Customer, that priority relates to the following:

5.3.1 priority sales processing of bookings made by the Customer with the Club's official travel service provider in accordance with the timetable published by the Club and/or the travel service provider, provided that the Customer has consented to the provision of the Customer's contact details to the official travel service provider;

5.3.2 where the Customer wishes to purchase a ticket or ticket package directly from the Club, a greater likelihood of the Customer obtaining a ticket or ticket package directly from the Club than other categories of season ticket holders registered on the Club's away ticket registration schemes (based on the ratio of tickets made available to such different groups), but this shall **not** operate as a guarantee of the Customer obtaining a ticket before any allocation is made to any such other categories of season ticket holders. References in the Schedule of Benefits

5.4 If a Customer obtains an away or neutral venue match ticket from the Club's official ticket office or service provider, any entitlement that the Customer may have in the Benefits to obtain that number of tickets from the Club will be deemed to have been satisfied.

5.5 Customers and Hosts who have obtained away or neutral venue match tickets from the Club or its official travel service provider are regarded by the Club as ambassadors for the Club. Customers, Hosts, Guests and any other person obtaining match tickets from the Customer: (i) are required to conduct themselves in a manner befitting this status when travelling to/from and attending any Hibernian FC match; and (ii) must comply with all relevant laws, safety announcements or Stadium or away or neutral venue stadia regulations while attending any Hibernian FC match - please note that the operators of away or neutral venue stadia are responsible for the health and safety arrangements in place for Hibernian FC matches held at such stadia. The Club may withdraw any or all rights to buy away and/or neutral venue match tickets if the Customer, Hosts, Guests or any other person obtaining match tickets from the Customer while travelling to/from and attending any Hibernian FC match, behaves in a manner which the Club, in its reasonable opinion, considers to have brought the Club or Hibernian FC or its supporters into disrepute, or if the Customer has failed to provide a list of the names and addresses of individuals where requested to do so by the Club in terms of Clause 4.3.4 and 4.3.5.

5.6 Without prejudice to any other remedies available to the Club, the Customer may be subject to legal action by the Club or Hibernian FC for recovery of any fines, losses, penalties, liabilities or damages suffered or incurred by the Club or Hibernian FC as a direct or indirect result of the conduct or behaviour of the Customer, Host, Guest or any other person obtaining match tickets from the Customer at any Hibernian FC match whether at the Stadium or any other venue and whether or not included within the Benefits.

5.7 Where the Benefits include rights to buy a ticket or tickets for matches at the Stadium that are not already included within the Benefits, the rights apply to the ticket or entire ticket package offered by the Club. Other than with the consent of the Club, where the ticket or tickets offered for sale by the Club are for a package of games, the Customer cannot elect to purchase a ticket for a lesser number of games than that included in the package.

5.8 If the Customer has purchased the Benefits at a concessionary rate, where required, the Customer will be permitted to upgrade to a full adult rate on payment of the then applicable upgrade cost.

6. ALCOHOL

6.1 The Customer shall at all times comply with applicable licensing laws in force from time to time and all other relevant bye-laws and regulations when in attendance at the Stadium or any Facility.

6.2 The Club, in its sole discretion, reserves the right to refuse to serve alcohol to any Customer, Guest or Host.

6.3 The Customer:

6.3.1 shall ensure that the Host and Guests do not remove alcohol from the Facility; and

6.3.2 shall not, and shall procure that the Host and Guests shall not, bring to or serve alcoholic drinks or other beverages in the Facility, other than those supplied by the Club, without the written permission of the Club.

7. SMOKING

It is a criminal offence to smoke, or knowingly permit smoking including the use of e-cigarettes and vapes., in the Stadium or Facility. Customers, Hosts or Guests failing to adhere to the no-smoking rule may be refused entry to the Stadium or Facility, or requested to leave and referred to the authorities. Breach of this Clause 7 may lead to termination of the Agreement.

8. SEATING

8.1 The Club may, in its reasonable discretion, relocate the Customer, Host and Guests to an alternative facility and accompanying seats within the Stadium for any match played at the Stadium. Exercise of this right includes but is not limited to the following situations:

8.1.1 if the Club is required under the rules of a competition to provide the Facility or seating for the use of the competition organiser and/or visiting team;

8.1.2 if the section of the Stadium in which the Facility or accompanying seats is located has been closed; or

8.1.3 for safety, security or other operational reasons, including pursuant to any Stadium Restrictions.

8.2 If relocation occurs, the Club shall offer an alternative facility and seats and use its reasonable efforts to ensure that such alternative facility and seats are of at least a comparable standard to the Facility, failing which the Club shall refund a proportional amount of the Fee (to be determined at the Club's sole discretion).

9. EVENTS OUTSIDE THE CLUB'S CONTROL

9.1 If the Club is prevented from honouring this Agreement or any material part of it (temporarily or permanently) as a result of the occurrence of any event beyond the Club's reasonable control (including but not limited to war, invasion, Stadium Restrictions, terrorism, strikes, industrial disputes or actions, fire, flood, explosion, decision of any court, judicial

body of competent jurisdiction, unavailability of materials, transportation, power or other commodity, acts of God, acts of government or other prevailing authorities, postponement or cancellation of football matches as required by football regulatory authorities or default of third parties) then the Club shall be relieved from its obligations under this Agreement for the period of that event and such non-performance shall not constitute a breach of the Agreement.

9.2 Where circumstances arising from such an event continue for a period of 30 days or more the Club shall be entitled to terminate this Agreement forthwith by notice in writing to the Customer, subject only to refunding a proportional amount of the Fee.

10. BREACH AND TERMINATION

10.1 If the Customer, Host or any Guest (whether individually or as part of the group) breaches these Season Hospitality Terms and Conditions, the Ground Regulations, the Unacceptable Conduct Rules, or any specific additional terms and conditions which may be notified to you as applicable to the relevant category of ticket, or if the Customer, Host or any Guest commits or facilitates any criminal offence while traveling to/from or attending any match involving the Club or other Club event(s), the Club may at its sole discretion (and without any refund or compensation being payable save as otherwise agreed by the Club) take any or all of the following steps: (a) issue a warning; (b) refuse entry to the Stadium or Facility; (c) eject the relevant person from the Facility or Stadium as applicable; (d) exclude the relevant person from any or all future entry to the Stadium during the Term and/or withdraw their ability to buy any or all tickets for such period as the Club considers appropriate during the season, in all of the circumstances; (e) confiscate and/or deactivate any access card, voucher or pass for the remainder of the season; (f) terminate this Agreement; (g) impose any sanctions in respect of future seasons; and/or (h) take separate legal action.

10.2 The Club shall be entitled, in addition to its other rights, to terminate this Agreement immediately by giving notice in writing at any time if the Customer:

10.2.1 is in breach of any of its other obligations and such breach is not remedied (if capable of remedy) within 3 business days of receipt of written notice specifying the breach and requiring it to be remedied; or

10.2.2 being a corporate entity, goes into administration (including the lodging of a notice of intention to appoint an administrator), receivership or liquidation or any analogous event occurs; or

10.2.3 being a corporate entity, otherwise becomes insolvent or makes any arrangement with its creditors.

10.3 To the fullest extent permitted by law, the Customer will be liable to the Club for all and any losses, damages and liability of whatever nature and however arising (including reasonable legal costs) as a result of any breach of the Customer's obligations, undertakings and warranties specified in this Agreement.

11. EFFECT OF TERMINATION

In addition to the Club's other rights and remedies, if this Agreement is terminated prior to its intended expiry (otherwise than as a result of the Club's breach or events set out in Clause 9), the Customer shall immediately pay to the Club all amounts of the Fee outstanding prior to the date of such termination, to the extent that the Club is unable to recover its losses by selling the Benefits to another party. The Club shall be entitled to deactivate the Customer's access card(s) or require the return of any Stadium or Facility entry card, ticket, pass or voucher.

12. CANCELLATION AND REFUNDS

12. 1 The Customer may cancel this Agreement at any time on written notice within 14 days from the date on which this Agreement is entered into (the "**Cancellation Period**"). To exercise the right to cancel, the Customer must inform the Club of its decision to cancel the Agreement by a clear statement (e.g. a letter sent by post to Hospitality Sales, Easter Road Stadium, Edinburgh EH7 5QG or by email to hospitality@hibernianfc.co.uk). If the Benefits have not been made available to the Customer during the Cancellation Period, the Club will reimburse to the Customer all payments received from the Customer. If the Benefits (or any part thereof) have been made available to the Customer during the Cancellation Period, the

Customer shall pay to the Club an amount which represents the proportion of the Facilities and Benefits already provided by the Club until the Customer has communicated to the Club its intention to cancel the Agreement.

12.2 If the Customer cancels the Agreement after the expiry of the Cancellation Period, the Customer shall remain liable for the entire Fee or any outstanding instalments of the Fee due to the Club unless the Club resells the Benefits.

12.3 If the Club resells the Benefits, or remaining Benefits as the case may be, the Customer will remain liable for the difference between the total amount payable by the Customer and the proceeds from the resale, if less, and for reasonable administration charges and collection costs. Any refund of sums already paid will be calculated proportionally against the number of matches that have taken place (or other Benefits which have been made available) at the time of cancellation but will only be paid after all sums due to the Club by the Customer under this Agreement or (where the Customer is not acting as a Consumer) any other agreement with the Club, have been met.

12.4 If the Customer lawfully cancels a finance agreement with the Club's nominated finance partner used to purchase the Benefits and the Club requires to refund to the finance partner any sums paid to the Club by the finance partner relating to that cancelled agreement, the Customer may remain liable to make payment to the Club for the Benefits unless the Customer has also cancelled this Agreement within the Cancellation Period.

12.5 Any amount due by the Customer to the Club on cancellation shall be paid within 7 days of the date of the Club's invoice or request for payment. The Club may deduct any and all sums payable by the Customer to the Club under this Agreement from any and all sums payable by the Club to the Customer under this Agreement or (where the Customer is not acting as a Consumer) any other agreement with the Customer.

12.6 The Club is not obliged to provide a refund or compensation if match dates or times for which the Benefits are initially valid are unsuitable for the Customer, Host or Guests or if the Customer or any Host or Guest is unable to attend matches included within the Benefits.

12.7 If a home match fixture is postponed or cancelled, the Benefits shall be valid for the rearranged or rescheduled fixture. Refunds will be at the discretion of the Club, unless stated otherwise in this Agreement and may be subject to production by the Customer of written evidence substantiating the refund claim.

13.ASSIGNATION AND TRANSFER

The Club reserves the right to assign or license the fulfilment of the provision of the Benefits or any of them to a third party and the Club shall ensure that the Customer's rights shall not be prejudiced in the event of such assignment or transfer. The Customer may in some cases transfer the Benefits under the Agreement, but only with the prior written consent of the Club. Any such requests to transfer or otherwise make any changes to the Benefits, including to names or contacts details, should be sent to hospitality@hibernianfc.co.uk

14.VARIATION

Unless the Customer is a Consumer, any change made by the Customer to this Agreement will only be valid if it is in writing and signed by both Parties.

15.NOTICES

All notices given under this Agreement shall be in writing and shall be sent to the addresses of the Parties as specified in the Application. Any such notice shall be considered to be properly served if sent by pre-paid post or delivered personally.

16.SEVERABILITY

If any provision (or part of a provision) of this Agreement becomes invalid, unenforceable or contrary to applicable law, it will be given no effect and will be treated as if it were not part of this Agreement but the remaining provisions will remain valid and enforceable.

17. CONFLICT

These Season Hospitality Terms and Conditions shall prevail if there is a conflict between them and the Application or Schedule of Benefits.

18. RELATIONSHIP

Nothing in this Agreement shall constitute or be deemed to constitute a joint venture, agency or partnership between the Parties.

19. WAIVER

No waiver, express or implied, by one Party of a breach by the other Party of any of the provisions of the Agreement shall operate as a waiver of any succeeding breach of the same or other provisions of the Agreement.

20. FOOTBALL AUTHORITIES AND ADDITIONAL TERMS

This Agreement is subject to the rules and regulations of The Scottish Football Association Limited, The Scottish Professional Football League, UEFA and any other association, league or combination of which the Club shall be a member or having jurisdiction over Hibernian FC, the Club or Hibernian Limited, copies of which are available on request. This Agreement is also subject to the Club's Social Mission Statement and Unacceptable Conduct Rules copies of which are available on request. The Club shall not be in breach of this Agreement if it is prevented from complying with the Agreement as a result of the Club's compliance with such rules and regulations.

21. PERSONAL DATA

The Club is a data controller in respect of personal data submitted by the Customer and will hold and process personal data for legal and administrative purposes and, where permitted, for marketing purposes (including relating to renewals and the sale of any other match tickets). The personal data provided to the Club shall be processed, stored and transferred in accordance with the terms of the Club's privacy policy. We will use the information you give us to send you information as set out in the Data Protection Statement on the application form.

22. GOVERNING LAW

This Agreement shall be governed by and construed in accordance with the laws of Scotland. Both Parties agree to submit to the exclusive jurisdiction of the Scottish courts to determine any dispute.



MATCH TICKET

TERMS & CONDITIONS

HIBERNIAN FC - MATCH TICKET TERMS AND CONDITIONS (SEASON 2024/25 & 2025/26)

A match ticket is issued subject to the following conditions:

1. All personal details given must be valid and correct. Proof of age, student matriculation or any other form of ID must be provided on request.
2. With the exception of authorised media representatives holding accreditation issued by the Club/event organiser, the taking of photographs or filming by any means inside the Stadium is prohibited. In addition, no transmission or reproduction, in whole or part, in any form, or by any means, electronic, mechanical, recording or otherwise is permitted save with a special authorisation in writing by the Club/event organiser and, where appropriate, the prior consent of The Scottish Football Association, the Scottish Professional Football League or appropriate body.
3. Tickets allotted by this Club/Event Organiser are issued on the express conditions that no holder thereof shall sell or transfer same for a larger price than appears on the face thereof. In the event of any breach of this condition, the Club reserves the right to cancel this ticket and retain the money paid therefore on allotment.
4. A match cannot be guaranteed to take place on any particular day or at any particular time and the Club reserves the right to change its advertised fixtures without prior notice and without liability.
5. In the event of the match being abandoned after having kicked off you may be entitled to a refund of the cash admission charge paid at the turnstile in the determination of the Club/Event Organiser acting reasonably. Where a match is abandoned before the expiry of the first half admission vouchers for the rearranged fixture will be issued to those who attend the abandoned match. The issue of such vouchers in cases where the match is abandoned after the expiry of the first half shall be a matter for the reasonable discretion of the Club.
6. In the event of an all ticket match being postponed for any reason, the ticket will be valid on the rearranged date. In the event of postponement/abandonment/cancellation of a match you may be entitled to a refund (in full or in part depending on the circumstances) of the purchase price of the ticket. Please contact the Club/Event Organiser for details. In all circumstances, refunds are at the sole discretion of the Club.
7. Spectators found in the wrong area amid opposing fans may be ejected.
8. If you are under 16 years old, your parent (s) and/or guardian (s) and/or individual making payment for the Ticket shall also be responsible for your actions conduct and compliance with these terms, including in respect of any liability in accordance with these terms and conditions. Where appropriate, any references in these terms to "you" shall be deemed to include the individual specified in the order as having parental responsibility for you.

For the avoidance of doubt, those between the age of 13 and 15 can attend a match unaccompanied but must carry proof of age(e.g. Young Scot card). All U13's must be accompanied by an adult.

9. In accordance with The Smoking, Health and Social Care (Scotland) Act 2005 and The Prohibition of Smoking in Certain Premises (Scotland) Regulations 2006, Easter Road Stadium has been designated a no smoking stadium and smoking is strictly prohibited including the use of e-cigarettes and vapes.
10. In accordance with The Criminal Law (Consolidation) (Scotland) Act 1995 it is an offence punishable by law for any person to enter or attempt to enter the stadium:-
 - a) Whilst in possession of a prohibited container which is or was capable of holding liquid and which if thrown would be capable of causing injury to another person.
 - b) Whilst in possession of alcohol.
 - c) Whilst drunk.
 - d) Whilst in possession of any article or substance whose main purpose is the emission of a flare for purposes of illuminating or signalling or the emission of smoke or visible gas, or any article which is a firework.

11. The organiser, its servants or agents will not be liable for any loss, injury or damage howsoever caused to the holder of this ticket save as expressly excluded by the Unfair Contract Terms Act 1977. The possession of this ticket shall constitute an acceptance by the holder of these conditions and imply an undertaking on the part of the holder to observe them. In the event of any breach of these conditions the organiser reserves the right to cancel this ticket and retain the money paid therefore.
12. The Club cannot guarantee that your seat will not be affected by adverse weather conditions.
13. Only persons specifically authorised in writing by the Club are permitted to offer newspapers, periodicals, match programmes, food, beverages or any other articles or substances for sale in the Stadium and any charitable collection will only be permitted within the Stadium with the prior written consent of the Club.
14. In accordance with the Data Protection Act, the Club may provide information regarding persons to the authorities where it is necessary for the purposes of prevention or detection of crime and the capture or prosecution of offenders.
15. Your entry to the stadium is conditional upon your consent to any request to be searched by the Police or Club stewards.
16. Standing is FORBIDDEN in seated viewing areas.
17. Foul, abusive or racist language or conduct is totally FORBIDDEN.
18. Banners, or other articles which could, or might be used as a weapon, or to cause offence, annoyance or unnecessary obstruction, or which are regarded by the Club or the Police as dangerous or unsafe, are not permitted within the Stadium.
19. Easter Road Stadium and some surrounding streets are covered by C.C.T.V. which is operated by Hibernian Football Club and recorded on a 24 hour basis.
20. By entering the Stadium, all persons are acknowledging that photographic images and/or video recordings (and/or stills taken from video recordings) may be taken of them and may also be used by the Club for marketing and promotional purposes. Entry into the Stadium is confirmation that all persons have consented to such use of their image. If these images should feature an individual prominently the Club will make reasonable efforts to gain the consent of that person before publishing such images, however, if this is not possible, then entry into the Stadium shall be deemed consent unless the Club is notified in writing to the contrary.
21. Further to paragraph 20 above, if such person is under 16 years of age, the parent, guardian or responsible adult who is accompanying them into the Stadium shall be deemed to have provided consent on their behalf.
22. Unnecessary noise such as from the use of radio sets and behaviour likely to cause confusion, annoyance, or nuisance of any kind, is not permitted in any part of the Stadium.



RAIL SEATING

TERMS & CONDITIONS

RAIL SEATING SECTION SAFETY CODE OF CONDUCT (THE “RAIL SEATING CODE”)

The safety of all supporters at Easter Road Stadium is of paramount importance to the Club. The safe operation of the Rail Seating Section at Easter Road Stadium requires effective communication and engagement with the supporters in that area.

The Club has therefore adopted this Rail Seating Code, which for all Season Tickets issued in the Rail Seating Section will apply as an additional term of the Season Ticket terms and conditions; copies of which are all available on request and at hibernianfc.co.uk

This Rail Seating Code is based on the Club's Risk Assessment for the safe operation of the Rail Seating Section at Easter Road Stadium and the Club therefore reserves the right to review and vary the code from time to time. Any failure to adhere to the Rail Seating Code shall be deemed to be a breach of the Season Ticket Terms and Conditions and the Club shall be entitled to take appropriate action.

As a requirement of entry to the Rail Seating Section, therefore, individual and supporter group season ticket holders are required to conduct themselves in accordance with the undertakings set out below and the use of such ticket to enter Easter Road Stadium is deemed to constitute such ticket holders' acceptance of this Rail Seating Code. The potential harm that may follow if these undertakings are breached is explained below for information.

THE SEASON TICKET HOLDER UNDERTAKES:

To enter the Stadium in an orderly manner respecting and complying with ticket checks and controls, including personal issue tickets/ identification aids, determined by The Club, for the Rail Seating Section. To respect and respond to the reasonable directions of stewards and the police during access phase to ensure that order is maintained and flow rate at turnstiles is constant and uninterrupted, with no unauthorised access.

To enter the Stadium Bowl in an orderly manner respecting and complying with ticket checks and controls

Not to use balaclavas whilst on the Stadium Footprint and within the Stadium

Only to occupy allocated seat/space and not to enter other parts of the Stadium Bowl or areas other than allocated standing positions within the Rail Seating Section of the stadium.

POTENTIAL HARM:

An unsafe environment may be created, spectators and or match day staff could be injured. Non-compliance may lead to overcrowding and an unsafe environment may be created. Spectators and/or match day staff could be injured.

An unsafe environment may be created, spectators and or match day staff could be injured. Non-compliance may lead to overcrowding and an unsafe environment may be created. Spectators and/or match day staff could be injured.

The use of balaclavas prevents identification of anyone engaging in unsafe behaviour and may be intimidating for spectators and match day staff.

Movement to other seats/space may lead to unsafe environment, ticketing issues, overcrowding and could reduce the ability to identify individuals involved in unsafe behaviour.

THE SEASON TICKET HOLDER UNDERTAKES:

Not to use flares, fireworks or other pyrotechnics

Not to throw objects or missiles

Not to engage in hate speech or behaviour

Not to display banners or engage in any singing/chanting which could reasonably be considered to be racial, sectarian, political, homophobic or discriminatory. To bring banners and flags and to sing songs which support the team positively. The banner protocol must be complied with.

Not to block aisles and/or vomitories (including from orchestrated lateral movement)

Not to engage in overcrowding, surging or crushing in section, including circumventing ticket checks and controls, and recirculation of Rail Seating Section tickets. Not to attempt to permit or support non-ticket holders for the Rail

Seating Section to gain entry into that area To respect and respond to the reasonable directions of stewards and the police, and to raise any concerns with the Club after the event

Not to obstruct crowd movement areas, unnecessarily or intentionally.

Not to engage in rapid crowd movement or rushing (including lateral movement)

Not to engage in vigorous movement in a stationary crowd (particularly including moshing)

POTENTIAL HARM:

Staff, spectators and players or officials could be killed or injured (e.g. through burns, toxic products, respiratory problems, fire hazards, temporary or permanent hearing loss, cardiac arrhythmia, etc.).

Staff, spectators and players or officials could be injured by objects or missiles thrown by other spectators.

Spectators could abuse staff, each other and/or players or officials on grounds of race, religion, disability or sexual orientation.

Spectators could display political symbols and/or sing or chant political words which are likely to provoke other sections of the stadium.

Emergency services could be unable to reach a casualty in the seating bowl.

Spectators could surge/migrate during access, egress or the event, causing overcrowding and crushing in the entries and within the rows.

An unsafe environment may be created and spectators could be injured if they do not follow the reasonable directions of stewards and the police.

The movement of spectators and staff could be completely or partially blocked by an object or by other people.

The speed of crowd movement (e.g. through orchestrated lateral movement) could cause crushing, pile-ups or trampling.

Spectators who sway, jump up and down or slam into each other could cause crushing or a progressive crowd collapse.

THE SEASON TICKET HOLDER UNDERTAKES:

Not to engage in conduct that may lead to falls, including crowd surfing

Not to stand on seats, barriers or other infrastructure, other than the designated terracing areas.

Not to engage in conduct that may lead to falling objects/people (including crowd surfers). Exit the stadium in an orderly manner once the match has been completed. To respect and respond to the reasonable directions of stewards and the police during exit phase to ensure that order is maintained

POTENTIAL HARM:

Spectators could be injured by falls from height, off an edge or down a slope or stairs.

Spectators could be injured by falls. Spectators and staff could be struck and injured by a falling object or person (e.g. debris or a crowd surfer).

An unsafe environment may be created, spectators and or match day staff could be injured. Non-compliance may lead to an unsafe environment. Spectators and/or match day staff could be injured.



CLUB EVENTS & STADIUM TOURS

TERMS & CONDITIONS

HIBERNIAN FC - CLUB EVENTS & STADIUM TOURS TERMS AND CONDITIONS (SEASON 2024/25 & 2025/26)

Hibernian FC Club Events - Ticketing Terms and Conditions

1. SCOPE OF TERMS

These terms and conditions apply to all Club events planned by Hibernian FC (the Club) or hosted at Easter Road Stadium.

2. ADMISSION RIGHTS

Hibernian FC reserves the right to refuse admission to any individual at Easter Road Stadium.

3. GUEST CONDUCT

- a. Clients are responsible for the behavior of themselves and their guests at all times.
- b. Activities/behaviour deemed dangerous, offensive, illegal, immoral, or damaging to the reputation of Hibernian FC are strictly prohibited.

4. LICENSING COMPLIANCE

All attendees must adhere to the statutory regulations set out in the [Scottish Licensing Act 2005](#).

5. EJECTION POLICY

Hibernian FC reserves the right to eject any individual who is intoxicated, offensive, or deemed to be causing a disturbance or nuisance, without a refund.

6. PERSONAL BELONGINGS

Items brought into the stadium by guests remain their responsibility and are left at their own risk. Hibernian FC accepts no liability for lost, stolen, or damaged belongings.

7. PAYMENT AND DEPOSITS

- a. Hibernian FC reserves the right to request a deposit or full payment at the time of booking, as determined by management.
- b. All payments, including deposits, must be made by the specified deadline to confirm the booking. Failure to do so will result in cancellation.

8. CANCELLATION AND REFUND POLICY

a. Client/Guest Cancellations:

- i. Deposits are non-refundable and non-transferable under all circumstances.
- ii. Full payments are non-refundable. However, at the sole discretion of Hibernian FC, full payments may be transferred to another individual if complete transferee details are provided and approved by the Club.

b. Event Cancellations or Postponements:

- i. If an event is canceled by Hibernian FC, ticket holders will be offered a full refund of the ticket price. Refunds will not include any additional costs incurred, such as travel or accommodation.
- ii. In the case of event postponement, tickets will remain valid for the rescheduled date. If a ticket holder cannot attend the new date, a refund of the ticket price may be requested within 14 days of the postponement announcement.

c. Force Majeure:

Hibernian FC is not liable for refunds or damages if an event is canceled or disrupted due to circumstances beyond the Club's control, including but not limited to acts of nature, government restrictions, pandemics, or unforeseen venue issues.

d. Refund Processing:

Refund requests, when applicable, must be made in writing to events@hibernianfc.co.uk within 14 days of the event date or cancellation announcement. Approved refunds will be processed within 14 business days of request approval.

9. VENUE ACCESS AND EVENT TIMING

- a. Attendees are expected to arrive on time. Late arrivals may be denied entry or permitted entry only during appropriate breaks.
- b. Hibernian FC reserves the right to modify event timings, schedules, and formats. No refunds will be provided for minor changes.

10. LIABILITY DISCLAIMER

Hibernian FC accepts no responsibility for injuries, accidents, or damages sustained by attendees unless directly caused by negligence on the part of the Club.

11. PHOTOGRAPHY AND MEDIA

- a. By attending the event, guests consent to being photographed or filmed for promotional purposes by Hibernian FC. If you would prefer not to be photographed or filmed, please email events@hibernianfc.co.uk at your earliest convenience.
- b. Personal photography is permitted but must not disrupt the event or infringe on the privacy of other attendees.

12. PROHIBITED ITEMS AND ACTIVITIES

- a. Guests are prohibited from bringing weapons, illegal substances, or outside food and beverages into the venue.
- b. Unauthorized commercial activities, including sales or promotions, are not permitted without prior approval from Hibernian FC.

13. AMENDMENTS TO TERMS

Hibernian FC reserves the right to amend these terms and conditions at any time.

HIBERNIAN FC STADIUM TOURS - TICKETING TERMS AND CONDITIONS

- 1. Access and Restricted Areas
 - a. The ticket holder shall only be permitted access to areas of the stadium that form part of the tour route and agrees not to access any other parts of the stadium.
- 2. Prohibited Activities
 - a. The ticket holder agrees not to carry out any activity whilst on the tour that is dangerous, offensive, illegal, or damaging to the reputation of Hibernian FC (the Club).
 - b. The ticket holder will be liable for all costs, losses, and liabilities the Club may incur as a result of such activities.
- 3. Food, Drink, and Animals
 - a. The ticket holder agrees not to bring food or drink on the tour or to drop litter in the stadium.
 - b. No animals are permitted on the tour, with the exception of guide dogs.
- 4. Children on Tours
 - a. Anyone under the age of 12 must be accompanied by a full-paying parent or guardian.
- 5. Ticket Resale and Transfers
 - a. Tickets cannot be re-sold or transferred without the express permission of the Club.
 - b. Reselling tickets through unofficial channels will result in invalidation of the ticket without refund.

6. PUNCTUALITY

- a. The ticket holder must arrive on time for the tour at the advertised location and start time. Late arrivals may be refused entry, and no refunds will be issued.

7. REFUNDS AND RESCHEDULING

- a. Tickets are non-refundable. However, the Club reserves the discretion to permit the use of the ticket for an agreed future stadium tour if rescheduling is requested more than 7 days before the original tour date.
- b. Cancellations made within 7 days of the tour are non-refundable and cannot be rescheduled.

8. TOUR ITINERARY AND CHANGES

- a. The tour itinerary is subject to change without prior notice due to operational requirements, health and safety regulations, or special events.
- b. Minor changes to the itinerary will not qualify for refunds or compensation.

9. HEALTH AND SAFETY

- a. All ticket holders must follow instructions provided by the tour guide or stadium staff to ensure their safety and the safety of others.
- b. Certain areas of the stadium may be inaccessible to guests with mobility restrictions. Guests requiring assistance should contact the Club in advance to discuss their needs.

10. CONDUCT AND BEHAVIOUR

- a. The Club reserves the right to eject any ticket holder from the tour who is deemed intoxicated, offensive, or disruptive without a refund.
- b. Smoking, alcohol consumption, and illegal substances are strictly prohibited on the tour.

11. PERSONAL BELONGINGS

- a. Items brought into the stadium are the sole responsibility of the ticket holder. Hibernian FC accepts no liability for lost, stolen, or damaged belongings.
- b. Large bags or luggage are not permitted on the tour.

12. PHOTOGRAPHY AND MEDIA

- a. Ticket holders are welcome to take personal photographs during the tour unless instructed otherwise.
- b. Commercial photography or videography is prohibited without prior written consent from Hibernian FC.

13. FORCE MAJEURE

- a. Hibernian FC is not responsible for cancellations or disruptions caused by events beyond its control, including but not limited to extreme weather, pandemics, or government restrictions.

14. CLUB CANCELLATIONS

- a. If the Club cancels a tour, ticket holders will be offered the choice of a full refund or rescheduling to an alternative date.
- b. The Club accepts no liability for additional costs incurred by ticket holders, such as travel or accommodation expenses, in the event of cancellation.

15. LIABILITY DISCLAIMER

- a. The ticket holder participates in the tour at their own risk. Hibernian FC accepts no responsibility for injuries, accidents, or damages unless caused directly by negligence on the part of the Club.

16. AMENDMENTS TO TERMS

- a. Hibernian FC reserves the right to amend these terms and conditions at any time.



MASCOT

TERMS & CONDITIONS

HIBERNIAN FC – MASCOT TERMS AND CONDITIONS (SEASON 2024/25 & 2025/26)

1. Mascot packages are available for Hibernian supporters aged between 4-13 years old only.
2. The package will include two tickets (one for the mascot and one for the accompanying parent/guardian).
3. Mascots will arrive at the East Stand 2 hours 15 minutes before kick-off where they will meet our mascot team who will look after them throughout the experience.
4. Accompanying parents/guardians will make their way to their seats half way through the experience once mascots commence their pitch warm-up. Seats will be located in the West Stand lower and mascots escorted to their seats to meet parents/guardians at kick-off.
5. Mascot Packages are not available for Hibs Kids Fixtures.
6. All mascots must arrive at the Stadium in Hibernian F.C. Kit.
7. Mascots and their accompany adult agree not to carry out any activity whilst taking part in the match day experience which is dangerous, offensive, illegal or damaging to the reputation of Hibernian FC. The adult accompanying the mascot will be liable for all costs, losses and liabilities the club may suffer as a result of such activities.
8. The purchase of a mascot package cannot be re-sold or transferred without the ex-press permission of Hibernian FC.
9. Hibernian FC cannot be held liable for any fixture cancellation or reschedule. Should a fixture be changed or cancelled, a full refund will be offered. Alternatively, mascots can be moved to another fixture (subject to availability).
- 10. In the event of a cancellation by the customer:**
 - a) If the cancellation is more than 14 days prior to the event a credit note to book for another date will be provided.**
 - b) If the cancellation is less than 14 days prior to event – no refund of deposit or credit note will be given.**
11. There is no discount for Season Ticket Holders.



ACCESSIBLE TICKETS

TERMS & CONDITIONS

HIBERNIAN FC - ACCESSIBLE TICKETS TERMS AND CONDITIONS (SEASON 2024/25 & 2025/26)

The club operates a specific ticketing policy for supporters with accessible needs. Details of how to apply are as noted below.

CONCESSION TICKETS

The club operates a specific ticketing policy for supporters with accessible needs. Details of how to apply are as noted below.

ELIGIBILITY / BUYING TICKETS AND PERSONAL ASSISTANT

Hibernian Football Club offers disabled supporters the facility to purchase a Match Day Tickets and Season Tickets.

Hibernian Football Club reserves the right to request “proof of a disability” before issuing any ticket which carries a concessionary price by virtue of disability and/or provides a complimentary personal assistant ticket.
Information required to purchase an accessible ticket will include:

1. Confirmation of residence - one of the following

- Current Council Tax bill or instalment book.
- Current bank/building society/credit union statement or passbook showing your current address.
- Most recent utility bill or certificate from a utilities supplier confirming pre-payment agreement including rates (excludes mobile telephone phone bills).
- Most recent original mortgage statement or mortgage rate amendment letter from a recognised lender.
- Known housing association tenancy agreement or rent card.

Documentation should state your name and address. This should be less than three months old.

2. Photographic identification - one of the following

- Current UK photo card driving licence (full or provisional).
- Current fully signed passport.
- Current European driving licence.

Current Blue Badge is not considered as confirmation and cannot be used.

3. Receipt of one or more of the six different components/levels of award of Adult Disability Payment or Disability Living Allowance as listed below entitles the customer to a concessionary ticket price.

It is preferable if the original award letter is provided as this state’s the award duration ie. life, 5 years, 3 years etc. This then saves us having to ask for the same proof each year as this will be recorded on file. Temporary or short-term awards may be required to provide proof each season.

ALLOWANCE	COMPONENT	LEVEL
Adult Disability Payment	Mobility	Enhanced
Adult Disability Payment	Daily Living	Enhanced
Adult Disability Payment	Daily Living	Standard
Disability Living Allowance	Mobility	Higher Rate
Disability Living Allowance	Care	Higher Rate
Disability Living Allowance	Care	Middle Rate

- Adult Disability Payment has replaced Personal Independence Payment in Scotland.
- Please note the Lower Rate Mobility and Lower Rate Care do not entitle you to a concessionary ticket price.

4. Receipt of:

- Severe Disablement Allowance
- Attendance Allowance
- War Pensioners' Mobility Allowance or War or Service Disablement Pension for 80% or more disability.
- Blind or partially sighted registration certificate (BD8 or CVI Certificate) or evidence from an eye specialist, for example an optometrist, that the individual would qualify to be registered as severely sight impaired (blind) or sight impaired (partially sighted).
- Confirmation in writing from a Consultant that the individual is included on their Deaf Register, or a letter or report from an Audiologist confirming that hearing loss has been recorded at 75 – 80 dBHL or worse.

NB: This list is not an exhaustive list and consideration should always be given to any other evidence that can be provided. In all cases, common sense should prevail, and the dignity and privacy of the disabled person should be paramount.

PERSONAL ASSISTANT

A complimentary ticket for a personal assistant is available to disabled supporters who meet the following criteria:

1. Receipt of the higher rate of Personal Care or Mobility under Disability Living Allowance or the Enhanced Mobility or Living rate of Adult Disability Payment/Personal Independence Payment (PIP) as listed below.

This must be an award letter from the current year (issued usually in February or March). Providing the original award letter which provides more information on the duration of the award will enable us to record this information and for the supporter not to have to supply this information each season.

ALLOWANCE	COMPONENT	LEVEL
Disability Living Allowance	Mobility	Higher Rate
Disability Living Allowance	Care	Higher Rate
Personal Independence Payment	Mobility	Enhanced
Personal Independence Payment	Daily Living	Enhanced

The Club recognises that the annual renewal letter issued by The Department of Work and Pensions may not show the period/length of entitlement of benefit.

We cannot issue concessionary tickets without this information. If you do not have the original letter when renewing your season ticket and want to take advantage of the accessible ticketing policy, we must have proof of entitlement and ask you to contact The Department of Works and Pensions to obtain a copy of the original award. We are happy to hold a particular purchase for 14 days until you are able to obtain proof of eligibility.

Once this information is provided, we will record this against your client account, so we have this on record and minimise the need for annual clarification and work towards online purchase for all supporters.

2. Other criteria for supporters who may qualify for a Personal Assistant
- Attendance Allowance – for supporters over the age of 65 higher rate award levels.
 - War Pensioners' Mobility Allowance or War or Service Disablement Pension for 80% or more disability.
 - Blind or partially sighted registration certificate (BD8 or CVI Certificate) or evidence from an eye specialist, for example an optometrist, that the individual would qualify to be registered as severely sight impaired (blind) or sight im- paired (partially sighted).
 - Confirmation in writing from a Consultant that the individual is included on their Deaf Register, or a letter or report from an Audiologist confirming that hearing loss has been recorded at 75 – 80 dBHL or worse.

Documentation required may change depending on alterations to current legislation regarding the benefit payments system. Confirmation of residence and providing photographic ID are required as part of our accessible season ticket application process.

CONDITIONS OF USE WHERE PERSONAL ASSISTANT TICKET IS PROVIDED

Supporters who meet the relevant criteria, will qualify for a complimentary ticket for their personal assistant. However, personal assistants **MUST** accompany their disabled person to every match. The Club will make provision for seating for the Personal Assistant, adjacent to their disabled person. Personal Assistants are **NOT** permitted to attend the match without their disabled person unless they upgrade their ticket to the relevant category and price. The Personal Assistant should come to the ticket office to upgrade prior to a match and will be issued with a paper ticket.

Personal Assistants may be different, substitutes are permitted but they must hold the concessionary ticket when attending the game and accompany the disabled person

they are supporting. Arriving at the stadium and sitting elsewhere in the stadium is not permitted.

In situations where a Personal Assistant is for a wheelchair user, the Personal Assistant will **NOT BE PERMITTED** to sit within the wheelchair platform area in circumstances where they have upgraded their ticket and are not attending with their disabled person. Seating will be allocated by the ticket office personnel at the time of upgrading.

Disabled supporters who attend matches **without** their Personal Assistant may be subject to their season tickets being withdrawn.

A disabled person who has declined a Personal Assistant ticket **must** inform The Club so that a Personal Emergency Evacuation Plan is put in place, in conjunction with The Club Health & Safety policy. This is in line with the Green Guide and ensures safe evacuation from the stadium. Supporters buying match day tickets only who wish to attend without a personal assistant can contact the Disability Access Officer prior to a match giving a minimum of two days' notice in order for arrangements and the plan to be written.

To contact the Club Disability Access Officer, Kieran Power, contact kpowers@hibernianfc.co.uk

