

Opting-out of attending a match

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The following actions are explained in this guide – click the links below to go straight to your choice:

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Overview

When a Season Ticket holder chooses not to attend a particular match which they are entitled to attend they are said to have “opted-out”.

Opt-outs become relevant during the ‘Pay & Play’ phase of the season when Season Ticket holders are automatically provided with tickets to relevant matches and charged for them, unless they opt-out.

If you opt-out of a match, you will not be issued tickets for the match and you will not be charged.

If you do not opt-out of attending the match, you will be issued tickets for the match and you will be charged for the tickets.

Each Season Ticket holder is permitted to one opt-out during the Pay & Play phase of the season. Once this opt-out is used, no further opt-outs can be availed of.

If you opt-out of attending a match, you are recorded as not having attended it. As a result, your attendance record will be impacted. Opting out only ensures you are not issued tickets or charged, but you remain recorded as not having attended the match.

If you wish to read more information about Opt-outs please [click here](#) to visit the GAA website or visit the ‘FAQs’ section of the Season Ticket website which contains additional information.

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Opt-out of attending a match

If you do not want to attend a particular match, you can avail of an Opt-out. As administrator on your Season Ticket account, you can similarly Opt-out ticket holders on your account.

1) Open www.seasontickets.ie in an Internet browser (e.g. Internet Explorer, Firefox etc).

Click on 'I am an existing Season Ticket customer'.



*If you are an existing customer and wish to purchase additional tickets, you will have the option to do so after renewing your existing tickets

2) Type in your email address, password and click 'Login'.

Please log in:

Email address:
joebloggs@eircom.net

Password:
.....|

Your password is case sensitive.

LOGIN

Cannot login? [Reset password](#)

Make sure to type in the email address you used when buying your Season Ticket.

3) The Season Tickets homepage is shown.

Home My Tickets Attendance Bring a Friend Seating Group Opt-outs» Special Purchases FAQ Logout

Welcome Mr **JOE BLOGGS**
Please click on an account to view its details or renew individual tickets.

Product description:
Waterford Hurling Season Ticket 2012 Account number:
951103 [Buy additional](#)

4) Click the 'Opt-outs >> Manage Opt-outs' menu item in the top horizontal menu bar.

Home My Tickets Attendance Bring a Friend Seating Group Opt-outs» Special Purchases

Opt-outs Summary
Manage Opt-outs

5) Click the Season Ticket product that you want to Manage Opt-outs for.

Home My Tickets Attendance Bring a Friend Seating Group Opt-outs» Special Purchases FAQ Logout

Please select the product you would like to manage Opt-out for.

Product description:
Waterford Hurling Season Ticket 2012 Account number:
110395

6) The 'Manage Opt-Outs' page is shown with details of forthcoming matches displayed.

A Cut Off date / time is shown for each. This is the deadline after which opt-out changes for the current match will no longer be possible. This is required to allow the Opt-out choices to be frozen in order to process tickets – including handling Opt-out requests – for the forthcoming match.

Locate the correct match and check the boxes beside the names of the ticket holders who wish to Opt-out.

Click the 'Submit' button.

Home My Tickets Attendance Bring a Friend Seating Group Opt-outs» Special Purchases FAQ Logout 

EID 12282, Hurling Austin Stack Park, 24/08/2012 Cut off 28/07/2012 11:00

<input checked="" type="checkbox"/>	Mr Joe Bloggs	Adult	17727 1215030	
<input checked="" type="checkbox"/>	Mrs Mary Bloggs	Adult	915674 121777	
<input type="checkbox"/>	Mr Jimmy Bloggs	Adult	11615995 1273	
<input type="checkbox"/>	Ms Jane Bloggs	Juvenile	813412122748	

If no checkboxes are shown, it means the final cut-off point for opting-out of an event has already been passed and you are not permitted to opt-out.

If a checkbox is shown beside a particular ticket holder, but cannot be checked, it means that the ticket holder has no Opt-outs left and is not permitted to opt out.

7) The 'Manage Opt-Outs' page is updated with the text "Opt-out" beside the names of the ticket holders who were opted-out.

Home My Tickets Attendance Bring a Friend Seating Group Opt-outs» Special Purchases FAQ Logout 

EID 12282, Football Austin Stack Park, 24/08/2012 Cut off 28/07/2012 11:00

<input checked="" type="checkbox"/>	Mr Joe Bloggs	Adult	17727 1215030	Opt-out
<input checked="" type="checkbox"/>	Mrs Mary Bloggs	Adult	915674 121777	Opt-out
<input type="checkbox"/>	Mr Jimmy Bloggs	Adult	11615995 1273	
<input type="checkbox"/>	Ms Jane Bloggs	Juvenile	813412122748	

8) You can continue to Opt-Out other ticket holders on the account, either now or at a later stage.

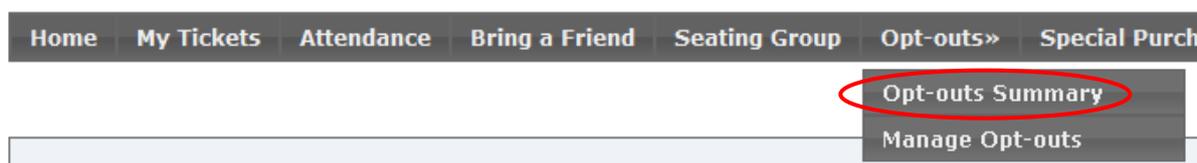
You can also change the Opt-Out choices made as many times as you wish up to the Opt-out cut off deadline. After the deadline, no further changes are permitted

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View Opt-out summary

The Opt-out Summary page provides an overview of the Opt-outs available to each ticket holder on your Season Tickets account and how many have been used to date.

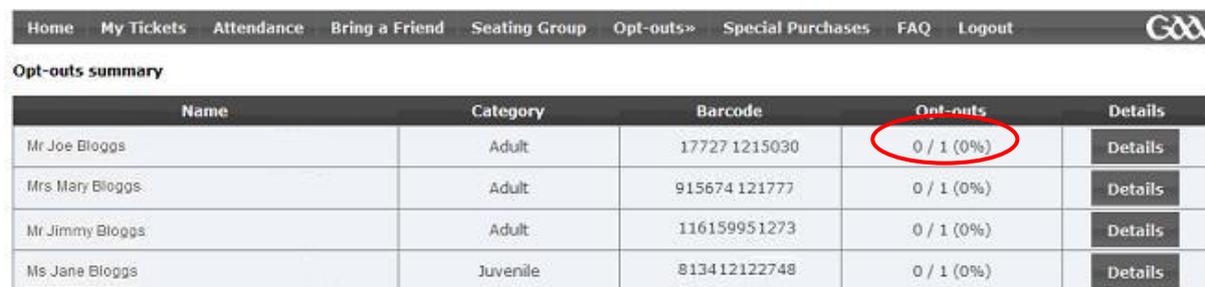
- 1) Log into the Season Tickets website.
- 2) Click the 'Opt-outs >> Opt-outs Summary' menu item in the top horizontal menu bar.



- 3) Click the Season Ticket product that you want to view Opt-out Summary for.



- 4) The 'Opt-Outs Summary' page is shown.



A screenshot of the 'Opt-outs summary' page. The navigation bar includes: Home, My Tickets, Attendance, Bring a Friend, Seating Group, Opt-outs>>, Special Purchases, FAQ, Logout, and the GAA logo. Below the navigation bar, it says 'Opt-outs summary'. A table displays the following data:

Name	Category	Barcode	Opt-outs	Details
Mr Joe Bloggs	Adult	17727 1215030	0 / 1 (0%)	Details
Mrs Mary Bloggs	Adult	915674 121777	0 / 1 (0%)	Details
Mr Jimmy Bloggs	Adult	116159951273	0 / 1 (0%)	Details
Ms Jane Bloggs	Juvenile	813412122748	0 / 1 (0%)	Details

A list of all Season Ticket holders on your account is displayed, along with what type of ticket they hold (Adult, Juvenile etc) and the barcode printed on the Season Ticket card. For each ticket holder, the current number of opt-outs they have availed of is also shown and is displayed both in actual numbers (e.g. "0/1") and percentage (e.g. "0%") terms.

View Opt-out details

The Opt-out detail page provides detailed Opt-out information for each Season Ticket holder on your account all matches they were entitled to attend, together with a record of their opt-out status and attendance record for each.

1) Follow the steps outlined under the 'View Opt-out Summary page' section above.

2) Click the 'Details' button on the 'Opt-out Summary' page beside the desired ticket holder.

Name	Category	Barcode	Opt-outs	Details
Mr Joe Bloggs	Adult	17727 1215030	0 / 1 (0%)	Details
Mrs Mary Bloggs	Adult	915674 121777	0 / 1 (0%)	Details
Mr Jimmy Bloggs	Adult	116159951273	0 / 1 (0%)	Details
Ms Jane Bloggs	Juvenile	813412122748	0 / 1 (0%)	Details

3) The Opt-out Detail page is displayed.

Event Id	Event Name	Event Date	Venue Name	Status
12222	Waterford v Wexford Hurling R1	09/03/2012 10:00	Croke Park	Opted Out

A row is shown for each match, including the match name, location and date, for which an opt-out was availed of. If a match was not opted out of, it is not shown. The Status value shown can be:

- Opted Out** Ticket holder opted-out and can no longer reverse this opt-out decision.
- Declared Opt Out** Ticket holder is currently opted-out, but can reverse this opt-out decision if desired.
- Forced Opt out** Used to handle exceptional cases such as GAA All Ireland Final ticketing.