

Arranging to sit beside friends / family using Seating Groups

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Overview

You may want to sit beside friends or family who are similar Season Ticket holders at some or all matches during the season. You can organise this from the 'Seating Group' page.

You can create a Seating Group and invite other Season Ticket holders to join it or join another Season Ticket holder's Seating Group, if invited. You are free to cancel or leave a Seating Group at any time.

When creating or joining a Seating Group, all ticket holders on your Season Ticket account will be included in the Seating Group. It is not possible to include only specific ticket holders in the Seating Group and exclude others.

You can change your Seating Group setup during the season if you wish. Simply go to the 'Seating Group' page in the Season Tickets website and make the changes you want, as many times as needed.

Please note that you can only invite Season Ticket accounts who hold the same combination of county and code (i.e. football or hurling) as your account to join a Seating Group. Please see the 'FAQs' section of the Season Tickets website for further rules which apply to the Dublin Football Season Ticket (only) for the 2012 season.

The ability to make Seating Group changes is subject to the cut-off dates for particular matches and the other standard rules / limitations in this area. It may not always be possible to make a Seating Group change for a particular match at a given time.

If you have any further query regarding Seating Groups, please visit the 'FAQs' section of the Season Ticket website which contains additional information.

Go to the Seating Group page

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 **GAA**

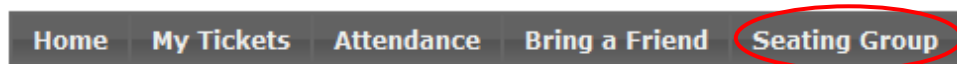
Welcome **Mr JOE BLOGGS**
Please click on an account to view its details or renew individual tickets.

 Product description:
Waterford Hurling Season Ticket 2012

Account number:
951103

Buy additional

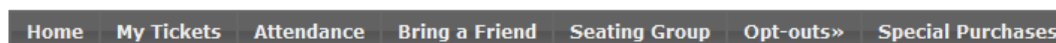
4) Click the 'Seating Group' menu item in the top horizontal menu bar.




Welcome Mr **JOE BLOGGS**

Please click on an account to view its details or renew individual tickets

5) Click the Season Ticket product which you want to manage Seating Groups for.



Please select the product you would like to create / manage a seating group for.

	Product description: <u>Waterford Hurling Season Ticket 2012</u>	Account number: 951103
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6) The 'Seating Group' page is shown.

A screenshot of the 'Seating Group' page. At the top is a navigation bar with items: Home, My Tickets, Attendance, Bring a Friend, Seating Group, Opt-outs», Special Purchases, FAQ, and Logout. Below this is a dark banner with white text: 'You are not a member of any seating group. You can create one now.' Underneath is another dark banner with white text: 'Create a seating group.' The main content area has a 'Group name:' label followed by a text input field and a 'Create seating group' button. Below the input field is a 'Note:' section with four numbered points:

1. Only one seating group is permitted per season ticket account and product.
2. Seating groups are limited to 10 season ticket holders.
3. Seating groups are limited to the same season ticket product.
4. Once created, a seating group applies to all matches until the season ends.

(The contents of the Seating Group page will vary depending on whether you are already part of a Seating Group).

Create a new Seating Group

You can create a Seating Group and invite similar Season Ticket holders to join it. This means they will then be seated together in seats beside you at matches.

If you are already a member of a Seating Group, you will be shown details of it and will not be able to create a new Seating Group. Other Seating Group rules that must be followed are also shown.

1) On the Seating Group page, type a name for your group and click the 'Create Seating Group' button.

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

You are not a member of any seating group. You can create one now.

Create a seating group.

Group name: **Create seating group**

Note:

1. Only one seating group is permitted per season ticket account and product.
2. Seating groups are limited to 10 season ticket holders.
3. Seating groups are limited to the same season ticket product.
4. Once created, a seating group applies to all matches until the season ends.

2) Your Seating Group is created and the ticket holders on your account are automatically added to it.

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

Seating group

Group name:	Joe's Mates Group	Group total:	4 (Confirmed: 4)
Season ticket product:	Waterford Hurling Season Ticket 2012	Group limit:	10
Group owner:	Mr Joe Bloggs	Remaining places:	6
Email:	joebloggs@eircom.net		

Name:	A/C Number	Status:
Mr Joe Bloggs	951103	Confirmed
Mrs Mary Bloggs	951103	Confirmed
Mr Jimmy Bloggs	951103	Confirmed
Ms Jane Bloggs	951103	Confirmed

Cancel group **Send invitation**

Invite others to join your Seating Group

You can invite other Season Ticket account(s) to join your Seating Group either immediately after creating the Seating Group or at a later stage.

(If you have not already created a Seating Group, please read section “Create a new Seating Group”)

- 1) On the Seating Group page, click the ‘Send Invitation’ button.
- 2) Type the account number of the Season Ticket holders you wish to invite to join your Seating Group and the email address of one of the administrators on the account.

Tip: Make sure you have these details correct! It may help to call the person you wish to invite to double check you have the correct details.

Other Seating Group Invitation rules that must be followed are also shown.

Click the ‘Send Invitation’ button.

The screenshot shows the 'Seating group' page with the following details:

Group name:	Joe's Mates Group	Group total:	4 (Confirmed: 4)
Season ticket product:	Waterford Hurling Season Ticket 2012	Group limit:	10
Group owner:	Mr Joe Bloggs	Remaining places:	6
Email:	joebloggs@eircom.net		
Account number:	<input type="text" value="122337"/>	Email:	<input type="text" value="markm@hotmail.com"/>

Note:

1. Only account administrators can accept invitations to join seating groups.
2. Please ensure that the account number and the email address of the administrator you wish to invite are correct.
3. All members of the invitee account will be assigned to the seat group.

The 'Send invitation' button is circled in red.

- 3) Provided the details you typed in are correct, your Seating Group page updates to show the ticket holders on the account you just invited. Their status is “Pending” until they respond.

A Season Ticket invitation email is sent to the person you invited.

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

Seating group

Group name:	Joe's Mates Group	Group total:	5 (Confirmed: 4)
Season ticket product:	Waterford Hurling Season Ticket 2012	Group limit:	10
Group owner:	Mr Joe Bloggs	Remaining places:	5
Email:	joebloggs@eircom.net		

Name:	A/C Number	Status:
Mr Joe Bloggs	951103	Confirmed
Mrs Mary Bloggs	951103	Confirmed
Mr Jimmy Bloggs	951103	Confirmed
Ms Jane Bloggs	951103	Confirmed
Mr Mark McMahon	122337	Pending

Cancel group Send invitation

If the message 'Invitation cannot be sent. Account, email, product do not match' is shown, please refer to the 'FAQs' section on the Season Tickets website.

4) You must now wait for the invited administrator to respond to the invitation. Please be patient, as they will only see the invitation when they next check their email.

You can check for a response by viewing the 'Status' shown on the Seating Groups page:

Pending Your invitation has not yet been responded to.

Confirmed Your invitation has been accepted. The invited Season Ticket holders are now members of your Seating Group. You will be seated together at the next applicable match.

If the Season Ticket holders you invited are no longer shown on your Seating Groups page, it means that the administrator on that account rejected your invitation for them to join your Seating Group.

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Respond to a Seating Group invitation

You can respond to an invitation sent to your Season Ticket account to join a Seating Group and either accept or reject it.

1) You will get an email (to your registered Season Ticket email address) informing you if another Season Ticket holder invites you to join their Seating Group.

2) The email includes a link to a page on the Season Tickets website where you can respond to the invitation.

Click the link in the email, log into the Season Ticket website when prompted and you will be brought to this page, showing the name of the person who has invite you:

4) You must now decide how you want to handle the request:

Accept You want all ticket holders on your Season Ticket account become part of Seating Group and be seated with them at applicable matches.

Either you or the Seating Group owner can remove your account from the Seating Group at a later stage, if desired.

Click the 'Accept Invitation' button.

The page will then update to show all members of the Seating Group including the ticket holders on your Season Ticket account.

Reject You do not want your Season Ticket account become part of Seating Group and you do not want to be seated with them at applicable matches.

Click the 'Reject Invitation' button.

The person who invited you to join their Seating Group will no longer see your details on their Seating Group page.

You can also ignore the invitation by not Accepting or Rejecting – this behaviour is not recommended.

Leave a Seating Group

You can cancel a Seating Group which you created if you no longer want the ticket holders within the Seating Group to be seated together at matches.

If you no longer want the ticket holders on your Season Ticket account to be part of a Seating Group and

- 1) Click the 'Leave Group' button on the 'Seating Group' page.
- 2) Confirm you wish to leave the Seating Group.

Please note that once you leave a Seating Group, your membership of it cannot be automatically reinstated so please take care in this regard. (The Seating Group creator could of course re-invite you to join the group if he wishes).

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Cancel a Seating Group which you created

You can cancel a Seating Group which you created if you no longer want the ticket holders within the Seating Group to be seated together at matches.

1) Click the 'Cancel Group' button on the Seating Group page.

Confirm you wish to cancel the group.

2) Please note that once a Seating Group has been cancelled, it cannot be reinstated so please take care in this regard. (You could of course re-create the group manually if you wish).

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