

2018-19 CAMPAIGN CARD RENEWALS: FAQs



+ When can I renew my Campaign Card(s)?

Renewals will open from 10am on Wednesday 2nd May and will remain open until 10am on Friday 22nd June.

+ How do I renew my Campaign Card(s)?

Renewals will be via your Account Manager and can be accessed by visiting the Campaign Card section on the Irish FA website.

If you have forgotten your password, simply click on 'forgot my password' and a password will be sent to the email address attached to your Campaign Card(s)

+ What are my renewal options?

There will be two renewal options open to you as a current Campaign Card holder. You can choose to attend all seven competitive fixtures - this is a Gold Campaign Card - or you can choose to attend five Euro 2020 qualifiers only, which is a Silver Campaign Card. On renewal you will have the option to select an invoice for a Gold Campaign Card or a Silver Campaign Card for each seat within your account.

+ What does a Campaign Card include?

The Campaign Card covering competitive home games in 2018 and 2019 will include:

- + Guaranteed access to five home Euro 2020 Qualifiers.
- + Guaranteed access to UEFA Nations League fixtures (Gold Campaign Card holders only).
- + Access to priority booking for away Euro 2020 Qualifiers and away friendly matches.
- + Access to priority booking for away UEFA Nations League fixtures (Gold Campaign Card holders only).
- + Access to priority renewal for next Campaign.
- + Access to Right of First Refusal for home friendly matches.

+ How much will my Campaign Card(s) cost?

Campaign Cards will be priced as follows for renewing Campaign Card holders only:

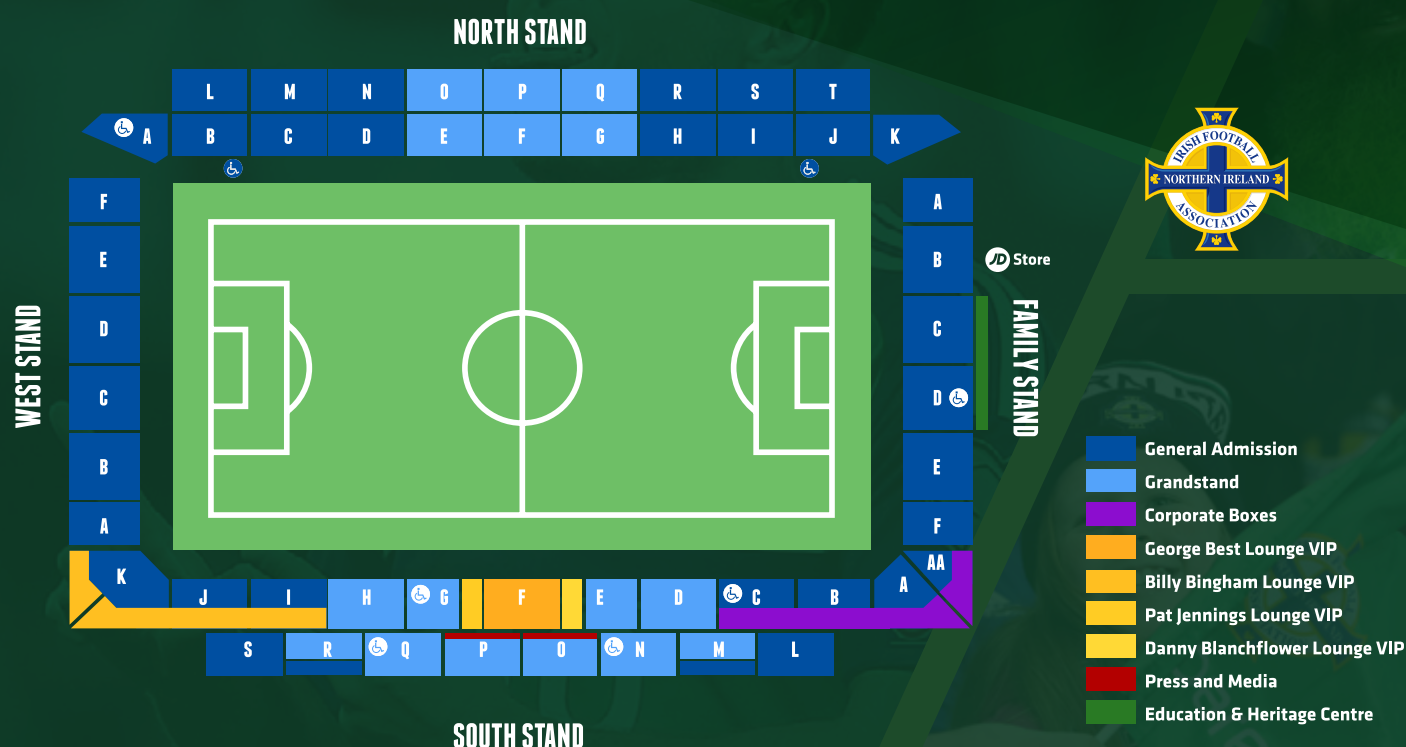
	Gold	Silver
Grandstand	£326	£226
General Admission	£245	£165
Family Stand Adult	£245	£165
Family Stand Junior**	£97	£65
Grandstand Junior**	£150	£110
General Admission Junior**	£140	£100
Pat Jennings Lounge	£1200	£850
Billy Bingham Lounge	£680	£485

*Above prices exclusive of Ticketmaster booking charge of £5 per Campaign Card

**Junior applies to anyone who is under 16 on or before 8th September 2018

+ I'm not sure which area my Campaign Card is in?

The following Stadium seating chart shows the breakdown of areas.



+ My Campaign Card for the last Campaign was charged at a general admission price and is now charged at a grandstand price, why is this?

If you renewed your Campaign Card for the 16/17 Campaign, your Grandstand renewal price was frozen at the General Admission price. The grandstand price is now applied to all seats within the grandstand area.

+ What payment options do I have?

1. Payment in full on booking 2. Spread the cost option

+ How do I pay in full?

On your invoice click 'pay now', review your seats and then select single payment.

+ How does the spread the cost option work?

There is a three-part payment plan allowing you to spread the cost of your Campaign Card(s). The first payment will be due on confirmation of booking, the second instalment on 28th February 2019 and the third instalment on 30th June 2019.

+ How do I pay using the spread the cost option?

On your invoice click 'pay now', review your seats and then select payment plan.

+ I would like to renew as a Campaign Card holder but move location, what are my options?

Please complete the **Campaign Card Changes request form** which allows you to express your interest in moving location within the stadium. Please note that, due to Campaign Cards currently being at capacity, movement will only be available as a result of non-renewals.

Please note your Campaign Card(s) can be purchased even if you are submitting a request for a change.

+ I am interested in upgrading my Campaign Card to a hospitality area, what are my options?

There is currently availability in the Billy Bingham Lounge. These hospitality tickets will be issued on a first come first served basis to Campaign Card holders via the Campaign Card Changes request form.

Please note your Campaign Card(s) can be purchased even if you are submitting a request for an upgrade.

+ I would like to renew my Campaign Card(s) and add one or more additional adult Campaign Cards, what are my options?

Currently additional Campaign Cards are not available, however should seats become available these will be placed on sale. Lead bookers will be notified of availability by email.

+ I would like to renew my Campaign Card(s) and add one or more additional junior Campaign Cards, what are my options?

Currently additional Junior Campaign Cards are not available, however should seats become available these will be placed on sale. Lead bookers will be notified by email. The Family Stand is the only area for which new Junior Campaign Cards can be purchased.

+ I would like to reduce the number of Campaign Cards in my account, how do I do this?

Any request to reduce the number of Campaign Cards in accounts must be submitted by email to tickets@irishfa.com no later than midnight on 14th May. Please be aware this email must only come from the email address and account holder associated with the account to which the Campaign Card is currently assigned. The following information should be copied, completed, and emailed:

	Current Account to which Campaign Card is assigned to
Account No.	
Name	
D.O.B	
Email Address	
Postal Address	
Post Code	
I wish to cancel the following Campaign Cards from my account	Stand, Block, Row, Seat

+ I have multiple Campaign Cards within my account and would like to split these out into individual accounts, how do I do this?

The request to split Campaign Cards into individual accounts must be submitted by email to tickets@irishfa.com no later than midnight on 14th May. Please be aware that this email must only come from the email address and account holder associated to the account which the Campaign Card is currently assigned to. The following information should be copied, completed and emailed:

	Current Account in which Campaign Card is assigned to	New Account
Account No.		Not required
Name		
D.O.B		
Email Address		
Postal Address		
Post Code		
Seat(s) to move	Stand, Block, Row, Seat	

+ What will happen to previous purchase history assigned to a Campaign Card which is transferred to a new account?

Purchase history can't be moved from account to account and therefore any previous history will remain in the account in which it was originally purchased.

+ Is It possible to move Campaign Cards to an account which currently exists?

Yes, if the information supplied in the new account section exists currently as an account, the Campaign Card(s) will be moved to this account automatically, if the information doesn't exist as an account, a new account will be created.

+ I had a Campaign Card for a junior last season and now require an adult Campaign Card. What are my options?

Please complete the Campaign Card Changes request form in advance of midnight on 13th May. If your seat is in the North, South or West stands the seat status can be changed. If you are in the East Stand with more than one junior ticket in your account your seat status can be changed. If you are in the East Stand and have no other junior tickets in your account your seats will be moved to a new area, subject to availability. Please be aware that the cost of your Campaign Card will change and an outstanding balance will be placed on your account.

Please note your Campaign Cards can be purchased even if you are submitting a request for a change.

+ I had a wheelchair accessible Campaign Card last season which I no longer require but would like to move to a different area. What are my options?

Should you still require an essential carer, but you are not in a wheelchair, there will be an option to move to ambulant areas which are easily accessible to entrances and exits within the stadium. Please complete the Campaign Card Changes request form which allows you to make this request.

Please note your Campaign Card(s) can be purchased even if you are submitting a request for a change.

+ I now require a wheelchair accessible Campaign card, what are my options?

There is currently availability for wheelchair accessible Campaign Cards. Please complete the Campaign Card Changes request form which allows you to make this request.

More information on accessible tickets can be found here:

<https://www.irishfa.com/tickets/accessibility-tickets>

Please note your Campaign Cards can be purchased even if you are submitting a request for a change.

+ I would like to change the contact details on my account; how can this be done?

You can update your contact details at any time by editing your profile in your Account Manager.

+ When will I receive my Campaign Card(s)?

Gold Campaign Cards will arrive in mid to late August while Silver, Campaign Cards will arrive in December.

