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New “GAA Match Ticket Assistant Phone line”

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Dear Club and County Officer

The GAA is delighted to inform you of the launch of a new “GAA Match Ticket Assistant” phone line to assist patrons who may have difficulty purchasing GAA match tickets online.

The “GAA Match Ticket Assistant” support phone line will work as follows:

A patron can phone the dedicated phone number above, explain which match they wish to attend and the type of ticket they are looking to purchase – ie Stand or Terrace, Adult or Concession.

The agent who receives the call will login into the “GAA Match Day Ticketing” network, find the appropriate tickets (if available) and then take credit/debit card details to complete the purchase. The service is fully PCI compliant and has the approved security controls in place to take payment in a secure manner.

The match tickets purchased via this dedicated phoneline will then be sent to the patron or to a nominated person in one of the following ways.

1. **Via An Post** (if the purchase is made before 1PM on Wednesday on the week of the match or more than 72 hours prior to the match). A PDF ticket printed on A4 paper will be posted to the patron.
2. **Via Email** – A PDF ticket will be emailed to the patron.
3. **Via WhatsApp** – A PDF ticket will be sent via WhatsApp to the patron.

This new GAA Ticket Assistant is designed to first and foremost assist GAA supporters who may need or wish to avail of this service and is not intended to replace any existing ticketing channels.

We are asking that details of this service are circulated through your Club, Community and County network (preferably by word of mouth) advising members in your community who may benefit or wish to avail of this new “GAA Ticket Assistant” service.

Kind Regards,

The GAA Ticketing Team