

MANCHESTER UNITED FANS' FORUM – MINUTES

FRIDAY 10TH MAY, AON TRAINING COMPLEX

FORUM MEMBERS PRESENT

Chas	Banks	MUDSA Secretary
Seb	Chowdhury	Official Member Rep.
Ben	Cooper	Official Member Rep.
Craig	Dilley	MUSC Rep.
Alan	Harvey	Family Stand Rep.
Mark	Heaton	Executive Club Rep.
Darryl	Hewlett	Season Ticket Holder Rep.
Janine	Kasmir	Local Rep.
Josephine	Loughnane	Official Member Rep.
Ian	Stirling	Fans' Group Rep.
David	Young	Season Ticket Holder Rep.

CLUB AND FOUNDATION OFFICIALS PRESENT

Richard	Arnold	Group Managing Director
Charlie	Brooks	Director of Communications
Sam	Kelleher	Head of Ticketing & Membership
Jim	Liggett	Head of Security
Claire	Mulroy	T&MS Office Manager
Collette	Roche	Chief Operating Officer
John	Shiels	Chief Executive, MU Foundation

Topic	Speaker	Topic Notes
1. Introductions / Apologies	CR	<p>Apologies</p> <ul style="list-style-type: none"> Rebecca Britain James Coatsworth Phil Cowper Harry Sutcliffe Mick Thorne
2. Minutes of Last Meeting	CR	<ul style="list-style-type: none"> Approved
3. Security Update	JL	<ul style="list-style-type: none"> The installation of high security hostile vehicle mitigation bollards is complete at several locations around the perimeter of the stadium. Work continues to finish a small number of remaining locations near the W1 car park and on Sir Matt Busby Way Despite significant efforts to provide information and advice to home and away supporters, we continue to see individuals coming to the stadium with very large bags and rucksacks. Over the remaining games this season and for next season, we will be introducing additional measures to ensure that bags do not come onto the stadium forecourt. We continue to remind all supporters and visitors that they can significantly assist the safety and security operation by not bringing any bags to the stadium, however, we know this isn't always possible so kindly ask that only bags of the permitted size are brought to the stadium (there are exceptions for medical or baby care equipment)

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		<ul style="list-style-type: none"> • Following on from the PSG fixture when the temporary netting structure between the away fans and the disabled supporters was damaged by away fans there was a need to review the netting arrangements. For the Barcelona fixture, this involved a slight variation in the seating and configuration of the netting system to reduce the risk of a reoccurrence of fans climbing the netting and causing damage. Reduced Barcelona ticket sales resulted in a smaller section of netting being required. The new position however did result in those disabled supporters who usually use the rear wheelchair ramp having to be re-located for this fixture and we would like to thank them for their understanding and support with regards to this matter. Work is ongoing to identify longer term netting solutions. We have already introduced measures to: <ul style="list-style-type: none"> A. Formally remind clubs that we have a zero tolerance in relation to the issue of missiles, such as pyrotechnics, being thrown within the stadium and that extra vigilance will be in place given the position of our disabled fans B. Conduct an assessment prior to each match, based on intelligence gathered and the previous history of the visiting club's supporters C. Where it has been established that there have been relevant instances of missile throwing, or specific intelligence, the netting may be deployed – e.g. due to the propensity for pyrotechnics or smoke bomb use in Europe, netting would more likely to be in place for Europa League matches
<p>4. Transportation Update</p>	<p>JL</p>	<ul style="list-style-type: none"> • We continue to encourage all supporters to review their travel plans to ensure they arrive early for all fixtures which will assist our safety and security measures. Up to date advice, including information about travel to specific matches and ongoing road works across certain parts of the city, can be obtained from the TfGM (transport for Greater Manchester) website www.tfgm.com • The information on the website is extremely helpful and includes the latest updates about; locations of current work; alternative route maps; park and ride locations and top tips for road users
<p>5. Ticketing & Operations Update</p>	<p>SK</p>	<p>Season Ticket Renewals / Sales</p> <ul style="list-style-type: none"> • I am pleased to confirm that Season Tickets are now sold out. We announced sell-out on the renewal deadline (midnight, Friday 3rd May), making this season's sell-out the quickest ever – which again proves the dedication and loyalty of our wonderful supporters, so thank you! <p>Official Club Sanctions</p> <ul style="list-style-type: none"> • Up until 5 years ago we were regularly criticised by supporters for our efforts in relation to a) reduced away game ticket allocations, and b) ticket touting at both home and away matches • As a result we implemented a series of measures, aimed at increasing our allocations and reducing the tickets available to criminal gangs and touts - these actions were designed in co-operation with this Forum, MUST and the FSF • This process has worked: <ul style="list-style-type: none"> A. We now receive over 4,000 additional tickets per season

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		<p>B. There has been an 80% reduction in the number of games where we don't get our full allocation (remaining 20% is MCFC and Liverpool who have conditions in their safety certificates)</p> <p>C. We have gone from multiple arrests and ejections at each away game, to an average of less than one so far this season</p> <ul style="list-style-type: none"> • As we have advised throughout this process, our aim is <u>not</u> to stop genuine, loyal fans going to away games and we are aiming to be more precise in the application of sanctions (particularly in the cases of loyal supporters) • As discussed in the November 2018 meeting, we conducted a cold-case review in the summer of 2018 of all sanctions issued since 2016/17 • This was supported by MUST, and whilst we found that the system was consistent, transparent and effective, in a small number of cases we felt it was the right decision to overturn, and we went back to affected fans and applied a reduced sanction • As of 8th May 329 Season Tickets have been suspended via these more targeted operations in the 2018/19 season • As promised in the last Forum, we have now published the revised Official Club Sanctions, which will be communicated to all Season Ticket holders ahead of the new season – this revised version provides much more clarity, with significantly reduced sanctions wherever appropriate
<p>6. Sub-group Meeting Update</p>	<p>SK</p>	<p>We received lots of questions ahead of this meeting regarding various ballots, which will be diverted to and discussed in a sub-group meeting in the summer. Ahead of this, I thought it would be beneficial to outline the methodology applied to each type of ballot we undertake</p> <ul style="list-style-type: none"> • Eligible supporters are offered an application window to apply for the relevant fixture, and restrictions are placed upon applications: <ul style="list-style-type: none"> - Away games: Silver, Gold and Platinum STHs who have purchased all home cup games within the current season can apply for 1 ticket, and we accept up to 6 tickets in a single application - Away games: Executive Club Members can apply for up to the maximum number of seasonal facilities held, e.g. an 8-seat box holder can apply for up to 8 tickets - Home games: Official Members can apply for 1 ticket per Member, and up to 6 tickets in a single application • For domestic away games each ticket allocation is split into 3 pots: 1) Exec Club - who receive 11% of ticket allocation 2) the Loyalty Pot which is STHs who have applied for almost all games since the 03/04 season and receive an 85% success rate, and 3) the Standard Pot (all other eligible STHs) • Ballots for European away matches are based on 'credits' acquired from attendance over 3 seasons • And finally, ballots for Official Members for home matches are all entirely random

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		<ul style="list-style-type: none"> • In each instance the ballot is conducted on a random basis (e.g. those in the Loyalty Pot enter their own ballot, but it is then balloted randomly, and likewise 100 fans with 2 European away credits would be balloted randomly), ballots are all conducted using balloting functionality in the Ticketmaster System - The system uses a function within SQL called NEWID which generates a globally unique identifier (or GUID) by creating a hexadecimal interpretation, of a mix of the computer's MAC address and a CPU clock value; thereby creating a pseudorandom value. This value is applied to each application and the results are then ordered by this value <p>European Away Games</p> <p>Pre Draw Communications & Timing of Ballots</p> <ul style="list-style-type: none"> • Ahead of each draw the sub-working group have requested that we communicate the potential opponents along with the est. allocation (less TCS, VIP & other allocations), to provide a <u>minimum</u> number of tickets for the ballot – this will enable those with sufficient credits to book travel / accommodation at the earliest opportunity • Whilst we are happy to accommodate this request, there is no guarantee that we will receive the full quota of tickets, so anyone who books e.g. travel, will do-so at their own risk • We have trialled conducting ballots as quickly as possible following the draw, however, this change has not benefitted travelling fans in any way (e.g. flight prices increase immediately following the draw) – the proposal is to therefore revert back to our original policy of conducting ballots once we have all ticket information and allocation requests <p>Ballots</p> <ul style="list-style-type: none"> • In last year's Forum we agreed "to conduct the 1st ballot based on credit history, and to ensure that people without a credit history have a chance of receiving tickets, the 2nd ballot and/or outbound calls will be random (and not credit history based)" • Given the volume of tickets that have been made available in 2nd ballots / via outbound calls this season, we received a large number of complaints from supporters with a credit history, that their chances of receiving tickets were severely diminished because of this change • Proposal for group stage games only, is that 5% of the tickets available in the initial ballot are reserved to be <u>randomly</u> balloted between supporters who have between 0&5 credits (with 2nd ballots / calls reverting back to credits) • This will help to strike a balance between rewarding loyalty and opportunity to 'get on the ladder' <p>'Clean-up' of credits</p> <ul style="list-style-type: none"> • Prior to the start of the 2018/19 season we issued 2 credits if people applied, and were successful for a game, and 1 credit to those that were unsuccessful in the ballot – this was reversed in this forum last season and has worked extremely well (we have gone from hundreds of cancellations a game, to less than a handful). This has eradicated the long-standing issue of people applying for tickets when they have no intention of going to the match • Concerns were raised that we hadn't retrospectively applied this credit change, and therefore we are proposing to remove the historic credits that were gained when people were unsuccessful in a ballot

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		<ul style="list-style-type: none"> It also is proposed that we allocate credits for attendance for European Finals and the Super Cup going forwards <p>Thomas Cook (TCS) / Official Club Trip</p> <ul style="list-style-type: none"> The sub-working group raised a concern with the volume of tickets allocated to TCS (which can be up to 35% of the allocation of tickets), supporters who chose not to travel on the Official Club Trip deem this as unfair when supporters with fewer credits can book a trip due to their perceived lack of demand for TCS packages We have previously stated that we are not willing to review this, as there are a large proportion of fans who want to travel on an organised trip. In order for TCS to do that on our behalf, they need a set % of tickets. TCS has also met a number of requests in recent seasons (e.g. changing their allocation methodology to be in-line with the club / on a credit basis). TCS release tickets back to us whenever they can do, and do not maximise their ticket requests for profitability, in the whole of the 2018/19 season they have taken less than 2,500 tickets, which equates to 18% of the allocation (including only taking 19% for Barcelona when they could easily have sold more packages) Some valid concerns were raised by the sub-working group, and subsequently I have met with TCS who have now agreed to: <ul style="list-style-type: none"> Add a 'travel only' package to their application process (which includes all aspects of the trip other than the match ticket) Not conduct their ballot until 24 hours after supporters have been notified if they are successful or not in the MUFC 1st ballot, to enable anyone unsuccessful to apply for a TCS package TCS will then conduct their ballot based on credits All forum members agreed with the recommendations made by the sub-working group, although there was some discussion about how best to undertake the 'clean-up' of credits, SK agreed to look into this further and communicate ahead of the Europa League draw in August <p>Structure of Fans' Forum</p> <ul style="list-style-type: none"> Fans' Forum Members have traditionally served a term of 2 seasons, before being replaced. This generally worked out that half of the Reps needed to be replaced each season, however we're now in a position, due to a number of early resignations / other changes, that we have 11 (of 13) vacancies ahead of 2019/20 The group requested that more effort was applied to the recruitment of Reps, and that we considered a mechanism to enable those who contribute valuably to the Forum to extend their tenure, therefore, we propose: <ul style="list-style-type: none"> MUFC will produce a fuller description of roles and responsibilities for Reps Each Rep's input and attendance will be reviewed annually, and extensions to term will be allocated on that basis All forum members agreed with the recommendation and SK confirmed that James and Janine will be invited to remain on the Forum

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7. MUDSA Update	CB	<p>Netting/Safety</p> <ul style="list-style-type: none"> • The dreadful incidents caused by the PSG fans hooligans attacking the netting erected to protect the disabled supporters, has given us much to think about. Seats were ripped out and thrown around, leading to a situation where it is a surprise no-one was hurt • Only prompt and forceful action by the security team saved the day, so our thanks go to Jim and his team • Since then, the netting was erected again for the match with Barcelona, albeit with a much smaller crowd of visiting supporters. As it happens the Barca fans behaviour was impeccable. Not a single flare! • However, the West Ham game resulted in a number of missiles being thrown in to the disabled section. Including; plastic cups filled with liquid, cigarette lighters, various items of food, including a giant sausage! So the difficulties continue • Nothing can be done this season, but talks are planned during the close season to discuss long term proposals to solve or alleviate this ongoing problem <p>Rollin' Reds</p> <ul style="list-style-type: none"> • The latest copy of Rollin' Reds, the MUDSA house magazine, was blessed with an interview being granted by our new manager! Ole. He gave us his time willingly and if anyone wants to access it, I have some copies here with me and it can also be downloaded from the MUDSA web site in PDF format <p>Level Playing Field NW Forum</p> <ul style="list-style-type: none"> • In conjunction with the club's Equality & Inclusion manager, the club will very kindly be hosting the Level Playing Field's North West forum at Old Trafford on May 16th. This event brings together various Disabled Supporters Associations to give them the chance to share their experiences <p>Social Media</p> <ul style="list-style-type: none"> • I'm pleased to announce that we now have an official Twitter account MUDSA-Official @MudsaO So if all you guys can all follow us and re-tweet us or whatever it is you do with these things, we'd be eternally grateful <p>The Foundation</p> <ul style="list-style-type: none"> • Nathaniel Yates, the MUDSA youth ambassador, has expanded his activities and is always busy, spreading the word about MUDSA and our activities and trying to get some of the youngsters at the Foundation projects involved • As promised at the last forum, I am now able to give you the details of the 3 year plan we've formulated with John Eades and Alex Wilson of the Foundation • Basically it splits in to two parts; Part one is a significant expansion of the MUDSA cup tournament we ran last year. We'll still hold it at the ATC, but this year we're going to keep all the good bits, but expand it to include more local teams and increase the overall number significantly

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		<ul style="list-style-type: none"> <li data-bbox="603 136 1503 304">• We've been promised involvement and support from Chris McCready who is involved with the Academy Player Care system. The idea being we get a few of the young under 21's to come down, present the prizes and even have a bit of a kick about with the kids <li data-bbox="603 344 1503 512">• The second part is going to be a new event in the MUDSA calendar in conjunction with the Foundation; A Family Fun day; again held at Aon Training Complex. It will mirror the club's own Family day and for the first one will host around 100 families and children <li data-bbox="603 553 1503 680">• We think this will be a big hit amongst the parents of disabled children and disabled people with children alike. Again, we'll be calling on Chris McCready to assist with some of the young academy lads attending <li data-bbox="603 698 1503 866">• It was noted that increased numbers of pedestrians are using the carriageway of Wharfside Way post match, causing a delay in leaving the E2 car park. JL advised that this would be discussed with the relevant authorities as part of the overall Traffic Management Plan
<p data-bbox="118 1480 403 1552">8. MU Foundation Update</p>	<p data-bbox="485 1496 523 1529">JS</p>	<ul style="list-style-type: none"> <li data-bbox="603 909 1503 1279">• Over this quarter Manchester United Foundation completed a number of activations with Legends to promote the upcoming Treble Reunion match. Class of 92 stars Gary Neville, Ryan Giggs, Nicky Butt and Phil Neville surprised local school pupils on the rooftop pitch of Hotel Football. Former Goalkeeper Peter Schmeichel spent a morning with pupils from Elm Wood Primary School in Middleton. Wes Brown also visited the Foundation's disability programme, to take part in a Powerchair Football match. More recently Ole Gunnar Solskjaer coached a group of aspiring female footballers at The East Manchester Academy, putting them through drills and offering key advice and tips <li data-bbox="603 1305 1503 1429">• The Foundation also hosted the bi-annual Dream Day for fans living with life-limiting illnesses. Supporters travelled from across the world to spend quality time with the first team, as well as watching a full first team training session <li data-bbox="603 1456 1503 1691">• Young people from the Foundation's Street Reds, BTEC Sport, Girls Development and Partner Schools programmes took part in a Goalkeeping master class, at the AON Training Complex. Lee Grant, Sergio Romero and first team goalkeeping coach Emilio Alvarez, took participants through an intense session of goal keeping drills and shared their experiences with the budding young keepers <li data-bbox="603 1718 1503 1841">• A group of 20 fans and staff members, who ran the London Marathon to raise money for the Foundation, took advantage of the Aon Training Complex facilities for a training day. The team are hoping to raise in excess of £30k for the Foundation <li data-bbox="603 1868 1503 2069">• Following FA Adjudication, we have become the first Girls Regional Talent Club to achieve Tier 1 Plus Status for 'exceptional' delivery across the programme. The RTC was adjudged to be exceeding in four out of the six key elements measured by the FA, coupled with consistent delivery and performance over previous seasons

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		<ul style="list-style-type: none"> Manchester United Foundation's Primary schools team hosted our biggest tournament of the season with over 160 local primary school teams battling it out at the Cliff Training Ground. The winning boys team from Bollin Primary School and the winning girls team from St Joseph's Catholic School, will now go on to represent Manchester United at the Premier League Primary Stars national final at Molineux in May
9. Members' Questions	CB	
a. Refurbishment Plans	JL	<p>Q: What refurbishments are planned during the close season aside from the ongoing disabled facilities? Some seating at Old Trafford looks worn and tired are there any plans to replace with cushioned seating?</p> <ul style="list-style-type: none"> We have an ongoing multi-million pound refurbishment plan, which results in significant changes each summer. Last summer this equated to £2m and we plan to spend a further £3.9m this summer In addition this summer, we are constructing our new accessible facilities in many new areas of the stadium including two facilities in the Stretford End (£11m development) There will also be necessary enhancements to the concourse environment for the new 'atmosphere' section being created in the Stretford End (which will be referred to as the Stretford End Right Side) and we will undertake refurbishment works to the International and Salford suites. Security infrastructure has been enhanced to the external areas around the stadium and internally. E.g. Hostile Vehicle Mitigation and CCTV have recently been upgraded at a cost of £3.8m Finally, we will continue to replace any damaged / worn stadium seats as we do every season, which result in thousands of new seats being installed over the summer. Our in house maintenance team replace c4k seats per annum. We have plans for a renewal of stadium seating over the next 5 years (15,000 seats per annum) CR advised the club have a completed a detailed analysis of Executive facilities and have a long term plan in place. Salford 2, The Captains Lounge, 100 Club and International Suite will all be refurbished this close season CB advised that the Press lounge and press facilities would also be modernised for the 2019/20 season
b. Prohibited Items	JL	<p>Q: What are the club doing to stop prohibited items, such as flares being smuggled into the ground?</p> <ul style="list-style-type: none"> As a club we publicise details of all prohibited items on signage around the stadium, on our website and also communicate this information to supporters when they purchase tickets. In addition, we communicate this to all clubs ahead of their visit to Old Trafford. From an operational perspective we also have a wide range of measures which include:-

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		<ul style="list-style-type: none"> Pyrotechnic amnesty bins Pyrotechnic prohibition information on signage in the language of visiting fans Pyrotechnic PA message both internally and externally 100% fans searched prior to entry Use of detection dogs in and around visiting fan access points Pre match messaging to visiting fans as to UK legalities surrounding usage of pyrotechnics Liaison with visiting fan groups in an effort to deter the use of pyrotechnics Police resources on site to support security operation We are aware that European fans culture is such that they are more likely to use flares / pyrotechnics. In response we deploy additional detection dog resources for these fixtures to help deter, detect and prevent such items from entering the stadium. We understand that in a small number of cases pyrotechnics may also be smuggled into stadia in sensitive parts of the body. Current stadia pre entry searches and legislation preclude us from conducting such intrusive body area searches There was a request from a forum representative for more relevant signage across the club in relation to flares e.g. "Use a flare – lose your opportunity to come here and watch football" This will be considered for next season
c. Women's Team Supporters Page	CB	<p>Q: Is there an official supporter's page for the women's team? I have been following them all season going to away/home games. However when I go on the website it always seems to be about the men and hardly any information on the women. I would like to start an official fan/supporters group for the women but not sure how to go about it.</p> <ul style="list-style-type: none"> There is a dedicated hub for the women's team on the club website : https://www.manutd.com/en/news/women. To date we have had over 100 stories and pieces of content there, with over a million total page views. All of the women's team games are covered on MUTV and the team also has its own dedicated social channels (with over 300,000 followers)
d. Crowdfunding	CB	<p>Q: Has the possibility of fans buying a large stake if not majority stake in the Club via a crowdfunding been considered?</p> <ul style="list-style-type: none"> As a publicly listed company on the New York Stock Exchange, shares of the club are available to purchase. A list of Q&A's related to the stock and investment process can be found at https://ir.manutd.com/investor-faqs.aspx
e. Ethical Boundaries	CB	<p>Q: I have been following the discussion raised by Amnesty International about the use of English football clubs in sports washing by countries that have poor human rights records. I read the recent Guardian article (Sports washing and the tangled web of Europe's biggest clubs - The Guardian 12.2.19) with growing alarm and concern about my own clubs involvement. As a Season Ticket holder at United I would like to know what ethical boundaries the board has in deciding who they will align the club with. Do you have a policy document for deciding who you take money from?</p>

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		<ul style="list-style-type: none"> As a publicly listed company on the New York Stock Exchange, the club adheres to all SEC regulations regarding prospective purchasers of Manchester United shares
f. Thomas Cook - European Away Games	SK	<p>Q: Why does Thomas Cook, essentially, have their own credit system for European Away games?</p> <ul style="list-style-type: none"> Covered in SK Update
g. Official Membership - Ticket Ballots	SK	<p>Q: I am a member with my Mum and go to most home games but have not had tickets through the ballot system for 3 seasons. We feel that having watched the group stages of the Champions League and many of the less popular league games it would be nice to see a "big" game now and then. Loyalty is not rewarded and the disappointment each time is awful. Years ago we had voucher sheets etc. Please can the club devise a modern day reward system?</p> <ul style="list-style-type: none"> Covered in SK Update / deferred to sub-group meeting
h. Official Membership - Ticket Ballots	SK	<p>Q: It is very frustrating that new members are getting Barcelona tickets, whilst people who have held Memberships all year are not.</p> <ul style="list-style-type: none"> Covered in SK Update / deferred to sub-group meeting
i. Season Ticket Holder - Ticket Ballots	SK	<p>Q: (Heavily Edited) I understand the ballot is random but I am really frustrated with it. Last season I was opted into all competitions I applied for every away game for myself and young son, I had no successful ballots. This season again we are opted in to all competitions we were successful for Bournemouth, Newcastle and Arsenal. I know lots of United fans who get a lot more.</p> <ul style="list-style-type: none"> We would need to look into this individuals account, as, whilst we understand individual success rates will vary, it does seem strange that someone would receive a 15% success rate vs. an average success rate of 30% However, it is important to note that following the validation process undertaken in the last few seasons, that the success rate of the standard pot has increased significantly in recent years
j. Executive Member – Ticket Ballots	SK	<p>Q: I am a loyal Executive Member who travels to every game including European and pre-season games. This season I have received 2/17 away tickets from domestic applications and I would like to see a different system that rewards loyalty rather than a straight ballot.</p> <ul style="list-style-type: none"> As I mentioned earlier, Executive Members receive 11% of each away ticket allocation, which is comparable to the number of seats that are held within Old Trafford We have previously advised that we will not review the methodology applied to any away game ballots until we reach a point in time where only those people who fully intend to attend the game they apply for are doing so

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k. Champions League Seat Moves	SK	<p>Q: For the knockout stages of Champions League games I am usually re-located to another seat because of the press/away fans. I accept the move as agreed in the terms and conditions of my season ticket which states I have to be moved to an equivalent seat. This is not a problem but this rarely happens and I am moved to a seat which is nowhere near as good as my season ticket seat. I am sure it's not just me who has to be moved and I think it is totally unfair to be moved to a seat that you wouldn't normally buy but are charged £52 regardless of if you are happy or not.</p> <ul style="list-style-type: none"> We understand the frustration this causes, however, we always move supporters to the best possible available seats in the stadium and, where possible, at a comparable or increased price without charging the ticket holder the additional cost In the event supporters' original seats are returned to us, we will also offer the ticket holder the opportunity to move back As the question states, each person required to move in a specific season is informed of this prior to the club taking payment. We only move Season Ticket holders as a last resort, and where competition rules dictate it is necessary – unfortunately the only seats available to move people into, are those that haven't been taken by other Season Ticket holders Given the club will have completed seat moves because of the accessible facility changes at the end of the 19/20 season, it is recommended that any supporters impacted by seat moves for certain cup competitions, who are unhappy with having to do so, relocate their Season Ticket to an alternative location (where they will not be required to move for cup games) Ahead of the 19/20 season, we will look to provide a firmer indication of the likely areas where people will be relocated to ahead of the 19/20 season, however to reiterate, this will be the best available seats but in most cases, it is very unlikely to be an equivalent seat
l. Champions League Seat Moves	SK	<p>Q: The club should look at an alternative arrangement for European away fans, instead of moving them further behind the East stand goal, as Season Ticket holders in that area are being given inferior seats for each match. Not even in the same area for each of these matches. It's not acceptable to treat long standing season ticket holders in this way. A vocal part of the clubs match day support is being dispersed and as such away fans have premium areas to support their team from. This wouldn't happen at many other clubs. Also the damage caused by PSG fans in particular and their intimidation of disabled fans needs to be taken into account. I will watch the Barcelona match from the 4th different seating area in 4 home European matches and from a seat with a much worse view than the one I have occupied for over 30 years. Utd need to look after their loyal fans ahead of away fans.</p> <ul style="list-style-type: none"> Covered in JL update
m. Family Stand Moves	SK	<p>Q: Please can you explain the process that was used to reallocate seats in the family stand? Me and my two boys have been Season Ticket holders since 2012 and we have been moved</p>

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		<ul style="list-style-type: none"> Given the changes, we relocated all supporters from their existing seats, and made outbound calls to ask for their preferences (e.g. to be allocated seats nearer to / further away from the 'atmosphere section') We called supporters who had the youngest children in their booking first, as we assumed they would want to be situated further away from the new section
n. Away Game Applications	SK	<p>Q: If you move from being an Executive Club member to a Season Ticket holder you lose the ability to apply for away games as the criteria for applying for away games is being a Season Ticket holder for three years. Even though I have had a Season Ticket or Executive Club membership for 4 years, I will effectively be a 'new' Season Ticket holder I find it particularly harsh that I would have to start from scratch again.</p> <ul style="list-style-type: none"> This is incorrect, if an Executive Club Member decides to purchase a Season Ticket, we will honour their tenure as an Executive Club Member However, this will only apply to the individual client, and will not be carried over for any friends and family who purchase
o. Under 16 Season Ticket Prices	SK	<p>Q: There are very limited areas of the ground where the £190 Season Tickets are available for Under 16's. There are 50% off Season Tickets, but these work out more expensive than purchasing tickets on a match by match basis (£320 per game for a Season Ticket, £13 per game for a Members ticket). Is there any way (to protect the future of the club) that Under 16's Season Tickets can be made available throughout the stadium? I am sure the financial costs of making them available everywhere would be outweighed by the amount the kids spend in the megastore! Is it possible to have data on how many Under 16's have had Season Tickets each year for the last 10 years</p> <ul style="list-style-type: none"> This season, we have 2 areas of the stadium with the £190 price point for Season Ticket holders under the age of 16, the capacity of these areas exceeds 8,000 c10 years ago, only 1 area was available, which equated to around 4,000 seats At the point of selling out of Season Tickets for next season, there were still seats left in areas with £190 junior pricing

Topic	Speaker	Topic Notes
p. Ladies Toilets	JL	<p>Q: I cannot believe there are only 2 toilets for all the women at the Barcelona match in section 229.</p> <p>Has there been a feasibility assessment of each part of the ground with reference to usage of women as fans at the ground. By the time you get have been to the toilet and got a drink you have missed the start of the second half by at least a few mins.</p> <ul style="list-style-type: none"> • There is a 'British Standard' that recommends numbers of toilets and wash hand basins that should be provided within areas of the stadium. We aim to comply with the minimum requirements based on the attendance profile. We will however be reviewing the demographic of our match day attendees to ensure that we continue to have the optimum level of facilities. • CR advised we would review attendance demographic on match days across all the sections to ensure there is appropriate numbers of female toilets
10. Any Other Business	RA	<ul style="list-style-type: none"> • AOB from Reps? • Presentations to those leaving the Forum <ul style="list-style-type: none"> - Seb Chowdhury - Ben Cooper - Craig Dilley - Mark Heaton - Darryl Hewlett - Josephine Loughnane - Harry Sutcliff - David Young • Next Meetings: <ul style="list-style-type: none"> - TBC, following fixture confirmation