

MANCHESTER UNITED FANS' FORUM – MINUTES

FRIDAY 24TH APRIL 2020, CONFERENCE CALL

FORUM MEMBERS PRESENT

Chas Banks	MUDSA Secretary
Keith Coutts	65+ STH Rep.
Alan Harvey	STH Rep.
Janine Kasmir	Local Rep.
John Massey	Executive Club Rep.
Rick McGagh	STH Rep.
Anthony Stewart	Family Stand Rep.
Ian Stirling	Fans' Group Rep.
Mick Thorne	MUSC Rep.
Kieran Stockton	Official Member Rep.
James Coatsworth	STH Rep.

CLUB AND FOUNDATION OFFICIALS PRESENT

Richard Arnold	Group Managing Director
Charlie Brooks	Director of Communications
Rebecca Britain	Club Secretary
Nolan Hough	Commercial Director - Venue
Sam Kelleher	Head of Ticketing & Membership
Claire Mulroy	Ticketing & Membership Services Manager
Collette Roche	Chief Operating Officer
John Shiels	Chief Executive – MU Foundation
Jim Liggett	Operations Director – Venue
Ed Woodward	Executive Vice Chairman

Topic	Speaker	Topic Notes
Introductions / Apologies	CR	<p>Apologies: Peter Wood, MUSC Rep</p> <p>Introduction</p> <ul style="list-style-type: none"> • Good afternoon ladies and gentlemen and welcome to our second Fans' Forum of the year and the first to be held remotely via conference call. Whilst we could have cancelled the meeting, we didn't because we believe now more than ever it's more important that we have open lines of communication as we navigate through such extraordinary challenges • I'm delighted to confirm, following your request at our last Forum, we have Ed Woodward our Executive Vice Chairman join us for the first part of our meeting today,
Ed Woodward Introduction	EW	<p>"Good afternoon, everyone, welcome to the second Fans' Forum of the year, and the first to be held remotely via conference call. I'd first like to say that I hope you and your families are all safe and healthy.</p> <p>It would have been easy to postpone this meeting until we can convene again at Old Trafford but we feel it's more important than ever to have open lines of communication between the club and our supporters when we're grappling with such extraordinary challenges.</p> <p>A lot has happened since the Forum last met in January, so let me take a few moments to summarise the approach we have taken in response to the coronavirus pandemic.</p> <p>Protecting public health</p> <p>I'd like to reinforce that our thoughts are with everyone affected by</p>

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		<p>the pandemic, and especially those who have lost people close to them. Our top priority has been doing what is necessary to help slow the spread of the virus initially, and that does remain our guiding principle. That clearly led to postponing of the games, essentially a decision taken by the Premier League, the FA and across Europe, until further notice, and therefore temporarily closing Old Trafford and the AON Training Centre to all visitors and indeed most staff. We really haven't enjoyed taking these decisions, but public health and the health of our employees must always come first.</p> <p>I will now summarise what we've been doing to support the NHS, our community, our staff and of course our fans, I think it is important that everybody is aware of what we've been doing.</p> <p>Supporting the NHS</p> <p>On behalf of everyone at Manchester United, I want to pay tribute to the heroic work being done by the NHS and all key workers in fighting the virus. We are proud to support those efforts, with club medical supplies, protective equipment and food donated to local hospitals, and gift packs to NHS workers. We have also put facilities and staff at the service of the NHS: The Manchester United Foundation has made its fleet of vans available for NHS courier services and club staff are volunteering for the NHS, while continuing to receive full pay at United. After discussion with local NHS trusts, there is more support to come from the club in this area in the coming days and weeks.</p> <p>Supporting our community</p> <p>We recognise that this is an economic crisis as well as a health crisis and that many vulnerable members of our community will be affected. That's why we have donated over 30,000 items of food and drink to local charities, and made a £100,000 joint donation with Manchester City to the Trussell Trust for use by 19 food banks across Greater Manchester.</p> <p>I'd like to put on record our appreciation for the role of the Manchester United Supporters' Trust in helping co-ordinate this latter donation, building on the excellent work that they normally do collecting for food banks on match days.</p> <p>The Manchester United Foundation has continued to work throughout the pandemic, helping support the children of key workers at those local partner schools which remain open, and we are working on further support to help alleviate food poverty, in Manchester and beyond, through the Foundation.</p> <p>Supporting our staff</p> <p>Protecting our people is another crucial priority. That's why we continued to pay them in full, without recourse to the Government's current furlough scheme, and made goodwill payments to over 3,000 casual workers to protect their incomes while our operations are disrupted. Obviously, everyone is grappling with the economic realities of the pandemic and we are no different, so the longer the crisis continues the greater the impact will be for every single football club, including ourselves.</p> <p>Supporting our fans</p> <p>We have taken a similar approach with you, our fans, extending the deadline for season ticket renewals and committing to provide rebates or refunds should any postponed matches be cancelled or</p>

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		<p>played behind closed doors. We also made a contribution of £350 towards the travel costs of almost 700 United fans with tickets for our Europa League away game against LASK, following the late decision to play behind closed doors. These were clearly some of our most loyal supporters who have followed the team to the farthest reaches of Europe and we felt it was right to give something back.</p> <p>We are also looking out for our elderly and vulnerable supporters during the lockdown, including welfare calls by club staff and club Legends to over 3,000 season ticket holders who are either over the age of 70 or disabled.</p> <p>Our values and strength</p> <p>We will continue looking for more ways of supporting those in need for as long as the pandemic continues. And this is clearly consistent with our values as a club, our strong roots into our community, and the deep relationships we have with our fans.</p> <p>It is also important to acknowledge the part played by our successful business in allowing us to fulfil our social responsibilities. We have always believed that our commercial model gives us greater resilience than most clubs and we are grateful for the enduring support of our commercial partners in helping us achieve that.</p> <p>Challenging outlook</p> <p>However, nobody should be under any illusions about the scale of challenge facing everyone in football and it may not be 'business as usual' for any clubs, including ourselves, in the transfer market this summer or even autumn.</p> <p>As ever the priority is the success of team, but we need visibility of the impact across the whole industry, including timings of the transfer window, and the wider financial picture, before we can talk about a return to normality</p> <p>On this basis, I cannot help feeling that speculation around transfers of individual players for hundreds of millions of pounds this summer seems to ignore the realities that face the sport</p> <p>Return to football</p> <p>Like all of you, we are eager to see the team return to the field as soon as we are advised it is safe to do so, hopefully to complete a season which still held so much promise for us in the Premier League, the Europa League and the FA Cup when it was suspended.</p> <p>We are in constant dialogue with our governing bodies about when and how that will happen and we will continue to engage with this Forum to keep fans consulted on that process.</p> <p>And while it may be that games need to be played behind closed doors in the shorter term, we all recognise that football will not be fully back to normal until supporters are once again in attendance.</p> <p>As today's agenda shows, we are pushing ahead with a series of initiatives to enhance the matchday experience at Old Trafford, including the expansion of the dedicated atmosphere section of the Stretford End, the planned trial of barrier seating, and the completion of our expanded state-of-the-art facilities for disabled supporters.</p> <p>Clearly these matters pale in comparison with the immediate priority of fighting the virus. But they give us things to look forward to when</p>

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		<p>we are eventually allowed back to Old Trafford to watch football. It will be a very special day when that happens. In the meantime, on behalf of everyone at Manchester United, take care and thank you as ever for your unwavering support.”</p> <p>That concludes my opening comments, I know that there are questions that have been posed as well, a number of which I would like to take now. I'll paraphrase the questions that have been sent:</p>
<p>Ed Woodward Q&A</p>	<p>EW</p>	<p>We had a number of questions around returning to games...Do we agree that, after the safety of players and staff, the main consideration with regards the return to competitive football should be the experience of match-going supporters?</p> <p>Then there were various specific follow-up questions such as, will the club do everything it can to ensure competitive football only starts when supporters are allowed back in the stadium; that no competitive matches will be played abroad; that fans are consulted; that losses from COVID are not passed on to supporters; that the club explores options for supporting fans in financial difficulties?</p> <ul style="list-style-type: none"> • I think we all agree that we want supporters back watching football at Old Trafford as soon as possible • That can only happen when we are advised it is safe to do so, and clearly the Government has a major say in that • No decisions have been made yet but we think it is possible that the initial games, particularly the ones related to finishing or trying to complete this season, will probably have to be played behind closed doors - but that isn't confirmed yet • We're not necessarily happy about that, clearly football requires our fans in the stadium for it to be complete, but public health must come first – and as I said, this is down to the Government • It's important to get back to playing football and complete this season once it's safe to do so...we are starting to see some other countries make positive steps in this direction such as Germany. You may have seen in the press yesterday they are training the players, albeit not yet together yet properly as a squad, but that's coming as the next stage of the protocol and they are aiming to restart their season from, I think, the second weekend of May • From a UK perspective there is still huge uncertainty, so we will keep fans informed as soon as decisions are made, including consultation through this Forum • There was an interesting question about competitive games overseas, I've not heard anything on that and I would expect our remaining domestic games to be played in England • Regarding tickets, we are committed to refund/rebate tickets for any matches cancelled or played behind closed doors and as you know we have extended the Season Ticket renewal deadline • Our aim is always to be fair and competitive in our ticket pricing and that won't change. We are acutely aware of the financial pressure on many of our fans and will keep that firmly in mind as we go forward. And as those decisions are made we will share that with the Forum.

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		<p>The second question relates to the transfer market. So the question is, there is lots of speculation on who we might buy this summer. Can you reassure us that United will have the financial capability to be competitive in the transfer market this summer?</p> <ul style="list-style-type: none"> • I think I answered some of this in my earlier comments • It's always a top priority for us to strengthen the team and build on what Ole is very clearly achieving in terms of bringing us back to the top • But we've got to have clarity on what the future holds. What will happen with the remainder of this season? What is the impact on next season? Is it behind closed doors or in front of fans? What's the impact on broadcast deals, sponsorship deals? What's the impact on domestic cups? etc etc. • Also, we don't yet know what's going to happen with regards to the FA Cup, we're obviously still in that in the quarter finals. What's going to happen to that next season if the season is truncated a little bit to squeeze in Premier League games? Does that have a knock-on on domestic cups? There are many, many moving parts • It is not necessarily going to be business-as-usual for clubs this summer • It feels somewhat inappropriate to see speculation about £200m transfers in current circumstances • There's a big disconnect between those stories and the economic realities facing football clubs in general • Clearly it's true we are fortunate to be in a strong financial position compared to many clubs, but we are not immune from the financial impact of what this virus is doing • I would say that once we have that visibility of a path through the crisis and coming out of the other side to relative normality, then of course, we aim to remain highly competitive in the market • As I said before and I've said this many times– we remain committed to backing Ole to win trophies. That's our core objective as a club <p>Then there is a question – It's good to see United not furloughing staff, but could the club be doing more to support the local community and the NHS? Other companies are doing things like volunteering space for mask production. What more will United do? There were also various specific suggestions on this as well:</p> <ul style="list-style-type: none"> • The commitment of our staff, which you mention, is just one part of a wide range of things we've done to support the broader community - the local community - and others, including suppliers, during the COVID epidemic • I mentioned some of them in my remarks earlier, including: <ul style="list-style-type: none"> - Donation of 30,000 items of food and drink to local charities - Donation of club medical and protective supplies to local hospitals - £50,000 to local food banks - We are actively encouraging regularly for staff to volunteer for the NHS while remaining on full pay because we haven't furloughed them - Made fleet of MU Foundation vans available for NHS courier services - Welfare calls by staff to 3,000 elderly and disabled ST-holders

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		<ul style="list-style-type: none"> • Many of our staff are coming up with these ideas, I think it's been a great period of time to see how our staff are thinking about the power of Manchester United and what we can do influence some of our stakeholders • There are ongoing discussions with the NHS and local authorities about what more we can do, including volunteering use of facilities for various purposes. Hopefully more to come soon on that • We're going to continue supporting the local community for as long as the need continues, obviously there's no visibility of the timing around that • We have significant additional initiatives in development which we will announce as soon as we can • Many people at the club are volunteering or working full-time on charitable/community response, eg call centre repurposed for welfare calls to elderly and disabled ST-holders • Other football clubs have also done good things and we welcome that – it's great to see the football community stepping up • Slightly unfair to suggest we are not doing enough – we've been among the leaders in our response and we will continue to build on that • Thanks for your good idea on Joe Wicks – we've done a number of fitness videos featuring players and coaches, as well as art and language challenges, and lots of other engaging content to keep families busy during lockdown. You can find it in our Activity Hub on manutd.com but again thank you for the idea, every idea is a good idea at this time <p>Can upgrades to Old Trafford be completed by the time football is played again and can these upgrades be promoted more so that they are recognised?</p> <ul style="list-style-type: none"> • You'll hear more later in the meeting about the £11m upgrade to our disabled facilities, which are nearing completion and we are very proud of • These will be state-of-the-art and among best in Europe • It's true that there has inevitably been some disruption on work due to lockdown, where sometimes it's challenging to get the people together, or people have been unwell • Our priority is public health and following Government guidelines to slow spread of COVID • We'll resume work as soon as it is safe to do so • Long-term, we remain committed to continued investment to modernise Old Trafford while maintaining its unique character, that is critically important to us • And we'll certainly be promoting those upgrades because we're proud of the stadium and the improvements we're making to it <p>Could Mr Woodward use manutd.com to address questions from fans to improve transparency between fans and the board?</p> <ul style="list-style-type: none"> • Thanks for the suggestion. • The minutes from this meeting will be published on the website, including this Q&A • Plus we do already have extensive dialogue with fans through this Forum and with MUST and our Supporters Clubs around the world

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		<ul style="list-style-type: none"> But we're always looking for ways to improve communication between the club and our fans and we're always open to new ideas because we simply must do better at it. So I really appreciate that suggestion which we'll take on board and consider
Minutes of Last Meeting	CR	<ul style="list-style-type: none"> Thanks Ed. So before we move to the updates, unless anyone states otherwise I will assume that we are happy to approve the last minutes. Following the last forum, we received a request to capture the conversation that takes place in the Forum more accurately, so rest assured this will be done from today onwards I'll now pass over to Sam to talk through the Fan/ticketing update
Ticketing Update	SK	<p>As a result of COVID-19, the last month has proved challenging on a number of fronts, so I firstly want to summarise what we have done to respond to and reassure our fans during this uncertain and unsettling time</p> <p>With regards to the current season, we have tried to act as swiftly as possible to the evolving situation and address any questions and concerns raised by our fan groups</p> <p>LASK AWAY</p> <ul style="list-style-type: none"> Our first response started when we were advised at two days' notice that our away game versus LASK was to be held behind closed doors. Our priority was to contact our supporters as soon as the news was confirmed to us and refund the cost of their match ticket immediately We then recognised that many fans had either already travelled and/or may not have been able to reclaim monies back for flights incurred at such short notice. So on Thursday 12th March, we confirmed that in recognition of this, as a one-off goodwill gesture, we would pay all supporters who purchased match tickets through the club £350 towards travel and accommodation costs that they may have incurred <p>2019/20 SEASON</p> <p>Season Ticket Holders</p> <ul style="list-style-type: none"> As the pandemic spread and social distancing measures increased, we recognised at the end of March, the need to confirm our approach for any future matches that may need to be played behind closed doors or postponed for the remainder of this season. We therefore communicated the following: <ul style="list-style-type: none"> If a supporter has not yet renewed their Season Ticket for the 2020/21 season and all remaining home games are cancelled or played behind closed doors, we will allocate the refund against their 2020/21 Season Ticket by the value of the four games missed If a supporter has already renewed their Season Ticket for the 2020/21 season, we will automatically issue a pro-rata refund to the card used to pay for cup tickets If Season Ticket holders have purchased a match ticket for our UEFA Europa League game against LASK and the game is cancelled or played behind closed doors, they will automatically receive a refund for the game back to the card used to pay for the tickets

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		<ul style="list-style-type: none"> Any supporters who have advised of their intent not to renew or asked for a refund (rather than renewal price reduction) will be issued a refund once we have confirmation around outstanding fixtures We have attempted to make a call to all Season Ticket holders to ensure they understand the above process <p>Match Ticket Purchasers (including away fixtures)</p> <ul style="list-style-type: none"> With regards to match ticket purchasers, we have also confirmed that if a decision is made to cancel matches or play behind closed doors, we will automatically refund the card used to pay for the match tickets If matches are postponed, all match tickets will remain valid, and supporters will be entitled to a refund if they are unable to attend once the rearranged date is confirmed <p>Match Day VIP Experience Purchasers</p> <ul style="list-style-type: none"> With regards to Matchday VIP, if the decision to cancel matches or play behind closed doors is confirmed, supporters can contact the Hospitality Team to rearrange their VIP Experience for an alternative game at a more suitable time <p>2020/21 SEASON</p> <ul style="list-style-type: none"> We recognise that the current uncertainty has also caused concern for Season Ticket Holders and Executive Club Members with regards to renewals and next year's season The 2020/21 renewal deadline was initially communicated as Friday 1st May, however given the current climate, this has been suspended. We will continuously review the situation, and a new deadline will be put in place once we receive confirmation of when the 2020/21 season will start, giving Season Ticket holders as much notice as possible <p>FUTURE:</p> <ul style="list-style-type: none"> As we have hopefully demonstrated in recent weeks, we will continue to react as quickly as possible to any developments, offering as much flexibility as possible to our supporters who may be impacted in the future We will review other suggestions which we have received for additional support measures for Season Ticket holders to be put in place in these unprecedented times
<p>Operations, Safety & Security Update</p>	<p>JL</p>	<ul style="list-style-type: none"> Our priority over the past month has been in ensuring the safety and wellbeing of our employees, fans and community Recognising the sudden uncertainty and impact on our loyal workforce, we committed to making goodwill payments to all of our match day casual workers (match stewards, hospitality staff etc.) for the remaining four Premier League home games of the season, even if they are cancelled or played behind closed doors. We have also committed to paying all of our non-match day casual workers as normal and have not taken advantage of the Government Retention Scheme in this regard. This means that over 3,000 match day and non-match day casual workers will benefit from these payments, at a cost of over £1 million to the club

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		<ul style="list-style-type: none"> • We also believe it is important in the current environment to do everything we can to support our local community. This has led to us making a £50,000 donation to 19 local food banks as part of a £100,000 joint donation with Manchester City in support of an initiative led by both clubs' fans. • All remaining perishable food stock which was stored in Old Trafford has also been supplied to local food banks and charities • We are also promoting the 'Stay Safe, Stay Home' NHS messages on club channels, encouraging our staff to volunteer for the NHS or local authorities whilst being paid by MUFC. • We have offered a number of assets/services to the NHS including free car parking for NHS workers staying at Hotel Football, car park space for testing, medical supplies and food for NHS staff across Manchester. <p>Other Updates</p> <ul style="list-style-type: none"> • Clearly COVID-19 has had a major impact on our other operations. Based on the latest UK Government advice, our Museum & Tour, Megastore and the Red Café will remain closed until at least Thursday 7th May. We sincerely regret any disappointment this will cause, but trust visitors will understand that the health of the public and our staff must take priority • Bookings made through Manchester United for visits up until 7th May have been cancelled and refunded. People who pre-booked with a third party should contact the vendor. Visitors with Museum & Stadium Tour bookings for after 7th May should watch for updates and we look forward to welcoming visitors back to Old Trafford as soon as we are advised that it is appropriate and safe to do so. • Our Ticketing & Membership Services Front Office is also temporarily closed; however, our Contact Centre is available for supporters between the hours of 8am-6pm Monday-Friday. Please note that our Contact Centre employees are working from home at this time, so please forgive any barking dogs or noisy children! • As always, our online ticketing platform is available 24/7 where you can manage your account, make applications (if applicable), buy tickets and renew Season Tickets. Our 24-hour automated phone line will also remain available. • As you may be aware, the team at Soccer Aid has decided to postpone the event on Saturday 6 June until later in the year. Ticket purchasers should be reassured that they are working hard to find a new date. Please be aware that all tickets and car parking permits will remain valid for the rescheduled game, and we will advise of a new date as soon as this is confirmed. When further information is available, updates will be available at manutd.com/socceraid
<p>Transportation & Travel Update</p>	<p>JL & SK</p>	<ul style="list-style-type: none"> • Whilst clearly less relevant to fans at this time, we can confirm that the Metrolink opened the new Trafford Park Line on Sunday 22nd March which extends the tram network out into Trafford Park and Intu Trafford Centre

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		<ul style="list-style-type: none"> • The new Wharfside stop on the line is now the closest stop to the Old Trafford stadium and is therefore expected to be used by thousands of customers on match days. The stop was designed and constructed with crowd management in mind, incorporating extensive queuing arrangements to manage the flow of customers in both directions • A few weeks before opening, TfGM and its network operator, KeolisAmey Metrolink, held a successful test event day to ensure the queuing areas and the event management plans were fit for purpose and ready to accept match day event customers. TfGM's Disability Design Reference Group also stress tested all the stops on the line prior to opening to ensure they were all fully accessible to everyone • The new tram service will operate every 12 minutes between Cornbrook and Intu Trafford Centre, however post-match services from Wharfside will be extended through to Crumpsall via Manchester Victoria to provide fans with a direct connection back into the city centre. The full service will be extended to Crumpsall at the later date. A new map has also been produced by TfGM for fans planning to visit Old Trafford which shows the walking routes to/from the stadium and the new Wharfside stop along with the five other nearest tram stops, also showing the destinations which can be reached from those stops. This will be publically shared prior to matches re-starting <p>Travel Partner</p> <ul style="list-style-type: none"> • Following the insolvency of Thomas Cook we are continuing to investigate the options of selecting an alternative travel partner or operating an in-house solution • As mentioned in the last Forum, this is an important decision which we are taking time to carefully consider. We are also asking any potential new partner to address concerns that have been raised in this Forum • We held a meeting with the Forum Subgroup after January's forum where we advised that we would ensure that regular complaints from this forum would be addressed in any contract negotiation (e.g. removal of the guaranteed 35% of each European away allocation). We also confirmed that we would arrange a meeting with any new travel provider and representatives from the Subgroup prior to them announcing their plans
<p>Atmosphere / Family Stand Relocation Update</p>	<p>SK</p>	<p>Background</p> <ul style="list-style-type: none"> • A number of questions have been submitted in relation to the relocation of the Family Stand and subsequent moves for those ticket holders in North Stand Tier 2 • Recognising this topic has been discussed in each Forum in recent seasons, we can summarise as follows; discussions around the structure of the Stretford End, which historically housed the most vocal United supporters, have been ongoing for several years. It has been the subject of extensive engagement with supporters. This included representations from the Manchester United Supporters Trust (MUST) who, in February 2018, wrote an open letter to the club requesting to "Reclaim the Stretford End"

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		<ul style="list-style-type: none"> • Subsequently, a survey relating to stadium atmosphere was issued to approximately 70k match-going fans, this included Season Ticket Holders, Executive Club Members and Members • A substantial number of supporters requested a dedicated atmosphere section (c85%) and the majority (roughly two thirds) were in favour of relocating the family stand to accommodate this • As a reminder, the Family Stand is the only area of the stadium where supporters are required to relocate within the stadium as soon as the youngest member of their booking turns 16. This results in churn of approximately 500-750 each season • Supporters in the family stand have also been required to relocate in each previous season after 500-1000 supporters have been relocated/not renewed, to keep groups of families together • Through the Fans' Forum discussions over the past two seasons, it was unanimously decided that changing the structure of the Stretford End would go a long way to improving stadium atmosphere • As a result, in early February, we contacted all affected supporters in the current Family Stand and North Stand tier 2 by email and telephone and are pleased to confirm we have already relocated 85% of affected supporters • Whilst we did receive some feedback via the Fans' Forum page in relation to the perceived 'poor' view from the new section, after discussing the concerns with individuals, the overwhelming majority of people agree the move will be beneficial to all supporters in the long term and have decided to take up the offer of a move to North Tier 2. The view from North Tier 2 gives an excellent view of the whole pitch and the opportunity to see how players move around • For any supporters that we have not yet managed to contact, we will ensure that we reach out to them again both before and after the deadline, to address any concerns and do everything possible to find them suitable alternative seats in the stadium <p>M.U.S.T. issued a written statement ahead of the meeting taking place:</p> <ul style="list-style-type: none"> • <i>We need to provide some history and context to correct some erroneous briefings, we've been made aware of, suggesting that MUST proposed the (compulsory) relocation of all Family Stand sections</i> • <i>To summarise while MUST did call on the Club to "Reclaim The Stretford End" we have never supported the compulsory relocation of Season Ticket Holders without consent and furthermore, while we support the objectives, the additional expansion of the atmosphere section into the remaining Family Stand Blocks was not part of our proposal and we were not consulted on this</i> • <i>In our 2018 letter we called for seat moves to be through churn or with supporter consent, while recognising that some such moves are unavoidable if the stadium configuration is to be developed and improved. We were also assured at last week's meeting that, following further communications and briefings, most eligible Family Stand seat holders have now been satisfactorily accommodated and many, though by no means all,</i>

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		<p><i>acknowledge that the new location will provide a better experience. Current North Stand occupants required to move are being consulted and given priority on other seats within that stand including further seats that will be released during the now delayed annual renewal process. We hope that process can be concluded with an outcome that satisfies those supporters, who will no doubt also recognise the benefits for the development of the stadium as a whole</i></p> <ul style="list-style-type: none"> <i>The new Stretford End Right Side (SERS) that was introduced last season resulted from our MUST Open Letter on Atmosphere & Stadium Development that we published in early 2018 but credit has to go to The Red Army group for turning ideas into action</i> <i>Their commitment and energy has made this happen. Our 2018 blueprint called for the whole of the lower tier, including the International Suite and the single block of the Family Stand that was in the Stretford End, to be reclaimed as an atmospheric area to be populated by a younger age profile, with safe standing when permitted by government, and mates being able to stand together. The club agreed to this in principle in late 2018 and in January 2019 confirmed the first stage to create a new 1200 seat section by shrinking the Family Stand area through natural turnover, and the Red Army (TRA) were able to take advantage of that to create the new atmosphere section. We applaud the work of all those involved in making this such a success</i> <i>MUST has asked the club was able to explain the expansion of SERS which has been agreed with TRA, facilitated by a full move of the remaining Family Section to a prime area of the North (SAF) Stand. While this was not part of our proposals we understand the logic of using that area due to its low roof giving better acoustics that will of course add to the vocal atmosphere that we all want to see. We particularly welcome the news that 1000 seats in the expanded area will be given over to younger (U25) supporters at a much-reduced price of £285 per season. We hope that commitment to lower priced youth seats will expand further and we will continue to lobby for this</i>
Accessible Stadia Update	CR	<ul style="list-style-type: none"> The new facilities in the North West Quadrant and Stretford End Tier 1 (South West) have now both been fully tested. Some minor works remain to be completed on the facilities in the Away Section; however we expect this scheme to be ready for testing at the next available fixture Construction works on the larger scheme at the back of the Stretford End are still taking place, in line with the latest government working guidelines during the COVID-19 outbreak. As we now are facing challenges with potential limits on materials and labour, it is likely that this scheme will take slightly longer to complete than originally expected. We are still hopeful that we will have all of the facilities completed and fully tested before the start of the 2020/21 season, whenever that may be, but construction works and the testing of these new facilities will be subject to government restrictions We will continue to review the progress of the facilities still to be completed, whilst continuing to follow government working guidelines, and provide updates to fans as and when we have a clearer indication of when all works can be completed

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Barrier seating Update	CR	<ul style="list-style-type: none"> As previously communicated, the Club is in favour of barrier seating and/or safe standing in parts of Old Trafford in principle Following changes to the Sports Ground Stadium Authority Green Guide, we have already conducted a study into the feasibility of a barrier seating trial within the stadium A formal proposal was made to the local Safety Advisory Group in December 2019 to request a trial in a small section of the stadium (up to 1,500 seats in the North East Quadrant). Our belief is that the introduction of barrier seating will enhance spectator safety in areas of the stadium where – as with other clubs – we have seen examples of persistent standing On 16th April we received written agreement in principle from the Safety Advisory Group for this trial to proceed, subject to a number of specific conditions that relate to the Club taking appropriate measures to address any persistent standing in that area We will be working with Trafford Council to discuss and finalise the specific conditions and hope to have a barrier seating sections in Old Trafford next season In the meantime, should the government decide to trial safe standing in the future we will of course be open to partaking in such a trial.
MUDSA Update	CBa	<p>Disabled Facilities Expansion</p> <ul style="list-style-type: none"> Testing of the new disabled facilities was proceeding at pace and all was going well until the season was interrupted by the COVID-19 interruption However, two of the four new areas have been completed, tested and passed fit for use. The new away disabled wheelchair section is now complete and awaits testing when normal life resumes again Fortunately, since the season was placed on hold, the building work on the Stretford End facility has been able to continue, utilizing social distancing and safe practice. However, this has slowed the pace of progress to some degree. Nevertheless, there is still a good chance the work can be completed in May <p>MUDSA Events</p> <ul style="list-style-type: none"> Unfortunately, we had to cancel the MUDSA annual bowling challenge this year due to the lock down which caused the facility to be closed along with the cinemas etc. This is one of most popular MUDSA events and everyone was very disappointed. Equally disappointing was the loss of one of the MUDSA member trips to the Aon Training Centre to watch the first team train <p>PL Disability Advisory Group</p> <ul style="list-style-type: none"> As the secretary of MUDSA, I represent our DSA within the DAG Unfortunately the fourth meeting of the PL DAG, due to take place at Turf Moor on March 11th had to be cancelled, due to the large number of representatives who fell in to the vulnerable category At the time it was too late to arrange any kind of conference

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		<p>calling facility, but this option is being considered for the future, when hopefully the PL will have a lot less on its plate than it does at the moment</p> <p>The Foundation</p> <ul style="list-style-type: none"> The MUDSA committee met with John Shiels and Alex Wilson of the Foundation at the end of February to discuss the next stage in our plan to work hand in hand with the Foundation to help them deliver their projects within the community We now have a plan in place for MUDSA to help fund a specific Foundation project in the community for three years, using the funds that MUDSA have built up with fundraising events MUDSA also committed to continue and indeed expand their support of the MUDSA CUP (an annual pan ability football tournament) which is scheduled to take place at The Aon training centre on June 27th Naturally we have concerns now. The latest extension of the lock down takes us to early/mid-May and with teams travelling from as far afield as Norwich and Southampton to take part, they will need a minimum amount of advance notice <p>Social Media</p> <ul style="list-style-type: none"> I'd like to give a plug (again) to our social media guy Rick Clement who has now set up our 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>Lyn Laffin: MUDSA Vice President</p> <ul style="list-style-type: none"> The MUDSA committee and all its members would like to take this opportunity to send our condolences to Lyn's family and many friends within the club upon the occasion of her passing after a long illness Lyn was in effect the real founder of MUDSA, as it was her idea to have a Christmas party for the small band of disabled fans who used to come to matches back then in 1989 and she arranged for the players to drop in on their way to their own party and sign some autographs and pose for photographs. That was the moment when MUDSA was born Back then, in her role as Sir Alex's secretary, it was part of her job to organise tickets for matches and she came to know well that little band of hardy souls who sat on a little concrete slab by the side of the tunnel, totally open to the elements As MUDSA celebrates its 30th year of existence, that tiny group has grown to over a thousand members and that tiny slab of concrete has morphed in to some of the best, if not the best facilities for disabled fans in the country. RIP Lyn
<p>MU Foundation Update</p>	<p>JS</p>	<p>COVID-19</p> <p>Although daily life has been disrupted, the Foundation is still committed to supporting young people throughout our communities and has been involved in several initiatives:</p> <ul style="list-style-type: none"> Supporting the Club's Community plan: Foundation coaches have been involved in distributing food donations across the

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		<p>region. This includes Food-banks, schools and a sizeable donation to Manchester Foundation Trust Charity, (who support nine Greater Manchester hospitals).</p> <ul style="list-style-type: none"> To date, the Foundation have delivered over 30,000 items of food and drink to Stretford Food Bank, Salford Royal Hospital and a number of other local charitable organisations in Manchester. 21 Foundation vehicles were used with over 35 volunteer drivers on hand to make deliveries. Foundation vehicles also delivered over 450 executive bags to Salford Royal NHS Foundation Trust and the NHS Manchester Foundation Trust Charity as a thank you to NHS staff, including backroom and cleaning staff A number of Foundation coaches are working in Partner primary, secondary and SEN schools - supporting children of key workers and those that are vulnerable. Over the past four weeks there has been direct communication with 27 high schools, supporting direct delivery in 13 of those schools. A total of 25 days have been delivered by high school partnership officers and in total we have engaged with over 150 vulnerable and key worker children. The club have also supported with special messages to some Foundation participants including a video call with Dan James to a student from Stretford High School We are also delivering weekly worksheet activities and video challenges to keep children educated and active whilst staying at home. These have been shared through the Foundation/Club social media channels as well as being hosted on the Foundation website for access at any time. We will also be delivering 800 printed worksheets to food banks and schools alongside donations <p>MUDSA</p> <ul style="list-style-type: none"> Elsewhere the Foundation and MUDSA have continued to develop their strong relationship and the annual MUDSA cup. Following the success of the first two cups, MUDSA will fund the Ability Counts programme, a weekly PAN-disability football session held at The Cliff training ground. This will provide a great pathway into the MUDSA cup, help expand junior MUDSA and provide a regional link for participants in membership <p>Tickets</p> <ul style="list-style-type: none"> Although the season has stalled, we have so far given away 5,070 tickets this season (from the Foundation's allocation and donations from the Ticket Office). Also in the past quarter we have continued to work alongside club on their season ticket donation scheme. To date we have given 1717 tickets to young people in the local community, donated by season ticket holders <p>Partner School Programme</p> <ul style="list-style-type: none"> We have continued to grow and develop our work in secondary schools: Currently we operate in 22 partner high schools, most recently partnering with Copley Academy and Dean Trust Rosebridge We have also, for the first time, ventured outside of Greater Manchester with Richard Rose Central Academy in Carlisle. Full-time officers will be based in the schools to work with students, feeder primary schools and within the local community

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		<ul style="list-style-type: none"> As the programme grows, the Foundation will welcome two new partner high schools in the coming months <p>110th Anniversary of Old Trafford</p> <ul style="list-style-type: none"> Despite the current situation we have enjoyed a number of highlights over the past two months. To celebrate the 110th anniversary of Old Trafford, design students from our partner school, The Oldham Academy North visited the stadium for an employability session with Manchester United's top designers. They also had a surprise appearance from United legends, Denis Irwin, Andy Cole, Wes Brown and Bryan Robson <p>Premier League Primary Stars</p> <ul style="list-style-type: none"> Another highlight was the tournament hosted by our primary schools team, with over 140 local primary school teams battling it out at The Cliff training ground The winning boys team from All Saints Primary School and the winning girls team from St Ambrose Barlow Primary School, will now go on to represent Manchester United at the Premier League Primary Stars national final at Vicarage Road

Members' Questions

We received 18 questions regarding the Family Stand that have been answered either above, in previous Forum's meeting's and/or in direct messages to ticket holders. It should be noted that the vast majority were submitted following an incorrect tweet sent immediately after the last Forum, which has since been corrected.

- I'm very concerned about the rumours that the family stand is to be relocated to NT2 next season to make way for the expansion of TRA section. Firstly, this will be the 2nd time in 2 seasons I/we personally have been moved to accommodate this section, and whilst I applaud the intent to increase the atmosphere, I am also aware that TRA does not sell out all games, and will not expand by over 100% in numbers next season. Secondly, after only half a season, TRA is now producing its own merchandise, at a profit, and is 600 people, distilled to half a dozen 'leaders', who have become self-titled voice of the fans. Thirdly, TRA was formed from a spirit of wanting to reclaim the SE, again with good intentions, but to spread into the South Stand is the opposite of where (if anywhere) they should look to expand - either to their current left (yes I know the execs are there) or upwards into the SE. Furthermore, the club should be nurturing youth support; they should be close to the pitch and close to the players. Moving the family stand will eradicate the family stand, without a doubt: hundreds will not renew, they will be dispersed and the whole concept would be dissipated. I firmly believe this suggestion should be rejected and wish to register my objection. It would yield more resentment than it would do good, and it would seriously question my continued loyalty to the club I've brought my family up to support. Thanks for your consideration into this, please understand that although I've taken the time to write to you, many more will not (but feel the same) and will sadly meekly accept anything that happens without voicing their discontent.
- Can you please let us know what you are doing about the relocation and whether you actually oppose moving the family stand high up into tier 2.
- Why family stand members are i.e. not TRA members treated as such second class fans just for bringing an U16 and why are we being forced to move to NT2 without even consulting us? If MUFC can send up questionnaires regards which sponsor we recognise, surely they can ask our opinion on moving us all?
- Hello, I am a disabled support who sits in the family stand with my three children 4years, 5years and 9 years old. I have a constant struggle keeping children's dream alive game by game as it hard for me to manage this on my own, as you can imagine, being disabled. I have heard United are planning to move the family stand to a tier 2 locations and I am going to really struggle with this in terms of managing three children. Can you support my children and I to come up with a solution which would work for all parties. I would like to hear the ideas behind agreeing to move the family stand to a tier 2

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		location. I am not sure whether young children who love being beside the tunnel and meeting Fred the red have been thought about. Please would you be able to email me direct with the rational as I feel my children have been let down.
		5. Dismayed to find out via Twitter that the family stand is being moved to NT2 to accommodate the singing section. Kids belong around the tunnel. My lad distraught at being forced to move. Can this decision be looked at again? If the singing section says they need a roof to make decent noise it's a pretty poor reflection on them.
		6. I have hears reports that the family stand is to be located (yet again) for next season. Ca you please confirm if this is the case and also how seats will be allocated to current family stand season tickets holders. I have been a season ticket holder for 15 years and hopefully my loyalty will count somewhat as to who has first Choice on seats in the relocated area if this goes ahead?
		7. Is what the club are doing to Season Ticket Holders in the Family Stand, moving them on a game by game basis to other seats, to accommodate the singing section legal ? Does it comply with consumer purchase rights for the people being moved?
		8. What are the updates on the future location of the family stand?
		9. Started hearing rumours about the family stand being moved up to the 2nd tier of the north stand and wondered if this was correct and if so the impact on ticket pricing. If it is true then I'm disappointed to have to move as have always sat behind one of the goals in the 1st tier so it's quite a big change for me and my sons. There's not been any official communication or consultation about this which again is disappointing
		10. What priority does the Fans Forum give to younger members who are the future life blood of the club? As a Family Stand member who has had to move twice in two seasons now because other fans interests are prioritised over those of my family, I'm keen to understand this. My son is 12 and loves the atmosphere in the Stretford End. We all sing and chant throughout games, why is our contribution not valued?
		11. I believe you were the family stand representative at the meeting and agreed to the relocation. (so the £3 a pint boys could move yet again) What a terrible decision. How do we/I become a representative for future so the right decisions for families can be made?
		12. Why the family stand couldn't be located within the 1st tier of the stadium?? Young supporters (kids) always want to be as close to the pitch as possible that's where the excitement of a young fan is. To stick the future fans of the football club up in the 2nd tier does not sit well with me and seems extremely unfair and a really poor decision from the football club. I have 3 season tickets in this area with my 2 young boys and my feeling at the moment is not to re-new unless another suitable option is put forward.
		13. Is the plan to cancel all STs in the family stand at the end of this season, like the club did last season, or will those not affected by the singing section be left alone?
		14. Why are family stand supporters not as important as TRA? Why do their views not matter? Rather than shop them off to tier 2 with no consideration why not make any under 26 ticket in the ground £190? There's a simple solution and that means family stand members can then sit with their families. I'm in West lower and take my dad and nephew and niece to the games, he can't have them on his own and so me being West lower means I'm close to them in family stand, moving them elsewhere means the kids can no longer go to the game. Not once have family stand supporters been considered.
		15. Why has the fans forum agreed and accepted the re-location of the family stand to Tier 2 of the Sir Alex Ferguson Stand, thereby keeping our younger and future fans further away from the players and groundside. I appreciate the vocal section is a step in the right directions, but why at the expense of our young fans and family groups, it is both unfair and very inconsiderate. As the Family Stand Representative why have we never been consulted as a specific group, giving the perception you have agreed on our behalf
		16. As a family stand season ticket holder, for a number of years with two young children, I am continually frustrated by the lack of consideration given to youngsters and families in this area. Can you, as our representative, please put to the forum: Why it was considered a good idea to trial the atmosphere section, with cut-price alcohol, directly adjacent to the young children within this area? What were the

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		<p>intended or expected outcomes of this trial which were used to determine if a success, resulting in young children (with all the platitudes about watching the game) being dispatched to one of the highest points within the stadium instead of being close to where their team and their heroes' come out and return - often high-diving the youngsters, sometimes posing for pictures and on rare occasions handing out priceless mementos? What considerations and measures have been taken into account regarding the health, safety and comfort of our young children on the concourse before matches and at half-time when the area is absolutely packed with older fans drinking, holding and spilling multiple pints of cheap beer all over the floor, and often children? Why did the club (our club) not pursue the idea of having competing areas of atmosphere building by making alcohol cheaper up in the gods of the SAF stand, where it is claimed there is more space on the concourses, so that the atmosphere can be encouraged/ fuelled by alcohol and can counter or respond to the Stretford End, as used to be the case? Who, in the family stand, was consulted regarding the move up to the 2nd tier SAF? I had no communication in this regard until some days after the switches started. Who determined that individual telephone calls should be the mechanism for communication of the family stand move? This absolutely ensured that some customers (season ticket holders) would have very very little choice with regard to seat allocation - it seems obvious that an email or letter, as is often sent out for other seating arrangements, would have been a fairer way to give everyone an equal opportunity to find adequate seating and to maintain the friendships they may have built over the years?</p> <p>17. Hope you are well. The FS move is well underway now, and it's accepted even though we are disappointed. My lad is 5 years old and the opportunity to be near the tunnel (and the action) is a real plus point of being situated in W209. Were the thoughts of our very youngest fans taken into account, or were they even consulted, when this decision was made please? I appreciate the decision has been made and we as a family accept that, but the lack of direct communication from the club around this, and the apparent lack of consideration for the younger fans being close to their heroes, has been a bit of a kick in the teeth for them. I would like to understand if there was regular two way communication between the club and the fans on this one please?</p> <p>18. When was the decision made to relocate the family stand? I have been a season ticket holder for 10 years in block N3403 seat 159. The first I heard was on Thursday the 19th, my birthday, with a phone call telling me I had to move and offering me only seats in the corners. Nowhere near as good as the one I occupy at present. For this to be done with no consultation with myself or the other season ticket holders in the vicinity who I have come to know as friends is, I think, systematic of the way United treat fans. I along with my travelling companion will not be continuing to travel 320 miles, round trip, to view the team I have supported since the age of 6 in what I consider to be inferior seats. Your take on this situation would be appreciated</p>

Members' Questions	CB	
a.	CR	<p>Well done to the club on everything they have done so far in response to the COVID-19 outbreak. Are there any plans to help support our over 70's and other vulnerable fans during this period? For example asking staff who are without as much work to assist with food deliveries etc.?</p> <ul style="list-style-type: none"> As we have covered in a few updates, we are working wherever possible to provide support in the current situation. For example we have made calls to all ticket holders over the age of 70 (and offered to make this as regular a check-in as each individual may want). We have also encouraged our staff to volunteer which has seen the MU Foundation's driver pool increase, and we have examples of the team volunteering to help the NHS
b.	CR	<p>Can you confirm that Manchester United will not place any employee on furlough leave during this time and instead you will meet your (excellent) promise of employees and casual match day staff being paid 100% of their salaries from club funds and not the governments?</p> <ul style="list-style-type: none"> As detailed in the updates we do not have any plans to furlough any of our team at this time, and our people will be paid as normal

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c.	SK	<p>Will the club consider a monthly direct debit for season tickets for the 2020/21 season to help fans through this difficult time (as opposed to finance agreements or paying upfront)</p> <ul style="list-style-type: none"> As detailed previously we will continuously review the evolving situation and look to provide support measures where possible
d.	SK	<p>If fans purchased tickets to away games (Spurs, Norwich, Brighton) that haven't been played can they get a refund now and return the tickets? Many need this money to live on during this difficult period</p> <ul style="list-style-type: none"> Yes, any tickets can be returned to the club for a full refund. We will also not allow the cancellation of tickets for any of the remaining 2019/20 matches to impact someone's Loyalty Pot status
e.	JL	<p>The £3 pints in the TRA section have proved to be very popular. When will this be rolled out to the remainder of the stadium?</p> <ul style="list-style-type: none"> As we advised in the last forum, we continue to trial offerings within the stadium within the current confines, we will continue to review offerings stadium-wide and provide an update in due course
f.	SK	<p>Will the club re-look at the price of under 16 tickets across the stadium and commit to working to ensure there is a uniform price for any child regardless of the stand in which they sit?</p> <ul style="list-style-type: none"> As mentioned in previous forums, we have dedicated areas in the Sir Alex Ferguson Stand, tiers 2 and 3 for under 16s pricing at £190, these areas have not sold out seasonally in recent seasons In addition to this, we recently expanded the discount to offer 50% off in East, North West & North East tier 2 – we do not plan to review this offering in the immediate future As I advised in my update, the view from the new SAF stand 2nd tier has been welcomed by ticket holders, and given the increased capacity, we have offered seats in this area to people on our waiting list this week
g.	SK	<p>This is the only club in England that forces its loyal supporters to purchase cup tickets e.g. FA CUP if you are a ST holder. Please can this be raised as a matter of interest and be looked into urgently as surely this cannot continue to go on. I was suspended from watching a premier league game because of this.</p> <ul style="list-style-type: none"> There are no plans to review the scheme, as we consider cup matches to form part of a Season Ticket – but don't charge upfront as the number of cup matches can vary considerably from season to season like other clubs However, we have made exceptions in relation to the English Football League and UEFA Europa League Cup matches, whereby Season Ticket holders can to opt-out if they wish to. This means that only one of eight cup matches this season have not been optional
h.	SK	<p>As a season ticket holder my credit card details are registered for 1st team home cup games. When I log into my account to buy tickets to watch the women's team at Leigh I have to enter my credit card details every time. As my credit card is already registered against my ST/membership account is it possible that the details can be stored for buying other match tickets such as for the women's team?</p> <ul style="list-style-type: none"> We are working with our ticketing system provider to improve the payment

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		<p>options available that are now common place in other e-commerce environments (e.g. storing preferred payment cards, PayPal, Apple Pay etc.)</p> <ul style="list-style-type: none"> As soon as our provider make developments we will deploy them for fans
i.	SK	<p>A question has been submitted in regards to the way in which European away game credits are issued. A number of suggestions were made into how these should be allocated and the answer provided below attempts to cover all points raised.</p> <ul style="list-style-type: none"> As you will know from reading the previous Fans' Forum minutes, we have discussed this process significantly (as well as setting up a separate sub-group) with the view to finding the fairest way of allocating tickets, whilst also giving 'new' Season Ticket holders and Members the opportunity to gain credits We have seen a significant decrease in applications for European away games since abolishing the credit for making an application and 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 Whilst we fully appreciate your suggestions and the time you have taken to look into this matter, we believe we have found a solution to suit the vast majority of supporters at this time. In terms of having a lower demand match each season, using the example of 'Astana' from the question, we do tend to find there is at least one group stage European match each season that is undersubscribed If anyone in the forum disagrees I'm happy to take this away to the sub-group for further discussion
j.	SK	<p>As the loyalty pot has decreased 1280 at its creation in 2004 to now only 575, can the club reward the Loyalty Pot holders by increasing the success rate to a minimum of 90% or above? Can the random ballot system also be reviewed and can it be looked into that all Loyalty Pot supporters are only unsuccessful for 3 away games per season?</p> <ul style="list-style-type: none"> There are roughly 23k Season Ticket holders eligible to apply for away games of which 575 supporters remain in the Loyalty Pot – each of whom have a c85% success rate for each game, which was agreed in this Forum, and has been in place since the conception of the pot in 2003 We of course appreciate the loyalty shown by supporters in this pot, which is why we offer the 85% success rate vs. an average of 30% for standard Season Ticket holders, however to offer any more would suggest we do not appreciate the loyalty of those Season Ticket holders who were not lucky enough (for example based on their age) to be rewarded with lifelong privileges over 20 years ago This is not something that we will be looking to change in the immediate future
k.	SK	<p>With regards to the Loyalty Pot, can the club confirm that 85% are successful in the initial ballot for every match? Can they also provide a statistical analysis? Can you also confirm if there are different sections of the Loyalty Pot? If yes, what is the difference in the sections? Can there also be a guarantee of 100% success rate for Loyalty Pot members when the club receive a larger allocation e.g. cup matches?</p> <ul style="list-style-type: none"> The success rate of supporters in the Loyalty Pot for our Domestic Away Games is 85% for every game I must stress that the 85% success rate is a game-by-game success rate, not

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		<p>a seasonal expectancy. The ballot is also completely random; therefore the percentages are not going to reflect all supporters' experiences. For example, Season Ticket holders in the Loyalty Pot have an 85% chance of receiving a ticket in the ballot, but could potentially still be unsuccessful for all games during the season. Whilst this is unlikely, it is still a possibility</p> <ul style="list-style-type: none"> • To confirm, we do not have different sections of the Loyalty Pot – everyone in the pot has an equal chance of receiving a ticket in the ballot • As previously mentioned in this Forum, we will consider increasing the success rate for the Loyalty Pot if we receive a high number of tickets for an away fixture, however this will always be dependent on the number of applications we receive from all eligible supporters e.g. if we receive 4,000 tickets for an FA Cup away fixture, and 5,000 applications, we will review, however if we receive 10,000 applications this will not be considered
i.	RB	<p>This concerns the NW corner flag area of the pitch - as the pitch is raised, a player taking a left footed in swinging corner from that side has only a 2 step run up. I noted with interest that at Man City alleviated what seems a similar problem by having installed a crescent shape extension of the pitch by the corner flag. Why can we not follow suit or construct our own solution?</p> <ul style="list-style-type: none"> • This is a unique feature of our home stadium and given familiarity, may provide advantage as the home team. Our team management are obviously aware, and have no issue with this
m.	JL	<p>I am aware of the ongoing questions re the development of OT and I note the feedback in the January minutes. The players' tunnel looks very industrial on TV compared to a lot of modern and spacious tunnels at other clubs; space may be an issue but could it be modernised to befit our great Club / stadium? Also, with regards from the home dug out, can we improve on the tired looking badge crest affixed to the brickwork on our dug out?</p> <ul style="list-style-type: none"> • Space is an issue at this location and any work to enhance the size of the area or build a dedicated service tunnel would inevitably result in a significant loss of seats in a highly sought after area in the Stretford End. In our view this would not be the right thing to do for our fans • The tunnel also needs to be a functional access point for emergency vehicles, lighting rigs, grass-cutting equipment, cherry pickers, tv equipment etc. Nevertheless, in light of this feedback, we will continue to look out for opportunities to modernise the stadium in line with the traditions of Old Trafford • In relation to the crest at the dug outs, as all our stadium features, it has been regularly maintained and styled to ensure it reflects our history and tradition
n.	JL	<p>With the club announcing plans today (9-3-20) to improve executive facilities in the summer are there any plans to improve facilities for normal match going fans, i.e. toilets, concourses and seating areas?</p> <ul style="list-style-type: none"> • As mentioned at our last meeting, we undertake significant maintenance programmes, costing tens of millions of pounds each summer. In this season alone, a total of around £20 million has been invested in the stadium • Going forward, we are planning to replace approximately 15,000 seats within the bowl during the close season, as part of a scheme to replace all c74,000 over the next five years. There will also be a wider programme of general upgrades undertaken across the stadium over this period, including painting, lighting, signage, cladding and resurfacing at an estimated overall cost of circa £6 million. There is also a plan to upgrade certain kiosk facilities around the stadium. All of this however, is subject to the ongoing issue with COVID-19

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		<p>and the impact that it may have on our redevelopment and renovation plans</p> <ul style="list-style-type: none"> Fans will also see the ongoing work that is taking place to upgrade our accessible facilities. £11 million has been spent to increase capacity for our supporters who have specific needs and will importantly provide more choice on where they want to sit in the stadium It is also worth noting that fans will also benefit from kiosk prices being held for the forthcoming season
o.	CB	<p>On 27-Feb versus Derby, our Under 12 team were pleased to visit to watch the game, the purpose being for our players to learn and see how the club academy operates. We then wanted to follow it up with a trip to the City game on 4-Apr, but have sadly been declined to take our 15 players and 10 adults. Why do the club limit the number of spectators that can visit an Under 18 match at Aon Complex? Can the club review this restriction?</p> <ul style="list-style-type: none"> As there is currently limited space and capacity for visitors at ATC (parking and seating), it means that unfortunately, on some occasions, we cannot accommodate additional large groups for these games. For the more popular games such as Man City/Liverpool we prioritise the families and guests of the players involved (home and opposition). However, whenever possible, we welcome local teams to watch the U18s, as the mentioned U18 game against Derby demonstrates – and also the recent free entry to OT to watch the youth team play in the FA Youth Cup It is also worth mentioning that many clubs don't allow any external fans on-site
p.	JL	<p>Can you please ask for us to be given a briefing into the incident when a contractor was denied access to Old Trafford by security personnel; keen to know what the club are doing to investigate this matter?</p> <ul style="list-style-type: none"> We are aware of an alleged serious incident prior to the Club Brugge match on 27 February. We are cooperating fully with the police and await an outcome from their investigation Please be assured that we are treating this incident very seriously. We have been proactive in our dealings with the Greater Manchester Police throughout and have offered our full co-operation with their investigation. We have provided CCTV footage and other information to them as part of their enquiry and have made a public statement encouraging any witnesses to come forward Given that this is now a live police enquiry, it is important that we allow the process to reach a conclusion and we therefore await an outcome
q.	JL	<p>Has there been any progress on having Wi-Fi facilities available in the various suites and bars all around the ground?</p> <ul style="list-style-type: none"> For any suites which are refurbished as part of our annual cycle of upgrades, Wi-Fi is now installed as standard. For example, last summer it was installed in 3 suites which serve over 2,000 guests on a matchday, plus thousands more for non-matchday events We have completed a significant amount of due diligence over the past 6-12 months into the feasibility of installing Wi-Fi across the full stadium. There are, however, challenges for a 110-year-old stadium in terms of ensuring that we can deliver a high quality and reliable level of service to fans, particularly in the bowl. We will continue to identify the optimum solution and will let you know when we are in a position to do so

Topic	Speaker	Topic Notes
r.	CB	<p>Would the club consider a statue of Harry Gregg considering the respect for his efforts during the Munich Air Disaster?</p> <ul style="list-style-type: none"> Everyone at the club was deeply saddened when we heard the news of the passing of Harry Gregg OBE. Harry was one of the greatest goalkeepers to have played for the club and embodied all the best values of Manchester United Because of our club's proud and unique history, there are many figures that deserve acclaim and the club receives many similar requests of the type. These influential figures can be recognised in many ways (for example the Jimmy Murphy Centre at ATC) A committee is being set up to align criteria and process for recognition requests and support recommendations to the board. This request will be fed into that process and we will report back to the Forum
s.	SK	<p>If a family currently has 4 season tickets in the family stand (1x adult, 1x 18-20, 1 Over 65 and 1x u16) can you please confirm if the Over 65 and 18-20 price will be frozen when they are forcibly relocated to NT2. Currently the guidance reads it would only be frozen for the adult and child</p> <ul style="list-style-type: none"> We have historically offered fixed price tickets for all adults and under 16s in the Family Stand. These prices have been frozen for existing ticket holders and will be in place for every season that they remain in the Family Stand, not for one season like previous relocations We have also continued the policy of offering a 50% for 16-17 year olds and those aged 65+, and 25% off for 18-20 year olds. This discount will be offered against the standard price of Sir Alex Ferguson Stand Tier 2
t.	JL	<p>Why did the club stop included kiosk vouchers in the season ticket packs? Can you bring them back (for example BOGOF pies and pints)</p> <ul style="list-style-type: none"> Kiosk vouchers were removed from Season Ticket packs in the 2018/19 season as we now have a 50% off promotion available until 60 minutes prior to kick-off We have also changed pricing strategy to include significantly discounted meal deals As this promotion has been successful in the two seasons it has been running, we will continue with this rather than reintroducing the vouchers. We have also committed to reviewing the catering offering stadium-wide which is an ongoing work stream
u.	SK	<p>Could the finance option for season ticket renewals be made available to Irish season ticket holders as well as those in the UK?</p> <ul style="list-style-type: none"> Unfortunately the limitations/required attributes for the finance option are stipulated by the finance company itself (V12), and they are unable to offer outside of the UK We haven't had any requests for this offering previously, but will review ahead of future seasons

Topic	Speaker	Topic Notes
v.	SK	<p>At the last FF meeting there was an update which said a small number of additional seats could be added by slight reconfiguration of existing areas. Can you please provide an update to include location, number of seats this increases capacity by and when they will be ready</p> <ul style="list-style-type: none"> • There are ongoing work streams to review opportunities to slightly increase the capacity in a number of locations; however this work is on hold until we can access the stadium again. This may mean any work is put on hold until the end of the 20/21 season
w.	SK	<p>What are the latest plans re away ticket collections for the 20/21 season? It was previously mentioned that a blended approach of targeted and mass collections was being looked at</p> <ul style="list-style-type: none"> • As we have found both collections and a targeted approach to be successful in identifying ticket touts and reducing the number of away tickets being misused, we will look into conducting a blended approach of the two different methods ahead of the 2020/21 season commencing • A proposal will be put together during the coming months and proposal will be put to this Forum once we have clarity around fixture scheduling
x.	JL	<p>Why has the club turned a blind eye to homophobic / anti-Semitic behaviour from home fans, or why does it take months to look into and remove fans verbally using such rhetoric? What is the club doing to ensure the stewards feel comfortable and do address such behaviour from home fans?</p> <ul style="list-style-type: none"> • The club does not tolerate discriminatory or offensive behaviour. If these issues are brought to the attention of stewards, they will be dealt with in an appropriate manner, with the implementation of sanctions, where required. We also have the 'virtual steward' text service for fans to report behaviour of this nature. In certain circumstances matters are also referred to the Police where they constitute criminal offences • Regarding stewards, our stewarding teams have recently been reminded of the Club's expectations. Staff will be given further guidance and support specifically to ensure that any witnesses are dealt with in a discreet, efficient and professional manner • We understand this question relates to a specific incident, which has since been dealt with in accordance with the documented process. Whilst we cannot go in to detail in this forum, we can confirm that a sanction has been issued as a result of this. We appreciate supporters raising these concerns, as we understand that can be difficult in a match environment
<p>Members' Comments</p> <p><i>Given the Forum took place by Call, CR asked each forum member for any further comments</i></p>		
Keith Coutts		<ul style="list-style-type: none"> • I was delighted by the way the club acted so quickly when dealing with the Covid-19 problem, we've certainly been leaders in the Premier League as far as that is concerned. Thank you very much for everything the club have done and the phone calls that have been made to all the supporters
Alan Harvey		<ul style="list-style-type: none"> • Thanks to Mr Woodward for his update. Also, as one of those supporters who was due to attend the LASK game I would like to thank the club for the fabulous gesture on behalf of me and my son for the cost of the flights that we couldn't take

Topic	Speaker	Topic Notes
John Massey		<ul style="list-style-type: none"> I think today has been very useful and informative and it's very good the hear from Ed Woodward, clearly it's better that we meet in personally, as we normally do at Old Trafford, but in current circumstances I think it's very important that the club and the forum are in communication and today's conference call has provided that, so thank you to all involved
Rick McGagh		<ul style="list-style-type: none"> I would like to echo the earlier comments about the way the club has acted and handled the current situation. I know from speaking to a lot of match-going fans that there is a real sense of pride in the club again. Something which I think has been lacking over a period of time. I know I have raised in previous forums the disconnect between the club, the team and the match-going fans, but it feels like this crisis has really helped to bring those three things together I think it should also be noted and put on record our appreciation and admiration of the fantastic work that some of the individual players have done during this period. I know there will be plenty of examples that haven't made the press but certainly the initiative that Marcus Rashford has supported, and the work that Harry Maguire has done, have been brilliant. I believe this really does create pride in the team and the club with match-going fans Thank you for answering the questions around a return to football Ed. I very much believe that match-going supporters are the absolute life blood of the club and the sport of football. I urge the club to do everything they can to limit the amount of competitive football that takes place behind closed doors and without supporters in the stadium. Obviously acknowledging current restrictions and challenges that poses. It's encouraging to hear the response to those questions and I look forward to football returning when it is safe to do so and with fans in attendance
Ian Stirling		<ul style="list-style-type: none"> I would like to add my statement to the club's and the foundation's response to the crisis, it is to be applauded and is beyond reproach. From ticketing support, to making calls to vulnerable supporters, donating to food banks and supporting the NHS. It has created a sense of pride to the fans. As supporters we can't wait to get back to repay our support for the team and club for the work they have done Both Ian and Anthony ask SK for more information about enforced moves and the reallocation process which SK advised would be followed up. IS also asked about the potential for other seat moves. SK advised that this was under way and that calls were in progress to supporters with 100% attendance who had asked to relocate
Mick Thorne		<ul style="list-style-type: none"> On behalf of our Branch Members would like to thank the club for the positive and pro- active way they have acted in all aspects at this unprecedented time. Particularly the phone calls to the over 70's Season Ticket Holders have had excellent feedback. We can't wait to get back and see the team in action
Kieran Stockton		<ul style="list-style-type: none"> Would like to say the club has behaved impeccably, we've been leaders amongst Premier League Clubs and long may it continue. We look forward to getting back to supporting the team
James Coatsworth		<ul style="list-style-type: none"> United fans have incredible high expectations but you have met them and it is lovely to be able to say that. We don't need to look to far to see other clubs have reacted to situation and given their fans cause for embarrassment and the work United have done is not to be underestimated Just want to re-iterate how unwelcome it would be for the fan's if games have to be played behind closed doors Would also like to ask if the club have plans to offer their facilities for large vaccinations programmes? Secondly, can Transport for Greater Manchester give reassurances that their other

Topic	Speaker	Topic Notes
		services won't be affected with the introduction of the new tram extension? CR advised that we would follow up on both of these questions
Anthony Sewart		<ul style="list-style-type: none"> • Echo the notes that Sam gave in his update, I can certainly say for in last 4-6 weeks I haven't received any negative communication from any Family Stand supporters regarding the move to Tier 2 so it looks like, therefore most if not all have come round to idea which is fantastic news • Question what capacity is for new fans in the family stand? SK advised there will be an extra 500 – 700 capacity in the new family stand. We have started to sell seats to people who have paid a deposit and are on the Season Ticket Waiting list, which is more than double the amount of seats we've been able to release in previous seasons • At the first game when the new family stand is in place it would be a nice gesture if there could be an opening ceremony type of activity? CR advised we will be looking at this along with the opening of the new disabled facilities • On a personal preference with other business commitments, I prefer the format of a telephone conference for the forum meetings and find it more convenient
<ul style="list-style-type: none"> • Any Other Business 	CR	Next Meeting TBC following 2020/21 schedule confirmation