

Manchester United Fans' Forum – Minutes

Friday 16th April 2021, Teams Video Call

Forum Members Present

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

Club and Foundation Officials Present

Richard Arnold	Group Managing Director
Charlie Brooks	Director of Communications
Darren Fletcher	Technical Director
Nolan Hough	Commercial Director – Venue
Sam Kelleher	Head of Ticketing & Membership
Jim Liggett	Operations Director – Venue
Greig Mailer	Corporate Communications Manager
Claire Mulroy	Ticketing & Membership Services Manager
John Murtough	Football Director
Collette Roche	Chief Operating Officer
John Shiels	Chief Executive – MU Foundation

Topic	Speaker	Topic Notes
Introductions / Apologies	CR	<p>Apologies</p> <ul style="list-style-type: none"> Mick Thorne <p>Introductions</p> <ul style="list-style-type: none"> Following a request from John, our Executive Club Rep. I'm delighted to welcome John Murtough, Football Director and Darren Fletcher, Technical Director to the forum. We will hear more from them later on Greig Mailer has also joined us today from our Communications team
Minutes of Last Meeting	CR	<ul style="list-style-type: none"> The minutes from November were approved, so I will hand over to Charlie who has a message from Ed to relay
Message from Ed		<p>"Welcome everyone to the first Fans' Forum of 2021. I trust you all enjoyed the game last night.</p> <p>This is our third meeting since fans were last allowed inside Old Trafford and we are hopeful it will be the last.</p> <p>The success of the UK vaccine rollout and gradual easing of lockdown measures has increased our optimism that we will soon be able to welcome you and all our fans back to the stadium, and I know how much we are all looking forward to that day.</p> <p>Discussions have been positive with the Premier League about the possibility of moving this season's penultimate round of fixtures back, to allow every club to have a home game with up to 10,000 fans after</p>

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		<p>stadiums begin to reopen on May 17. We hope to have more news on this to share soon regarding our last home game against Fulham.</p> <p>Looking further ahead, we feel increasingly confident about prospects for Old Trafford returning towards full capacity next season, and we are working closely with the Premier League, government and local authorities on plans for that to happen safely. As you may have heard in the media, the government is exploring options for a 'Covid certification' scheme for events with large crowds. This would allow fans to demonstrate that they are safe to attend by declaring a negative test, proof of vaccination, or natural immunity from a prior positive test.</p> <p>While it's crucial that any such scheme is implemented in a fair and workable way, we do think that this approach could accelerate the path back to full capacity crowds and that is surely a good thing. We will keep fans consulted, through this Forum and direct communications, as these plans evolve.</p> <p>The absence of fans has been all the more frustrating recently given how well the team has been doing on the pitch. It's great to have reached another Europa League semi-final and hopefully this year we can go all the way, while also finishing our Premier League campaign as strongly as possible.</p> <p>We've talked a lot in the past two years about the work being done behind the scenes to build the right culture and structures for long-term success and, while there's still further to travel, the positive direction under Ole is clearly visible.</p> <p>As you know, we recently made two important appointments in John Murtough as Football Director and Darren Fletcher as Technical Director to build on the strong foundations already in place. I'm delighted that they are with you today to talk about their new roles and I trust you will go away as convinced as I am that our football operation is in exceptionally good hands.</p> <p>As always, we remain committed to strengthening the squad by continuing to promote the best Academy talent, supplemented by smart, planned recruitment. Our net investment in the squad has been higher than any other major European club over the past two years and the fruits of that have been clear this season.</p> <p>While we have certainly not been immune from the impacts of the pandemic, we are fortunate to have a robust and self-sustaining model that makes us more resilient than most and will allow us to strengthen further this summer.</p> <p>That resilience also allowed the club and our Foundation to provide over £5 million of support to community causes in 2020 and these efforts are continuing.</p> <p>In conclusion, there is a lot for us to be proud about in the way the Manchester United family has rallied together in this difficult past year, and lots to be optimistic about for brighter times ahead.</p> <p>Thanks again for your loyal support and for your service to this important Forum."</p>

Topic	Speaker	Topic Notes
Football Club Update	JM & DF	<p>John Murtough, Football Director and Darren Fletcher, Technical Director joined the meeting for a Q&A session. The following sections summarise the discussion and the points made.</p> <p>John Murtough</p> <ul style="list-style-type: none"> • His role is wide-ranging, with oversight of all football operations including player development, sports science, medicine, club secretarial and recruitment. • He and Ole both report into Ed Woodward, with both talking daily and working with all staff at ATC. • The recruitment department need to focus on bringing in players for tomorrow, those who have potential and for today, those who are ready to play for the first team now. • The northwest area remains important to ensure we convince the next Marcus, Jesse or Mason to play for United. The scouting network across the rest of the UK have also been strengthened. Recently, two new scouts have come on board to focus on the London area. The club's tradition of looking at bringing in the best 17/18 year olds from across the world will also continue. • The scouting team work closely with Ole to produce options for consideration based on the type of profile which Ole feels that the team needs. Ole has a veto, because as a club we will not sign a player that a manager doesn't want. • The club has always backed its manager in the transfer market. It's evident from what's gone on over the last two or three seasons that there has been a structured and disciplined approach to player recruitment. The transfer market will be challenging in the next 12 months but when the right players are available, which fit our profile, for the right values, will be in and around those opportunities as and when they arise. • The pipeline from the academy to the first remains very important. There is a real benefit of having the likes of Ole and Darren here who were anchored to the real Manchester United in terms of the core values of what we want to try and do. • The record of having homegrown players in our matchday squad is a by-product of the good work that goes on within the academy. There is also pride in developing players who go on to have a good career at other clubs or in being successful outside of football. • The club is currently evolving the girls' academy and are represented in the consultation with the FA on the review of the academy structures in the girls' game. <p>Darren Fletcher</p> <ul style="list-style-type: none"> • He is delighted to be back at the club. He feels the atmosphere at ATC is fantastic and is similar to what it was like during his time as a player. • He is trying to bring a different dynamic to the team – setting standards, managing the pressures of being a United player and instilling some fire and energy. • In his role at Technical Director, he can translate his coaching work on the grass into the broader planning for the club – in areas including player development, scouting and facilities. • Both Darren and John want to create a high performing, challenging, 'best of the best',

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		<p>elite environment. But at the same time, a fun, enjoyable place for players to come and express themselves every day. Their role is to look after the long-term, to allow the first team management to focus on the short-term results.</p> <ul style="list-style-type: none"> • They want to attract players who have a special talent and a special character to play for United. They need to embrace the challenge of filling the United shirt. They need to be winners. No player is bigger than the club. • All players want to be successful. They want to enjoy the football and they want to play the right way. And they want to be given the freedom to take control of that themselves. • Darren noted that they had heard that from players going away with England with other national teams that people have started to ask questions about Manchester United again. • His view was that the academy is ingrained throughout the club. Young players are the future, and we want to give them the platform to come and play for Manchester United. The pathway should always be open. Young players need to be good enough but they will also be given opportunities to grow.
Fans' Forum Rep Update	CR	<ul style="list-style-type: none"> • As you are aware, we rolled Fans' Forum representative positions over into the 2021/22 season, after a disrupted 2019/20 season and our inability to hold the usual 'end of season finale' meeting where we could thank reps in person for their contribution and say goodbye to those who had served their term • As this season has been just as disrupted, and we have not had meetings as regularly as we usually would, we will roll the positions over again for another season. If there are people who do not wish to remain a rep for the 2021/22 season, please notify us ASAP
Home Games with Fans	CR	<ul style="list-style-type: none"> • The situation nationally has changed a lot since our last meeting. I had hoped that we would be able to discuss the results of our work in 2020 preparing for the return of fans in December but this wasn't to be • Similarly, the most recent Government update indicated a different approach to the return of fans to what we saw last year, and we hope that from 17th May we may be able to have up to 10,000 fans at Old Trafford • There is a small possibility therefore that this could impact our final home Premier League game against Fulham which currently scheduled for Saturday 15th May. The women's season will have already finished so none of their games will be affected. Unfortunately, it has now been confirmed by the Premier League that away fans will not be permitted at any games this season • As discussed in the last meeting, we want to make sure that we only communicate factual, helpful and informative information, so are not going to speculate on whether this will definitely be possible or not • However our approach will be as previously announced, to allocate any matches in-line with how the stadium is normally populated, with tickets being allocated via a random ballot – please refer back to previous forum minutes for more detail

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		<ul style="list-style-type: none"> That said, preparations behind the scenes continue, and we will be ready to welcome fans back as soon as we get the green light. If positive updates are received at each stage of the communicated government milestones, we will be ready for any permitted crowd up to full capacity from the start of the season
Ticketing Update	SK	<p>Season 2021/22 Renewals</p> <ul style="list-style-type: none"> As we are all too aware, it has now been over 12 months since fans were able to attend games. We are pleased to have been able to recently update supporters on the process for 2021/22 Season Ticket renewals. Members of this Forum were given advance notice of the communications sent to Season Ticket holders, but as a reminder of the key points: Season Ticket prices have been frozen for the tenth consecutive season (both men and women teams), and payment will be accepted from Monday 7th June until midnight Wednesday 30th June, by which time we hope to have clarity on the return of fans We do not underestimate the impact of the last 12 months on fans and have introduced the following initiatives to help supporters ahead of next season: <ul style="list-style-type: none"> Rebates from 2019/20: The deadline to request a refund for the 4x BCD games from 2019/20 was 30th March. Fans who did not requested this will carry their rebate over, to be used towards their 2021/22 renewal 1-Year Break: Fans impacted by COVID-19, who do not feel comfortable returning to games in 2021/22 will be able to take a 1-year break; this will not secure existing seats or prices but loyalty will be retained following 2022/23 renewal Instalment Plan: Those who have been unable to obtain finance via our buy-now pay-later partner will be able to renew with 10x interest free card instalments Relaxed Regrade Policy: Removal of the limit on the number of upgrades per season that concessionary ticket holders can request for weekend games We've asked supporters to let us know if they intend to renew or not, by 30th April Please note that seats will be released from those who do not let us know, or advise they do not wish to renew, and used to accommodate supporters who are required to move from other parts of the stadium (we will be in touch with people around this deadline to ensure it is not missed) If any supporters are not permitted to attend matches next season due to government restrictions, we will issue a full refund for that game ahead of it taking place to those who are not entitled to attend due to any capacity restrictions Seat relocations will not be possible this season, due to the limited timescale and also the need to prioritise supporters who are required to relocate (including those from 2020/21). Any supporters with medical conditions which mean they will not be able to renew their existing seat will be handled by our Customer Care Team, and prioritised for relocations in-line with other supporters who are required to relocate Name changes will be permitted; the supporter taking over the seat will not retain any loyalty, as this is individual supporter loyalty, and the ticket will be reallocated to the new holder under a new supporter reference number

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		<ul style="list-style-type: none"> • Ticket age categories remain in place, and supporters will not be able to benefit from an additional season of a previous age category. Relocations due to this from e.g. Family Stand or Youth area will therefore be necessary • In terms of supporter loyalty levels, the 2020/21 season will still be counted – those who were due to change to Silver Level in 2021/22 for example will still do so. As a reminder, we also discussed last time that no fans would be negatively impacted in terms of away game ticket applications / credits <p>Accessible Facilities & Other Ticketing</p> <ul style="list-style-type: none"> • In terms of our accessible facilities, we had initially hoped to be using all of our new facilities in the 2020/21 season. The last 4 games of the 2019/20 season being played behind closed doors meant that unfortunately we were unable to complete testing in the final 2 areas – Stretford End Tier 2 and the away supporter area • As soon as we are back at full capacity crowds, testing will resume, and spaces will be filled as soon as testing in each area is complete. The team have already spoken to all of our disabled Season Ticket holders and have a record of their requirements and preferences • There is no update on car parking at this time, but communication will follow to supporters who previously purchased seasonal car parking as soon as there is news • Historically, we have allowed children between the ages of 12-16 to purchase tickets without an adult in the booking, in-line with best practise, from the start of the 2021-22 season this will be increased to a minimum age of 14 <p>Digital Ticketing & Ticketing System</p> <ul style="list-style-type: none"> • As per the update in the last forum, all tickets for future matches will be digital. This change was implemented following guidance issued during the COVID-19 pandemic, and we anticipate that this will become a league wide requirement in the future • Our turnstiles were upgraded in summer 2020 in preparation for this, and there are many benefits including; reduced risk of virus transmission, reduced environmental impact due to posting and ticket waste, reduced risk of lost / stolen tickets and enhanced stadium security – (more detailed aspects are covered in the Q&A) • In addition to this, I am delighted to confirm that from June 2021, we will be changing our ticketing system provider, and are working on providing a system which is more flexible for both us and fans • It is important to highlight that we have undertaken this work on an incredibly condensed timeline, so whilst fans will see some immediate improvements and benefits, including increased self-service functionality, we have chosen to initially, identically replicate what we currently have and further developments and functionality will be rolled out in the future

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		<ul style="list-style-type: none"> These two changes have required significant financial investment, over £1m to-date, and are intended to further improve our customer service capabilities for all fans. Despite the condensed timeline, we will work closely with MUST, and this forum, to capture any immediate and long-term requirements, please contact Claire with any discussion points
Operations Update	JL	<p>Barrier seating</p> <ul style="list-style-type: none"> We remain committed to installing barrier seating in the North East quadrant and, while work has been on hold due to the pandemic, we plan to commence installation in the summer. We will be working with Trafford Council to discuss and finalise the specific conditions and hope to have the barrier seating section operational once we are back to full capacity This approval is without prejudice to the Government's decision of 1 October 2020 not to reopen elite sports grounds to spectators for the time being As and when spectators do return, the requirement placed on our ground to be all-seated under the Government's all-seater policy, and our current SGSA licence conditions which implement this policy, remain unchanged and will apply to the whole ground: <ul style="list-style-type: none"> Only seated accommodation shall be provided for spectators at a designated football match – Spectators shall only be admitted to watch a designated football match from seated accommodation At this time, we are not aware of any further updates as to when the Government may take forward its manifesto commitment to introduce safe standing <p>Tram service</p> <ul style="list-style-type: none"> As and when fans return to the stadium, we would like to remind everyone that the Metrolink opened the new Trafford Park Line on Sunday 22nd March 2020 which extends the tram network out into Trafford Park and Trafford Centre 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 new tram service will operate every 10 minutes between Cornbrook and Trafford and 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. Frequency of service is subject to change on match days. The full service will be extended to Crumpsall at the later date There is now also a park and ride site on the new line at Parkway Circle that provides 360 free spaces 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

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MU Foundation Update	JS	<p>Santa's Red Helpers / Food deliveries</p> <ul style="list-style-type: none"> December was an incredibly busy month for Manchester Foundation as we launched the Santa's Red Helpers Christmas appeal. Our partnership with FareShare Greater Manchester enabled us to provide 80,000 meals, all prepared by club chefs, to be delivered to children and families from Foundation partner schools External support came from independent supporters' group The Red Army who raised funds for over 1,000 footballs to be distributed to children across Greater Manchester. Whether it be through donations, or club staff volunteering their time, the United family has really pulled together on this one and we cannot thank you enough for that The campaign raised over £400,000, with the first-team squad donating £250,000, and this continues to support our ambient food deliveries to the community <p>Ops Delivery</p> <ul style="list-style-type: none"> Despite lockdown restrictions, since the start of the season we have still been able to engage with over 8,500 participants. Through a £10,000 donation that we made to each of our partner schools during the first lockdown, we have also been able to help secure vital IT equipment, ensuring students have the necessary infrastructure for them to continue their learning from home Our disability and inclusion team has also been extremely busy over the past 12 months, with 14 participants from our powerchair team all achieving the FA Playmaker qualification. Throughout the three lockdowns, 142 participants from across Foundation projects achieved this qualification, which is entry-level football course for people wanting to take a more active role in grassroots football <p>Mental health</p> <ul style="list-style-type: none"> Going forward, the Foundation will be putting young people's mental wellbeing at the forefront of our delivery following the impact of the pandemic. In partnership with Manchester Mind all Foundation coaches will have received mental health training by the end of the 2020/21 season. We will also be launching tools and resources for our schools and partners to support children's wellbeing, launching Mental Health Awareness Week in May
MUDSA Update	CBa	<p>Disabled Facilities Expansion</p> <ul style="list-style-type: none"> I believe all the work has now been completed and we are just waiting to get fans back in the ground and start testing <p>Mudsa Events</p> <ul style="list-style-type: none"> Unfortunately all our usual social events are cancelled due to Covid, for the foreseeable future However, recently we were able to hold an online Q&A Zoom session with club legend Bryan Robson. There were 20 places available and well over a hundred applications, so we held a randomised draw to choose the lucky 20 It was a great success and great for morale. A big thank you to Bryan for giving up his time and to the club for arranging it

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		<p>PL Disability Advisory Group</p> <ul style="list-style-type: none"> As the secretary of MUDSA, I represent our DSA within the DAG, again, everything is on hold until we reach a situation where we can meet safely <p>The Foundation</p> <ul style="list-style-type: none"> Some good news at last; The project we are enabling the Foundation to deliver, "Ability Counts", is now active in spite of Covid. I've asked Claire to include the latest report with the minutes so you can all see the excellent progress the guys are making. Especially in these difficult times Unfortunately, that is all I have to tell you
<p>Members' Questions</p> <p><i>We received several questions which have been answered, or we have referenced that we cannot answer, within the updates so far. These will not be read / answered individually now, but will be published in the minutes.</i></p>		
<ol style="list-style-type: none"> Although I feel the club are doing all they can to keep supporters advised, I would like to know what the club will do with those who may still uneasy about coming back to Old Trafford when crowds can return. Looking at the govt road map it certainly looks as though crowds can return next season but there may some Season Ticket holders who are termed as extremely vulnerable or older supporters who are still uneasy about returning too soon in August. <ul style="list-style-type: none"> How will the club look after them? I appreciate these supporters are likely to be in small numbers but feel Manchester United need to give consideration to these supporters. What guidelines/roadmap have the government given on when stadiums, Old Trafford, will be permitted to admit full capacities? When fans are allowed back in what will be the procedure for securing tickets? As Europe is behind in terms of Covid Vaccinations, is any consideration being given for STH who may not be able to travel to matches due to restrictions? Will this season still count as a season of holding a season ticket? Will there be any arrangements in place for supporters who may have been negatively financially affected in the short term due to the pandemic and may have difficulty accessing the usual finance offered to fund their ST? Are there plans in place for a return for the Women's team fans? Will Season tickets be available and when will prices be announced? Will Champion League matches be part of the ST should they qualify? When will the season ticket renewal period be for 21/22 season? Can the club confirm there will not be any price increase to season tickets for 21/22 season? Can the club confirm that ticket holders get the 20/21 season added to their length of service and therefore move up from red to silver etc. In light of the financial issues caused by the pandemic, can the club commit to providing an interest free solution for fans to spread the cost of their 21/22 Season Ticket? Will the club allow name changes on Season Tickets for the 21/22 season? Will the club allow relocations of Season Tickets for the 21/22 season? 		
a.	SK	<p>We received a number of questions around Digital Ticketing:</p> <p>How will digital tickets work? I pay for my lads season ticket, do I have them both on my phone? Can I send one to his phone? Does it rely on network coverage? Printing is not an option, not everyone has these facilities</p> <ul style="list-style-type: none"> Tickets will be delivered to the email address held on each account, so for example if your email address is on your son's account, you will receive the email containing the ticket. If your son has his own email address on his account, it will be delivered to him If your email address is held on multiple accounts, and you therefore receive all of the tickets, you can forward that email to the relevant attendees so they can download the ticket to their own mobile device If an attendee doesn't have a compatible mobile phone, a paper version of the ticket can be printed on request The scanning of a ticket isn't dependent on a mobile signal once it has been downloaded, which is why we recommend this takes place as soon as it is received, and stored in the mobile wallet In order to attend matches, supporters will need either a compatible mobile device, or access to a printer

Topic		Speaker Topic Notes
		<p>Will digital ticketing apply to the women's team supporters, especially now as games may be at Old Trafford?</p> <ul style="list-style-type: none"> We are working with Leigh Sports Village to enable digital ticketing for our women's team matches <p>Can ST cards (not as a ticket) still be sent out for those who have been collecting them for a number of years</p> <ul style="list-style-type: none"> We can look into this, significant investment has been committed to in ensuring we can facilitate digital ticketing, but we will investigate feasibility / cost of producing souvenir cards/tickets for those who may want to purchase them <p>What arrangements will be in place for supporters who have difficulty at the turnstiles? (Lost phones, run out of battery, etc) Will issues be able to be solved at the turnstile? Going to the ticket office and queuing with 100's of others and missing the first 15 minutes is unacceptable.</p> <ul style="list-style-type: none"> As always, it will be a supporter's responsibility to ensure they have their ticket when they arrive. However, given that there are various existing issues that we regularly experience with physical tickets (printing issues, lost in post, damaged pre-arrival etc.), we expect a significant reduction in the number of people experiencing difficulty at the turnstiles and requiring assistance If anyone does experience difficulties, a major benefit of digital ticketing is that they will be resolvable at the turnstile or by calling us, we expect that no-one will need to visit the ticket office personally If a supporter chooses to visit the ticket office, we do not expect any queues like previous seasons <p>Can the club provide a simple guide to answer all possible queries on digital ticketing?</p> <ul style="list-style-type: none"> Yes, guides and videos will be hosted at manutd.com/SThub <p>Will away tickets be digital?</p> <ul style="list-style-type: none"> This is not yet confirmed. We are working with other clubs and the Premier League on the introduction of digital ticketing across the League, and await league-wide direction regarding away fan tickets specifically <p>How can fans who share Season Tickets pass on a digital ticket?</p> <ul style="list-style-type: none"> Each Season Ticket is allocated to a primary user and whilst our terms and conditions permit sharing for occasional games, we do not recommend that this the primary use of a Season Ticket Season Tickets are sold so that fans can secure a seat for every game – if they only want to attend a handful of games per season, we would always promote joining Official Membership and purchasing tickets match-by-match That said, supporters will be able to forward individual match tickets to friends and family online, using functionality which will be newly available via the new ticketing system
b.	SK	<p>We are aware of refunds for non-attended games for the 2019/2020 season. However, for those of us paying for a season's parking, are there any refunds pro-rata for this?</p> <ul style="list-style-type: none"> Seasonal Car Parking permits entry to all first team home games, as opposed to just the 19x Premier League matches. However, additional charges are incurred by the business for cup matches

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		<ul style="list-style-type: none"> Therefore the cost of seasonal parking is calculated based on 23 home matches (previously 23 x £10) In the 2019/20 season we played 23 home matches, so no pro-rata refunds were issued
c.	SK	<p>It appears inevitable now that Season Ticket holders (other than in small numbers) will not be allowed to attend home matches this season. For Executive and Season Ticket holders with a term of years left on their contracts, will this season be treated as Null and Void with the remaining years on their contracts to commence again from Season 2021/2022.</p> <ul style="list-style-type: none"> Contracts for all Executive Club clients in a multi-year deal are time bound and cannot therefore be extended or rolled over to future seasons without new contract documentation. Therefore, the dates as detailed on the contract will stand As Executive Club Members have not been able to attend games during the 20/21 season, no payment is due for this season and any monies on file can be rolled over to the 21/22 season. Executive Club members will receive a call in the coming weeks to discuss their options
d.	SK	<p>Supporters who had their photo on seat banners for the games played BCD have asked that they get them back. If they would be willing to make a donation to the Foundation is this a possibility?</p> <ul style="list-style-type: none"> Due to the number of photos on the seats, it unfortunately won't be possible for us to locate the individual image and give it to a supporter. So everybody is aware, the photos aren't printed individually, they are large sheets with cover entire sections of seating so it would be very difficult to locate an individual photo on request
e.	SK	<p>Will the club continue to provide local schools and junior football clubs with free tickets to cup games next season?</p> <ul style="list-style-type: none"> We will continue to support schools and junior football clubs as soon as we are able to. We are aware that organising an excursion for children during a pandemic will be challenging and need to ensure that all appropriate risk assessments are in place. That said, for any home League Cup or UEFA Europa League (if applicable) matches, we will look to reinstate this offer. As mentioned in previous Forum meetings, our Foundation will continue to support local schools for all matches
f.	SK	<p>What are the club doing to ensure future generations of local kids can get to games at Old Trafford?</p> <ul style="list-style-type: none"> The Club remains committed to ensuring that younger fans have access to live, affordable football, and the following existing initiatives remain in place for 2021/22: <ul style="list-style-type: none"> £10 per game Season Tickets for Under 16s in family areas 50% discount for Under 16s in other applicable areas 50% discount for 16-17 year olds (and over 65s) 25% discount for 18-20 year olds £15 per game Season Tickets for 18-25 year olds in Stretford End Tier 1 lower and Youth Atmosphere area In addition, we have also introduced a relaxed regrade policy, to make juggling live football and school work etc. more flexible

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		<ul style="list-style-type: none"> As already mentioned, we will continue to support schools and junior football clubs for all matches through our Foundation, and on a much larger scale for certain cup matches when we are able to We are also working closely with M.U.S.T. on longer term plans to attract our next generation of Season Ticket holder
g.	CR	<p>What confirmed safety measures are the club planning for the return of fans? Will vaccine passports be required to attend matches?</p> <ul style="list-style-type: none"> The last year has demonstrated the ability of Premier League clubs to deliver bio-secure, safe events and we are committed to creating a safe experience for all those who attend future matches at Old Trafford. A new Supporters' Code of Conduct and a range of health and safety measures have already been communicated to our fans via manutd.com/reunited. Be aware that they are subject to change but they are based on the latest government advice The government announced last week that they are exploring the possibility of using COVID-status certification to reopen the economy and reduce social restrictions, including enabling large-scale gatherings such as football crowds It's important to note this is not a 'vaccine passport' – instead, the government's policy paper said COVID-status certification could be demonstrated by a negative test result, vaccine status, or proof of natural immunity In the interests of getting as many of our fans back safely, our team at Old Trafford are ready to meet conditions that are required by the government and the football authorities. Please be assured that we are committed to keeping all fans as safe as we can when you are back at Old Trafford
h.	CB	<p>Will the club be doing anything to commemorate those supporters who have been lost since covid began?</p> <ul style="list-style-type: none"> Yes, it is our intention to do this and we are exploring different options when fans return for the most appropriate way to do so Since fans were last at Old Trafford, we have sadly lost a number of fans and former United players and staff, and we will select a match to remember them together We welcome this group's input in this process
i.	SK	<p>How do Season Ticket holders who turn platinum this year, or who have in the past, get their name plaque on their seat?</p> <ul style="list-style-type: none"> This is a process we undertake automatically each season. We take a list of supporters who have reached Platinum Level and email them to advise that a plaque will automatically be added. Those who do not want to have a plaque added to their seat, have the opportunity to advise us of this We also undertake the process for supporters who relocate; their plaques are moved to their new seats With the renewal deadline being a little later than usual this season, we will do our best to have them all in place for the start of the 2021/22 season

Topic	Speaker	Topic Notes
j.	JL	<p>Will Season Ticket holders get any in ground discount vouchers in their renewal pack? Why did these stop?</p> <ul style="list-style-type: none"> • We did used to issue vouchers for meal deals and the occasional buy one get one free • As a reminder, all match attendees now receive a 50% discount on any food & drink purchased prior to the final hour before kick off • In addition, Season Ticket holders receive 10% off all club merchandising and 50% of the price of a Museum & Tour
k.	CB	<p>Will Manchester United be competitive in the transfer market this coming window?</p> <ul style="list-style-type: none"> • We have a strong economic business model off the pitch, and that has given us resilience through the pandemic relative to many other clubs • Our strong commercial engine and the ability to invest on the field go hand-in-hand and we have been consistent in our investment in the squad, with the highest net spend on transfers of leading clubs across Europe over the past three transfer windows • We are committed to continuing that investment in the squad, although we have made clear that the pandemic has had a significant financial impact that will inevitably affect the market overall and us as a club
l.	CB	<p>Will new kits be issued should the sponsor change during the season?</p> <ul style="list-style-type: none"> • Our new partner TeamViewer will be of the front of shirts from the start of next season. This means there will not be a need to issue new kits midway through next season
m.	CB	<p>Social media abuse seems to be on the up. What have the club been told by Twitter/Facebook etc of measures they can bring in to stop it? Banning isn't enough, many of these account as anonymous, when one is taken down another pops up. Could ID checks take place? Can we be briefed on what steps the club has taken to address the racist abuse our players are regularly subjected to on social media? Will there be a co-ordinated response from the Premier League or professional sport more generally? With the continued disgusting abuse of players and staff on social media would the club be open to providing their own social media platform for players to engage with verified United supporters? To hear players getting abuse from anonymous accounts and it be labelled as United fans is wrong.</p> <ul style="list-style-type: none"> • We appreciate that the vast majority of our fans use social media for good • However, it is correct that we have seen increased examples of people on social media – including those who claim to be United fans – using it to anonymously racially abuse our players • The club completely condemns this and we are confident that this forum and all right-thinking United fans will do the same • In terms of our dialogue with Twitter and Facebook (who also own Instagram), we are actively lobbying them on a range of related issues, both directly and in partnership with the Premier League. The Premier League and the FA published an open to the social media platforms calling for a range of measures to be taken including:

Topic	Speaker	Topic Notes
		<ul style="list-style-type: none"> – Messages and posts should be filtered and blocked before being sent or posted if they contain racist or discriminatory material – They should operate robust, transparent, and swift measures to take down abusive material if it does get into circulation – All users should be subject to an improved verification process that (only if required by law enforcement) allows for accurate identification of the person behind the account. Steps should also be taken to stop a user that has sent abuse previously from re-registering an account – Platforms should actively and expeditiously assist the investigating authorities in identifying the originators of illegal discriminatory material <ul style="list-style-type: none"> • In our own dialogue with the social media platforms, there are areas they will not address, such as all accounts needing to be verified or for all account holders to be identifiable. However, after discussion and pressure from ourselves we are seeing a significant improvement in their response to issues we raise with them and the speed with which they will remove abusive posts • Our analytics team use state-of the-art software to alert us to any instances of abuse which we report immediately to authorities and the platforms involved. Sanctions will be applied to any individual identified by the club in abusing our players. Behind the scenes players also receive full backing across the club to offer them any support and advice that they need • We continue to work with the Premier League to identify abusive accounts based abroad and liaise with the relevant authorities in those countries, and with GMP and the CPS where we are able to identify abusers in the UK. We also await the UK Government's Online Safety Bill later this year which is aiming to establish a new duty of care on the social media platforms to help keep users safe • Separate to that, we are continuing to keep this issue in the public agenda through a range of supportive statements and media interviews We have also launched our latest anti-discrimination campaign, which follows the successful HATRED campaign, launched in 2019. The new campaign, titled 'SEE RED', challenges our fanbase not to see black or white but to only 'see red'. The provocative film asks what the club's history would look like without the influence of our black players. • We welcome the support of this forum to rally behind this initiative and to encourage all fans to report racist or discriminatory abuse wherever they see it, in person or online. Our fans have helped make racism at Old Trafford a thing of the past. This campaign includes a simplified reporting hub that links direct to the Premier League reporting tool and the social platforms reporting mechanism to help do the same with online abuse
n.	CB	<p>Gambling has a relationship now that many deem to be excessive with football. We know that income from advertising is more important than ever post lockdown and that it would be wrong to expect clubs to turn this down. What can the club do to play their part in responsible communication to fans who like a bet so that the importance of sustainable behaviour when betting is addressed whilst not demonising something that the majority of fans enjoy as part of the match day experience?</p> <ul style="list-style-type: none"> • For many clubs and leagues, this is an important source of revenue and we are well aware of the long association between football and betting. It is up to all parties involved to activate these sponsorships in a responsible way. DCMS are planning a review into the Gambling Act to evolve the legislation to help those who want to gamble, to do so responsibly, while protecting those who are vulnerable. Through the Premier League we will co-operate with this review

Topic	Speaker	Topic Notes
o.	CR	<p>As there have been no fans in attendance for over 12 months now has the opportunity been taken to make any significant alterations or improvements to the Stadium during this period either externally or internally.</p> <p>What are the clubs plans for renovating the stadium and increasing capacity? It is looking tired in comparison with other stadia for example Tottenham's new ground.</p> <ul style="list-style-type: none"> • Since 2005, over £100m has been invested in the stadium, including the £20m investment last season. We're looking at an investment plan while maintaining what makes Old Trafford special. Part of the allure of Old Trafford is the fact that it's a stadium that was built in 1910. Our vision is to rejuvenate the stadium but keep it feeling like it is Old Trafford. That's the perfect solution for us • There are no plans currently to increase capacity significantly, but we would not rule it out completely in long-term. 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 properly again • It is worth noting a few specifics: <ul style="list-style-type: none"> - The £11m upgrade to our disabled facilities is completed. These will be state-of-the-art and among best in Europe. Once fans are back at Old Trafford we can test these facilities and then officially open them - We remain committed to installing barrier seating in the North East quadrant and, while work has been on hold due to the pandemic, we plan to commence installation in the summer. We will be working with Trafford Council to discuss and finalise the specific conditions and hope to have the barrier seating section operational once we are back to full capacity - Resources have been invested into ensuring that the stadium is COVID-secure. This has involved upgrades to our ticketing and access control systems, new signage, and hygiene regimes to ensure that the fans' experience at the stadium is safe • As always, we are carrying out our annual stadium maintenance programme which involves painting and lighting upgrades to ensure that the stadium is in good shape for the return of our fans
p.	CR	<p>TRA and MMMF would like to propose a permanent Munich Tribute in the form of a large banner display adorning the entire fascia of the roof of the Stretford End (excluding the wording of 'STRETFORD END'). A tender should be sent out to local artists and the winning design approved by both MMMF and The Club. The lack of a permanent, prominent Munich tribute that is visible to supporters within Old Trafford and by those watching remotely needs to be addressed. Adding a permanent tribute at The Stretford End would not only be a long overdue tribute to The Babes and other club officials who perished at Munich but would also be a powerful visual reference synonymous with Old Trafford and our identity. It is important to recognise that this is a fan-led initiative and therefore to reflect that in the choice of design and the use of The Stretford End, our spiritual home</p> <ul style="list-style-type: none"> • Munich remains a hugely significant moment in our history – one that the club will never forget and will always commemorate appropriately. This year's service, which was broadcast online to a global six-figure audience given the pandemic, is an example of where we can come together with fan groups to continue to commemorate the disaster in a manner which is befitting to the club

Topic		Speaker Topic Notes
		<ul style="list-style-type: none"> As everyone is aware, we already have a number of permanent tributes to Munich around the stadium, with the clock and memorial plaque outside the East Stand, and the flame and display in the Munich Tunnel, along with extensive displays in the club museum We will discuss this proposal further, bearing mind any proposed solutions will need to fit with the overall design of the stadium and not be detrimental to the safety of the stadium or sightlines
q.		<p>Will the club introduce more pop up / mobile beer bars around stadium to help with speed of service at half time. And can there be more drinks pre-poured to help with this?</p> <ul style="list-style-type: none"> In recent seasons, the Club has installed 22 hawking points at appropriate locations throughout the stadium and also created 9 compact kiosks to help alleviate any queues. This topic is subject of ongoing monitoring and further locations will continue to be considered. At each match a sensible percentage of predicted half time drinks are pre-poured where kiosk space allows, and these numbers are reviewed on a regular basis to ensure we match demand as closely as possible
r.		<p>During the draw for the quarter final of the Europa League Manchester United FC was referred to by UEFA. Are we still Manchester United Football Club or just Manchester United, if we are MUFC can we expect to see the Football Club added to the club crest and merchandising? This was raised a number of years ago but nothing ever came of it.</p> <ul style="list-style-type: none"> This was raised and answered at the Fans' Forum meeting in January 2020 and our position has not changed. Our priority is, and will always be, football but there are no plans to amend our current crest in the near future, which would be a complex and challenging process given the intellectual property rights linked to it around the world It is worth noting that the crest has evolved through several iterations over the course of our history. The words "football club" were first used on the crest in the 1960s and remained there until 1998. Unlike some clubs, our name is unique to us and instantly recognisable to people around the world as a football club regardless of whether those words are on the crest or not
s.	SK	<p>Will the club work with TRA to develop a short, medium and long-term strategy to return the Stretford End to its rightful place as the home of our most passionate and vocal supporters? The plan should include but not be limited to the removal of the execs from the Stretford End and the introduction of rail seating across the entire first tier.</p> <ul style="list-style-type: none"> We have regularly discussed this request in the forum following the request from MUST in 2018, and have already accelerated our previously published timeline by relocating the Family Stand, which will be moved to the Sir Alex Ferguson Stand from the start of next season This leaves around 4,000 tickets in the area, that we have committed to working with TRA to populate over the next few seasons; subject to successful feasibility assessment. From next season we have agreed to allocate 2,700 tickets dedicated to improving atmosphere, which is roughly double the number from last season Should we reach a point where all 4,000 tickets in this area are being used to generate atmosphere, which given the complexities of our stadium may take a couple more seasons, we will review any further opportunities to continue to improve the atmosphere, along with MUST, TRA, this Forum, and any other recognised fan groups

Topic	Speaker	Topic Notes
		<ul style="list-style-type: none"> Jim has already covered our immediate plans for trialling barrier seating, once we have reviewed the impact of this, we will update this forum
Rep Feedback	CB	<p>Can we have a moment to acknowledge the positive responses from fans to the calls from the club / ticket office staff? Lots of people commenting that it's been much appreciated</p> <ul style="list-style-type: none"> We welcome this feedback. Those involved – whether ticket office staff or volunteers from other areas during the pandemic - have been a real credit to the club and it has been a pleasure for them to have these conversations. Thousands of calls have been made and the discussions have definitely helped us to stay in touch with our fans <p>I am really pleased to see that the Covid situation and the impact on potential Season Ticket holders has been considered and factored into how the next few seasons will progress</p>
Rep's Closing Comments	CBa	<p>One area that concerns me for the future is ventilation, if we are to get back to situations where we have hundreds of people in a suite how can we improve ventilation?</p> <p>CR: We aspire to get back to having large groups indoors. We do full risk assessments as par for the course now, so before we allowed large numbers of people to meet inside we would look at what is the Covid risk, identify any risks and make the necessary adjustments</p>
	KC	<p>It was good to hear form John and Darren, I think the club is in good hands and going in the right direction. I enjoy watching the younger players on MUTV. Regarding digital tickets I hope the stewards will be helpful to older fans who may have difficulty with the new technology and finally if any Covid certification is required we get the message out in the near future. I would like to put on record my thanks to the club for the work they have done in the last 12 months</p> <p>CR: We will make sure there is plenty of assistance for all supporters in using digital ticketing, we recognise that this is a big change for supporters</p>
	JK	<p>I would like confirmation that the number of ladies toilets are reviewed again next season once we have fans back in the stadium as the queues mean you miss some of the game. I would like the Wi-Fi to be looked at, as this can be a problem if you are trying to report a problem</p> <p>CR: We will ensure these items are added to the next agenda</p>
	JM	<p>Delighted we had John and Darren, I found the session very informative, thank you for responding to my request for them to attend. Can you give us any indication of when the next forum will take place?</p> <p>SK: Historically, this would be September, but we may look to do one a little earlier, dependant on where we get to with fans returning to the stadium</p>
	RM	<p>The ability for ST holders who may be struggling financially post-COVID to take a year off is welcome. However, it is a great shame if they lose their seat, especially where it is located with family and friends who are able to renew. If at the end of the notification period the numbers asking to defer a year aren't huge will the club look at this again and try where possible to retain the seat for the holder to renew for the following season?</p>

Topic	Speaker	Topic Notes
		<p>SK: We have had similar conversations with MUST and MUDSA and we have committed to looking at an appeals process. Whilst we don't want any of our most loyal fans to lose seats they have held for a number of years, we do need to consider other ticket holders that are required to relocate. Over the coming weeks we will include you in what the appeals process and criteria may be</p> <p>RM: Several fans' forums ago I suggested the club come off social media for a week every time one of our players is racially abused. Starve the platforms of their content – without it they don't have a business. Other clubs are now doing this. Surely we should be leading the way? If Twitter won't verify users and their biggest content providers pull their content then other platforms that do verify users will soon appear</p> <p>CB: I know there is a big debate around this at the moment. We understand the arguments about the symbolic news value of a social media blackout, but there is a lot of discussion going on behind the scenes, therefore we can't yet commit to saying we think this can be solved by a social blackout. We will continue to discuss with other clubs and the Premier League</p> <p>RM: We heard Darren Fletcher passionately talk about youth being the future of our club. I couldn't agree more, both on the pitch and in the stands. So, will the club please look again at the availability of junior discounts for season tickets. The current approach prevents a junior fan from receiving a discount on their season ticket in some areas of Old Trafford. It is unequitable and unfair. I appreciate, as Sam set out, there is a dedicated family stand area with £190 child STs but not all under 16s are the same age or want the same experience of going to Old Trafford. A 15 year old is probably far more likely to want to be in the Stretford End generating an atmosphere than watching Fred the Red. Will the club look into bringing in a set under 16 season ticket price or discount that is available across the stadium? These kids are the future of our support and should be encouraged at every opportunity to attend. Sitting with mums, dads, uncles and older siblings in whichever part of the ground they have their season tickets, and not being charged the same as an adult, is the least we should do. There are 11 and 9 year olds I know paying £532 a year just so they can sit with family and friends. That can't be right</p> <p>CR: We feel our pricing is very fair compared to other clubs in the League, however, we will revisit this during planning for the 2022/23 season and update this Forum</p>
	AS	<p>Enjoyed the content of the meeting, also great to get regular updates, the constant flow of information is appreciated. I like the video conference format and would like to propose 2 meetings are held at Old Trafford and 2 meetings are held via video</p>
	AH	<p>What support mechanisms are in place for young players who leave the academy?</p> <p>CB: This is something we look at a lot, unfortunately it is a reality that some young players will be released, we are very pro-active in using our networks of other clubs to ensure that players get trials and because the academy is so well-regarded other clubs are interested in these players</p>
	KS	<p>As a young supporter I would like to echo Rick's comments on social media as I see how toxic it can be at times. Secondly if there is another Covid spike and we have to return to games behind closed doors how will that be handled.?</p> <p>CR: We hope we don't have to be in that situation again, but if it does happen, we will put the same things in place as we have had this season with refunds being issued to people who can't attend</p>

Topic	Speaker	Topic Notes
	IS	I would like to echo my thanks for what the club have done during the pandemic and the measures that have been put in place for supporters next season, however echoing what Rick said regarding the 1-year sabbatical, this is the biggest area I am receiving feedback on from our supporter's, so we welcome the appeals process being put in place
	JC	<p>I would like to say how well it reflects on the club that they didn't take the easy option and cancel these forums, you kept them going as open discussions, providing important information. The activities of the club during the pandemic has been incredibly positive. However, this issue of racial abuse on social media is truly disgusting and as individuals we have no influence, they are reliant on content providers and any action the club takes will be backed by fans around the world, you are our voice, please do all you can to protect our players from this abhorrent abuse</p> <p>CR: Yes we are listening, this has been mentioned by several reps and we will take this away and reflect on what more can be done</p>
Forum Close		<ul style="list-style-type: none"> We would like to thank all forum reps, this has been a tough time, much longer than we expected. We look forward to welcoming you back to Old Trafford.