

Manchester United Fans' Forum – Minutes
Tuesday 13th December 2022

Forum Members Present

Zygmunt Baranski	Loyalty Pot STH Rep.
Luca Black	U.21 STH rep.
Keith Coutts	Over 65 STH Rep.
Alan Harvey	STH Rep.
Deborah Henry	Women's Team Rep.
Janine Rose	Local Rep.
Fiona Lynch	UK Membership Rep.
John Massey	Executive Club Rep.
John-Paul Monck	Overseas Members Rep.
Demetris Nathanael	Overseas MUSC Rep.
Chris Rumfitt	MUST Rep.
Anthony Sewart	Family Stand Rep.
Ian Stirling	Independent Supporter Liaison Rep.
Mick Thorne	UK MUSC Rep.

Club and Foundation Officials Present

Richard Arnold	Chief Executive Officer
Sam Kelleher	Head of Ticketing & Membership
Jim Liggett	Operations Director
Rick McGagh	Head of Fan Engagement
John Murtough	Football Director
Claire Mulroy	Ticketing & Membership Services Manager
Ellie Norman	Chief Communications Officer
Collette Roche	Chief Operating Officer
John Shiels	Chief Executive – MU Foundation
Andrew Ward	Director of Media Relations and Public Affairs

Topic	Speaker	Topic Notes
Apologies	CR	<ul style="list-style-type: none"> Chas Banks, James Coatsworth, Alan Harvey
Minutes of Last Meeting	CR	<ul style="list-style-type: none"> The minutes from the last meeting were agreed and published on the website The actions, including ticketing and transport sub-group meetings have been actioned and will updated on during today's meeting
Welcome	CR	<ul style="list-style-type: none"> Welcome to our second Fans' Forum meeting of the season
Richard Arnold	RA	<ul style="list-style-type: none"> It's great to see you all again. It's been an exceptionally busy period since we last met in September, with 13 games in the space of six weeks before the World Cup break for the men's team. Our record during that period – nine wins, two draws and two defeats – reflects the positive trajectory that the men's team has been on since recovering from its poor start to the season. We've all enjoyed the gradual improvement in performance levels compared with last season, as the players have really bought in to Erik's methods. It's an unusual season because of the World Cup, so everyone's focus is now on keeping the momentum going after the break, and making this season as successful as possible. The training camp in Spain has been successful and given those players not involved in the World Cup some extra time with our

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		<p>coaches so they can hit the ground running when domestic football resumes later this month</p> <ul style="list-style-type: none"> • It's a positive story on the women's side too, with Marc's team flying high in the WSL and it was great to see over 30,000 fans at Old Trafford on Saturday for the 5-0 win against Aston Villa, setting a new record attendance for a women's game at Old Trafford • So, lots to be optimistic about, but I do recognise that you will all have questions and want an update on events off the pitch. • We can't say a great deal beyond what we announced in our statement – that the club is conducting a strategic review to explore options for attracting new investment into the club, to enhance the club's future growth opportunities. • As part of this process, the Board will consider all strategic alternatives, including new investment into the club, a sale, or other transactions involving the Company. This will include an assessment of several initiatives to strengthen the club, including stadium and infrastructure redevelopment, and expansion of the club's commercial operations on a global scale, each in the context of enhancing the long-term success of the club's men's, women's and academy teams, and bringing benefits to fans and other stakeholders. • When and in what form that investment comes remains uncertain, but I feel confident in saying it will be a positive process for the club because we all understand the capital needs that we have, in terms of redeveloping the stadium and training ground while continuing to build a winning team. • We know you will have lots of questions about the situation and we'll answer them as best as possible, but please understand that we are bound by very strict regulations governing what we can and, mostly, can't say. • What's clear is that fans will be integral to the success of Manchester United under any ownership model, and we see this body as an important part of the club's governance structure irrespective of what happens with the strategic review. • Certainly, we will be advising any prospective new investors on the value of the fan engagement processes we have built in recent years, and recommending that they continue to be strengthened. • Finally, we met with the Fan Advisory Board last week where we updated the members on the strategic review, as we have here. We also discussed the upcoming PL Fan Engagement Standard (which Collette will reference in her section) and the current economic climate and potential impact on products and pricing for next season. We agreed that any policy changes and / or implementation plans for next season should be discussed in the FF ticketing subgroup.
John Murtough	JM	<p>World Cup break and season restart</p> <ul style="list-style-type: none"> • Heading into the season restart on the men's side with confidence. • Several of our players had outstanding World Cups, reflecting the quality we have in the squad. • All of them get a week's break before returning, then we're looking forward to them coming back raring to go. • Good luck to Rapha and Lisandro in the remaining games! • Training camp in Spain went well – two good tests against high-quality La Liga opposition.

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		<ul style="list-style-type: none"> • It wasn't about the results – it was a way to get the non-World Cup first teamers back to match fitness and give experience to some of our Academy players. • Big games coming up including Burnley and Everton in the cups and Forest and Wolves in the league over the festive period – looking forward to continuing the momentum we saw before the break. <p>Women's team</p> <ul style="list-style-type: none"> • On the women's side, Marc and the players are having a terrific season. • Third in the league and right in the mix for Champions League qualification. • Brilliant 3-2 away win at the Emirates with an injury time winner. • Testament to how far the team has come that we were disappointed to only get a point at the Etihad on Sunday. • Great to see over 30,000 at Old Trafford for the 5-0 win over Villa. • Polly Bancroft now in place as Head of Women's Football and already making a big impact as we continue to build our strength in the women's game. <p>Men's Academy</p> <ul style="list-style-type: none"> • Some good progress by a number of Academy players this season, including those we saw getting minutes with the first team in Spain last week. • Great away win at Selhurst Park on Sunday to reach the fourth round of the FA Youth Cup. • And let's hope for another good result tonight at Bolton, where the U21s are in action in the third round of the EFL Trophy. <p>January transfer window</p> <ul style="list-style-type: none"> • We're a few weeks away from the January transfer window. • As always, the main focus remains on the summer window, and we're already well under way with our planning for next summer. • January is a difficult time to find players that teams are willing to let go. • It's no secret that we're looking for a new centre-forward. • We'll see what's possible in January but, as Erik told the media in Spain last week, we only want to bring in players who are good enough, and who will make the squad stronger. • We're not going to sign players for the sake of making signings. • You also need to remember that we invested over £200 million in the squad last summer and, as a club, we need to remain financially disciplined and compliant with FFP rules. • So, while we will be exploring options, I don't expect it to be a busy January window on the men's side. • It's a similar situation on the women's side – always open to opportunities to strengthen, but the main focus is on the summer.

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Main Forum Introduction	CR	<ul style="list-style-type: none"> • Thanks John, let's start with a few operational and OT highlights before we jump into the detailed topic areas. • Over the World Cup period, as Richard mentioned, we put in place a high-quality training programme for our squad members who are not partaking in the World Cup and we also took the opportunity to complete some further upgrades and investments in Old Trafford and Carrington such as rail-seating and upgrades to the East Stand and make best use of our stadium. • To this end, we were delighted to host our women's team at OT on 3 December, where a record of 30k+ fans joined us to watch a spectacular 5-0 win over Aston Villa. This gives us a great platform to continue to grow our following, which Sam will update on later. • On the eve of this match, you may also be aware that in collaboration with our Foundation and Centrepont, we hosted a sponsored sleep out at OT to raise funds for the young homeless across our city. Despite it being one of the coldest nights of the year so far, as a participant, it was warming to see so many fans swap their bed for a sleeping bag and raise money for this important cause and thank you for those who took the time to sponsor me! • Supporting our local community is something that we know is particularly important over this winter period, so through our United by Your Side campaign, we want people who are struggling to know that they are not alone. As such, we have opened the Red Café at Old Trafford to provide those in need with a space to stay warm, chat, have a hot drink and some snacks. It is open every Monday and Wed for 3 weeks and is free of charge for fans to use. • In addition to the warm space, we are also introducing 'talking benches' on the forecourt at Old Trafford – signposted as a welcoming place for people who may feel lonely or worried to sit and talk to others. • Back to football, you may have seen that the Premier League are launching a new Fan Engagement Standard (FES). Development of FES began in April 2022, with support from PwC and the Fan-Led Review Advisory Group (FLAG). A draft version of the FES was presented at the Premier League AGM in June, when new Rules requiring the introduction of Fan Advisory Boards and a nominated Board Level Official (NBLO) responsible for fan engagement, were approved by Clubs. • We have been involved in helping to shape the FES from the outset and I am delighted we have been selected to be part of the pilot to launch this important standard. • We are fully supportive of the additional focus and scrutiny on fan engagement and look forward to continuing working with this group and others to ensure fans are at the heart of our club. • We are also making good progress with the Jimmy Murphy statue and confirmed last week that it will be unveiled outside the Stretford End of Old Trafford on May 3rd, 2023 - 65 years to the day after he led the club to the FA Cup final at Wembley. • It is fitting that this wonderful statue will be unveiled on 3 May, the date of that final against Bolton Wanderers and at the Stretford End, overlooking the land where Jimmy used to train the Busby Babes. It will add to existing statues of Sir Matt Busby, Sir Alex Ferguson, and the 'United Trinity' of Sir Bobby Charlton, George Best and Denis Law, outside Old Trafford. • And finally, we have also recently been advised that we have been shortlisted to host some of the UEFA Euro 2028 Tournament matches led by the Football Association as part of the preliminary bid by the United Kingdom and

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		<p>the Republic of Ireland. This follows from our successful staging of major events in recent months including the Rugby League World Cup Final and the opening game of the Women's Euros. The final decision on the hosting rights for the tournament is expected to be made next autumn.</p> <ul style="list-style-type: none"> I will now pass over to Jim to talk through OT operational matters.
Operational Updates	JL	<p>Rail Seating</p> <ul style="list-style-type: none"> In 2021 we installed 1519 rail seats in the North-East Quadrant (J stand) and a further 550 in the away section (S229), and successfully participated in the SGSA's early adopter trial from January 2022. Since the installation of the new rail seating, we have been visited by representatives of the Sports Ground Safety Authority, Trafford Council and the UK Football Policing Unit. The SGSA report good management of the areas. From a club perspective, the feedback has been positive and we will continue to work with the licensing authorities going forward. We are currently extending the roll-out of rail seating in the away section (E230 – E232), with a further circa 1800 seats due to be installed by 21st December. This will help to reduce the risks of persistent standing in that section, and we will consider further roll-outs in due course, subject to risk assessment & consultation with key stakeholders (e.g. licensing bodies, fan groups etc.). As part of the current work we are making some slight change to some of our accessibility facilities, to provide improved sightlines for these supporters. Supporters are reminded that the only areas where standing is permitted in the stadium bowl are the areas that have been fitted with the rail seating. The remaining areas of the stadium bowl are licensed for supporters to sit for safety reasons and will be monitored accordingly. <p>Fan Travel</p> <ul style="list-style-type: none"> At our last meeting there was discussion about a number of travel issues and we committed to organising a Sub-Group committee to meet up with local transport stakeholders so that these matters could be discussed in more detail. This first meeting took place on Monday 21st November and included representatives from Avanti West Coast, TFGM (Transport for Greater Manchester) and Trafford Council. Fan Forum members who attended felt this was a beneficial meeting and gave them an opportunity to ask questions and receive updates from key transport representatives. A brief summary of items discussed included:- Avanti informed the group that a new timetable was being published on 11th December and this would see an uplift to services from Manchester to London back to the levels of approximately 3 per hour at key times. TfGM explained the impact of Covid on travel services, especially driver availability/retention and the fact that new prospective drivers are required to undertake a minimum 6 month driver training programme and these issues had impacted service availability. The Trafford Park line was launched in February 2020 with the intention of going from Trafford Centre through to the City Centre however driver availability meant that the service often terminated at Cornbrook and only occasionally due to operational reasons is it able to continue through to the city centre. It was recognised this impacted fan travel. It was hoped however that the service would extend through to Crumpsall in the months ahead on a permanent service pattern as driver numbers increased. There was a specific question about why there were not more double tram vehicles on the Didsbury line – it was highlighted too that single trams were occasionally 'broken down' at stations on this line because they were over-crowded and the doors did not function properly because they were too low

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		<p>and touching the platform. TfGM understood the issues and explained that passenger numbers had dropped since pre-Covid but there is a huge effort to return numbers to pre-Covid levels. To support this, driver recruitment was now approaching 100% and new tram units had been delivered and were on the network. TfGM and Metrolink do constantly monitor demand and TfGM explained the benefit of hearing first-hand feedback from Fan Forum members about some of the issues and problems. There was a commitment take the request for additional trams on this line back to the organisation for discussion. TfGM also provided useful context about new challenges being experienced with the significant increase in electricity charges across the network.</p> <ul style="list-style-type: none"> • A further question raised as to why Metrolink Stewards at the Old Trafford stop (next to LCCC) would allow fans to cross the tracks at a designated point pre-match but that this was not permitted post-match. It was suggested that this was in line with the queue management plans put in place for safety reasons and to avoid queue jumping. The reason was not clear so TfGM will investigate further. • The issue regarding the cessation of the post-match bus shuttle from the A56 Chester Road to the City Centre was raised. TfGM explained that this service was previously provided on matchdays by Stagecoach, and Trafford Council and the Club had worked with the company for a period of time pre-Covid to ensure the service continued. During and post-Covid however, the company withdrew the service as they deemed it was not viable. TfGM has a meeting with Stagecoach managers on 30th November where this will be raised. It was agreed by Fans Forum members present on the meeting that there is a huge desire/need from many regular match-going supporters for this service to return. • An issue was raised by the Fan Forum Rep regarding the exit of coaches from the N3 car park post-match – coaches are required to exit from the main gate and onto John Gilbert Way and required to turn left as no right turn is available at that point (not able to turn right onto John Gilbert Way and then immediately right again onto Wharfside Way). It was reported that this resulted in coaches still being on the N3 car park up to one hour post-match. In addition, it was highlighted that there was inconsiderate parking on John Gilbert Way post match with vehicles parked up in the nearside lane and on the pavements that had a detrimental impact on traffic flow. • This issue had already been highlighted at the last Fans Forum. The Traffic Management Contractor has reviewed the location and provided a revised Traffic Management plan for assessment and consideration by Trafford Council (Trafford Council have ultimate responsibility to the approval of traffic management plans on the public highway – this is not a responsibility of the club although we share a strong working relationship on such matters). Public safety is always a top priority in relation to traffic management (pedestrian or vehicular) and the current plan takes into consideration the issue of high footfall in other areas post-match so vehicles are diverted away from these locations. However, Trafford Council will assess whether such a change is feasible and whether it can be approved – if so, there is potential for a trial on 21st December (subject to all safety approvals etc). • It was agreed a sub-group would be set up to look at food and drink offerings, taking into consideration the needs in different areas of the stadium.
<p>Ticketing Update</p>	<p>SK</p>	<p>Women's Team</p> <ul style="list-style-type: none"> • As Richard and Collette have already mentioned we were pleased to welcome over 30,000 fans to Old Trafford for our women's team Super League game against Aston Villa Women. • Following the success of the Euros, it is great to see that sales for matches at Leigh Sports Village have to date been 150% over comparable matches last season, and we are keen to keep increasing attendance at Women's Team

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		<p>matches and will be working closely with our new Head of Women's Football, Polly Bancroft on the strategy for this, and will update this forum accordingly.</p> <ul style="list-style-type: none"> • We have also met with Deborah and other members of the MUWSC, who we are pleased to confirm are now recognised as an official supporters' club. Deborah has submitted a couple of questions ahead of this meeting which I will cover off now. • One of the topics we have discussed with MUWSC is the possibility of enabling ticket forwarding for Women's Team Season Ticket holders. <ul style="list-style-type: none"> - There are a number of complexities that we need to explore, due to the stadium entry system being different at Leigh Sports Village and not linked to our ticketing system. We will therefore operate a trial, with a communicated deadline for forwarding for the next suitable game, to test the process and enable us to work through any issues ahead of next season. - We appreciate that for those fans who hold both men's and women's Season Tickets it may have been unclear what options were available for women's games given all of the changes we have made for men's games this season. - Until LSV provide an integration between their stadium entry system and our ticketing system, we will not be able to provide the same services as we do for our men's team ticket holders • At present, unlike the Premier League which provides a comprehensive set of rules that must be followed by all participating teams, the Women's Super League provides very little guidance surrounding ticketing. Specifically, there is no guidance on visiting supporter tickets and whether these should be separated from home fans. • To-date this has not created problems as the numbers of travelling fans across the league has been relatively low and there are not the same safety & security concerns as there are for men's games in terms of opposition fans fighting etc. • That said, now that more women's teams are playing games at clubs main stadiums, and following the Lionesses success in the Euros, there has been increased interest and we are aware that the experience for our fans at some away games has not been ideal. • We will therefore try to raise from our side in the relevant Super League meetings, that this topic is discussed at league wide level so that clear guidelines can be created and followed by each team. <p>Men's Team Ticket usage</p> <ul style="list-style-type: none"> • As has been discussed in this forum previously, one of our aims is to always have a full and loud Stadium. Each game is sold out yet often there are many empty seats which not only impacts the atmosphere but is also frustrating for the thousands of members who cannot get a ticket. • To address this, we introduced a minimum ticket usage of 10/19 Premier League home games this season as we believe if fans are leaving their seat empty for at least 50% of the games then a Season Ticket isn't the correct product for them. • 'Using it' includes; <ul style="list-style-type: none"> - Forwarding to an Official Member (and allowing people to join Official Membership to do this) - returning it to us for a refund, or - donating the cost to the Manchester United Foundation.

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		<ul style="list-style-type: none"> • The impact of this has not only been positive for Official Members who now have access to increased numbers of tickets, another frustration to have been discussed in this forum, but also for Season Ticket holders who can now have a refund for a game they cannot attend, something not previously available. • Top-line stats on the take-up are that on average 7,800 tickets are forwarded to Official Members, 1,500 are returned for a refund and 700 are donated to MU Foundation each game. • We are also pleased to see the positive impact on match attendance, with no-show rates roughly halving for games played to date, including the Liverpool game, which was played midweek vs. at a weekend last season. • With over 330,000 Official Members, which is the highest ever in world sport, this means it's even more important that tickets are not left unused. To ensure sufficient supply, we will (for the first time ever) announce that the membership scheme has sold out on 31st December. And as discussed with our FAB last week, launch the existing scheme for season 2023/24 early in the New Year (people who buy will not be able to buy tickets for the 2022/23 season). We are also investigating the longer-term structure of the scheme and will provide updates through both this forum and the subgroup. • We will keep an option available for Season Ticket holders to continue forwarding tickets and allowing recipients to sign up to Membership. • It was requested the club keep the 0-1 Membership on sale for fans wishing to purchase Membership for new-born babies as these are often used as gifts when a baby is born. <p>Ticket Touting</p> <ul style="list-style-type: none"> • We continue our efforts to tackle ticket touting and limit the supply of tickets to the black market. As the range of options for Season Ticket holders who cannot attend a game has been extended significantly this season, we are also working on an education piece to ensure fans are aware of and know how to use these functions easily. • We have also updated our sanctions processes, as pre-approved by you and communicated to Season Ticket holders yesterday: <ul style="list-style-type: none"> – Advertising a ticket for the actual face value previously resulted in a 1-Year suspension. This has now been reduced to an education / warning email. – Passing a ticket to mates e.g. sold or transferred illegitimately but for face value previously resulted in a 1-Year suspension. This has now been reduced to an education / warning email, and the game marked as missed in terms of match attendance. – Second occurrences after a warning will continue to result in stronger sanctions. • This season, over 2,000 ticket touting related sanctions have been issued, with a further 500 still in the appeals process (this is with only 6 League games played). • As you can see from these figures, it continues to be a real problem which directly impacts fans who want to come to watch the team play and are, through no fault of their own paying above face value often for “fake” or doctored tickets.

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		<ul style="list-style-type: none"> • In addition to the mechanisms outlined in the previous meeting, we are looking at the booking details of match tickets and have found examples of email addresses which are being used across a number of bookings in particular events. Some figures from recent games of the number of email addresses used to purchase a minimum of 10 tickets each – all of which were proven to have been touted once checks were undertaken: <ul style="list-style-type: none"> – Brighton: 12 email addresses, over 190 tickets – Liverpool: 22 email addresses, over 380 tickets – Arsenal: 17 email addresses, over 230 tickets – Real Sociedad: 8 email addresses, over 160 tickets – Omonia: 18 email addresses, over 423 tickets – Newcastle: 12 email addresses, over 154 tickets – Sheriff: 14 email addresses, over 302 tickets – Tottenham: 25 email addresses, over 410 tickets – West Ham: 24 email addresses, over 376 tickets – Aston Villa: 16 email addresses, over 318 tickets • Please note this is one of roughly 100 operations we have undertaken this season - all of which are extremely labour intensive. With this in mind, we are (again following consultation with the FAB), investigating options around delivering tickets via an App, that will lock a ticket to an individual's device (removing the ability for people to pass around print at home tickets, 'doctor' tickets, and take pictures for people to scan). <p>Away Games</p> <ul style="list-style-type: none"> • As discussed at the last meeting, we have continued with ticket collections for matches this season: <ul style="list-style-type: none"> – Brentford (Standard Pot): 300x standard pot, 134 cancelled or forwarded tickets or didn't collect. Overall non-collection rate = 45% – Southampton (Exec Club): 300 Executive Club, 170 cancelled, forwarded tickets or didn't collect. Overall non-collection rate = 57% – Everton (Loyalty Pot): 42 didn't collect or forwarded = 14% – Man City (Late Sales): No pre-arranged collections, just late sales from returned tickets. Of these, 6 didn't collect or forwarded = 5% – Chelsea (Late Sales): No pre-arranged collections, just late sales from returned tickets. Of these, 4 didn't collect or forwarded = 9% – Aston Villa (Late Sales and Chelsea swaps): No pre-arranged collections other than those who swapped from Chelsea and were advised before booking. Of these, 32 didn't collect or forwarded = 15% • For remaining games this season, we will continue to have all fans who purchase returned tickets in the week leading up to the game collect their tickets at the away ground and also continue to alternate between Standard Pot, Loyalty Pot and Executive Club for pre-arranged collections. • Further to discussion in this forum, you can see that the Loyalty Pot have been asked to collect once so far this season. The Loyalty Pot won't be selected every game but will be selected occasionally so we can continue to validate the tickets are being used in the right way. • The impact of facilitating collections has continued to be positive and highlights that fans who apply for tickets don't always plan on personally attending, so will continue with this approach. For absolute clarity, I would like to remind all supporters, that this is a fan-led request, in order to maximise success rates for those who genuinely want to attend, not something the club has instigated. • A sub-group of the Fans' Forum met to discuss ticketing issues. The immediate priority was to review the way we distribute returned away match tickets and to evaluate alternative methods. Many fans have contacted us (directly and via FF reps) to say the 'first come first served' approach we adopted based on a request in this forum is unfair due to:

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		<ul style="list-style-type: none"> - No pre warning of the time tickets will be released - Bias towards those fans who can access their phone/laptop all day and constantly refresh - No reward to those who have applied the most / been unsuccessful the most etc <ul style="list-style-type: none"> • The group discussed various options including: <ul style="list-style-type: none"> - Publicising the time/date returned tickets will be released - Allocating tickets to unsuccessful applicants and giving them 24hours to complete payment - Notifying the next 100 fans who were in line in the ballot to give them notice that they will be able to purchase on a first come first served basis during a window - Reverting to outbound calls - Continuing with the current solution • Recommendation to put to this forum is to email all eligible ST holders and give them the opportunity to input their view by voting for their preferred option from a range of alternatives • We would then propose to trial the most popular option until the end of the 22/23 season and review ahead of the start of next season. • The group agreed that we should continue to offer 5% of allocations of over 2500 for European Away Games for fans on zero credits. This will include FC Barcelona away. • It was agreed a subgroup would be set up to look at the best way to allocate European away tickets, including the option of changing the % of tickets offered to supporters with 0 credits based on the allocation of tickets received for the game. <p>Home Game Ticket Access</p> <ul style="list-style-type: none"> • We agreed previously in this forum that previous attendance would be considered for balloted games (for high demand matches), with subsequent tickets being sold on a first-come, first-served basis, to continue to give new Members or one-time visitors a chance at obtaining tickets for the more high-profile games. • Following our UEFA Europa League knock-out round draw against FC Barcelona, and the demand for tickets, we will also replicate this for any future “big” cup draws. Despite over 7,000 tickets being available in the initial release due to Season Ticket holders having opted-out of the competition, there were over 100,000 fans in the queue on the website when we went on sale. • The recent FA Cup draw against Everton has not been categorised as a “big” game and so the ballot was conducted randomly for Members and Season Ticket holders who had opted-out. We would want to avoid any situation whereby Season Ticket holders who have chosen to opt-out of a competition have monopoly over tickets – they would automatically get priority as they have a ticket for every league game, as we do not offer a match-by-match opt-in. <p>Hospitality tickets</p> <p><i>(since the Forum met there have been questions raised by reps regarding the topic of hospitality tickets so we have provided an update below)</i></p> <ul style="list-style-type: none"> • There have been some concerns raised that hospitality packages are now available which would otherwise be part of the Official Member allocation. To confirm, the number of tickets available to Official Members has not been reduced to accommodate hospitality. Now that all cup competitions are

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		<p>optional by competition it has actually resulted in more tickets being available to members than ever before.</p> <ul style="list-style-type: none"> • As has previously been discussed, we have facilitated hospitality sales through the general admission match ticket route, to give fans full choice and flexibility of ticket options rather than display the game as sold out. There is lots of speculation online as to the origin of these tickets. As I have already said, we haven't reduced members allocations. • For the FC Barcelona game, we have had to relocate a large number of season ticket holders to meet the competition rules around ticketing requirements for UEFA and for the visiting team. We have prioritised giving those season ticket holders who have been moved a better seat and have therefore used some of our normal hospitality seats for our season ticket holders (at no extra cost to them). We have then used what would have been GA seats to meet our requirements for matchday hospitality. • For Premier League games we have an agreed allocation of upto 3,000 tickets available for matchday hospitality sales. For games against our biggest rivals, e.g. Manchester City, we will sell all 3,000 as matchday hospitality. However, for lower demand games, we will actually increase the members allocation. So far this season we have actually increased the members pot by 1,753 tickets per game on average. These are sold as 'seat only' tickets to members at the normal members ticket price for that area of the stadium. As some individual seats will have been used for the majority of games by members so far this season, it may appear they are changed to hospitality seats for the 'bigger games' when in fact they were always seats designated for hospitality (note: these seats will not always be in traditional hospitality areas). • Pricing for matchday hospitality is variable for each game which is common across sports and entertainment venues. Therefore, the same package may cost more for more popular matches • Finally, as mentioned in the last forum, we will continue to build as many 'big' releases as possible this season, with the last being over 10,000 tickets released for Premier League games on 30th November. <p>MUSC & Official Member Ticket Allocations</p> <ul style="list-style-type: none"> • As mentioned in the last meeting, we plan to reconvene with the MUSC sub-group early in the winter to review data for the first half of this post-COVID season. • We are also exploring other options with the sub-group and after a very small meeting will further explore the possibility of instead offering MUSCs the opportunity to purchase more Season Tickets which can be used in-line with existing policies i.e. tickets forwarded to <u>any</u> Official Member, meaning MUSCs can share tickets between themselves legitimately (we are aware this happens anyway), returned for a refund or the cost donated to MU Foundation. • We will update this forum once a proposal has been agreed. <p>The MUSC charter has been in existence for a long time and has been signed this season by 216 branches so far. We are continuing to reach out to those who have not to remind them of the importance. We are looking at the MUSC offering and how we as a club can best support MUSCs in the long-term to continue to grow and still be a fundamental part of the Manchester United family in 20 years' time. Rick is leading on a fan engagement strategy which will cover this, and as part of this the charter is also likely to be updated.</p>
<p>MU Foundation Update</p>	<p>JS</p>	<p>Impact Report</p>

Topic	Speaker	Topic Notes
		<p>Since we last met it has continued to be all-action for the Foundation, but I must start with a look back to last season. To coincide with World Children’s Day on 20th November, we launched our 21/22 Impact Report across our website and social media channels.</p> <p>It was fantastic to view our work presented for all to see, highlighting the incredible numbers that we’re now working with. Last academic year we hosted over 22,900 sessions and events, which is the equivalent of the Foundation hosting 63 sessions and events every single day of the year.</p> <p>I must pay tribute to our incredible team of dedicated staff that enable us to grow year on year.</p> <p>Read the Impact Report: http://bit.ly/MUFimpact</p> <p>DXC – Foundation partnership launch</p> <p>So far this season we have hosted a number of exciting events, including one to launch our partnership with DXC. The collaboration will present our young people with opportunities to develop their skills in the technology sector, including a four-year digital academy.</p> <p>To celebrate, we invited seven Foundation partner high schools to enjoy a technology workshop at Old Trafford. Those students that stood out were given the once-in-a-lifetime chance of being a mascot for the team’s Premier League victory over Spurs in October.</p> <p>Invaluable and unforgettable opportunities for the pupils on a day that marked the start of a partnership that I am extremely excited about. I will update you further in forthcoming meetings.</p> <p>Black History Month</p> <p>Also in October, the Foundation hosted a series of events and initiatives to mark Black History Month.</p> <p>This included a careers networking afternoon in which year 10 students met a diverse range of individuals and organisations to gain insight into potential career paths.</p> <p>In attendance was former player, Danny Webber, who I thought spoke brilliantly about the ups and downs of his career. It’s important for our young people to know that they will face setbacks in their working life, but that doesn’t mean they can’t go on to achieve great things, which Danny illustrated beautifully.</p> <p>To further mark this important month, we also had support from Academy coach Tony Whelan and another former United striker, Frazier Campbell, who joined us for anti-discrimination workshop with Kick It Out.</p> <p>Having the opportunity to interact with positive role models is so important for the young people we work with and I would like to put on record my thanks to all who gave their time.</p> <p>United and Me + North West Football Award success</p> <p>I started this update by commending my staff and I was delighted to see them recognised by the North West Football Awards. We collected the Promoting Inclusion Award for our work in the disabled football space and the Unsung Hero Award went to our very own Emma Fletcher, Head of Girls’ Development. Emma has been at the club for over 15 years and has overseen the development of hundreds of young female players, including Ella Toone, who of course shone at last summer’s Women’s Euro.</p>

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		<p>The spotlight has also been on another staff member, as our primary delivery officer Yasmeen Ali featured in the latest series of United and Me. This series puts our participants front and centre and allows supporters to hear their stories. Now a member of our team, Yas progressed through every stage of our delivery and is now giving back to her local community.</p> <p>Watch United and Yas: https://www.youtube.com/watch?v=1xpE7KPLkMI</p> <p>Dream Day</p> <p>I was also delighted to see the long awaited return of our Dream Day, where children with life-limiting illnesses are given the chance to watch the first-team train and meet their heroes afterwards.</p> <p>As ever, the support from the club was fantastic and we are proud to help them facilitate what is always a truly humbling and emotional day. It clearly struck a chord with our new signings, as Brazilian winger Antony went to an extra effort with one of the attendees, presenting him with his match-worn shirt following his goalscoring exploits against Everton, a gesture which prompted tears from the child's mother.</p> <p>The connection between the team and the fans should always be strong, and particularly so with the younger generation of supporters who look up to the players as role models, so this was pleasing to see.</p> <p>On-going winter effort</p> <p>Our gaze now turns to the winter months, which we know will be incredibly tough for a lot of our families in this harsh socio-economic climate.</p> <p>We plan to support children and young people experiencing hardship, providing them with sources of warmth and once again joining with supporters to offer ambient food donations. In what is a special time of year, we want to ensure that our young people are looked after and, despite their circumstances, can enjoy a gift this Christmas. We will be hosting Christmas parties and ensuring as many of the children we work with receive a present.</p> <p>And finally, following on from the stadium sleepout earlier this month, we are now offering the unique opportunity to take part in an abseil and a zip wire at Old Trafford in April next year. For those brave enough, this is an amazing opportunity and one that will help support our work as we enter the new year with the same goals as ever: to support and empower our young people.</p> <p>It was requested that there is a link added to the donate your ticket section of the website showing the good work the MU Foundation do in the local community. The possibility will be looked into. It was also agreed that communications to fans' advising them of the option to donate their ticket could include more information about the work the Foundation do.</p>
<p>MUDSA Update</p>		<p>Mudsa Events</p> <p>The MUDSA Dinner was held on October 28th, with over 500 guests attending. Dion Dublin was the guest star and it's fair to say he was great value, even if his language was a bit industrial! The main thing though is that everybody enjoyed themselves and we raised a good lump of money to help fund our work with the Foundation.</p> <p>After losing three years to Covid, I'm thrilled to be able to tell you that the MUDSA Christmas party is back on, although it will have to be in January due to this appalling World Cup farrago.</p> <p>Also returning are the trips to Carrington for a limited group of disabled supporters to see the team train and get the chance for autographs and selfies!</p>

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		<p>The Foundation</p> <p>Our work with the Foundation continues, with the “Ability Counts” programme going from strength to strength.</p> <p>Nathaniel Yates, MUDSA’s youth ambassador, continues to make regular visits to various Foundation projects, including the Ability Counts” programme increasing the visibility of MUDSA.</p> <p>Premier League Disability Advisory Group</p> <p>This group of Premier League disabled supporters Associations has already been influential within the Premier League hierarchy, representing the views of disabled supporters nationwide. The group met via a Teams call on November 22nd and elected a new chair; Ted Morris of Liverpool DSA. Ted has been very effective working with the ongoing enquiry in to the treatment of Liverpool’s disabled supporters before, during and after the Champions League Final in Paris.</p> <p>We expect the report to be published shortly and we’re hopeful the findings will feed in to the final version of the revised Accessible Stadia Guide, which is already overdue.</p> <p>New Committee member</p> <p>MUDSA is pleased to announce that we have co-opted a new member on to the committee, Mr Alan Rayment. Alan has taken up residence in Tier 2 of the Stretford End and acts as the MUDSA representative in that area. Selling badges, handing out magazines and fielding any problems or enquiries.</p> <p>Nathaniel Yates, MUDSA’s Youth ambassador, is carrying out the same role in both of the Quads. Making sure that MUDSA is represented in every place in the ground where there is a disabled facility.</p> <p>MUDSA AGM</p> <p>The MUDSA AGM is scheduled for Thursday December 8th. It was due to take place early September, but unfortunately, we had to reschedule due to illness on my part. I am now on the road to recovery.</p>

Members' Questions

We received 22 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.

1. Will the club consider a ballot for Official Members for future high profile cup games (if time allows). For example, the Barcelona home game had 100k in the queue for 6k tickets.
2. I have a women's season ticket but can't go to every match. Why can't I forward my ticket to a family member like with men's season tickets?
3. Are the club doing anything to get away sections for fans who go to women's matches at away grounds? I don't want to sit in with the home fans.
4. The current away tickets returns process with returned tickets becoming available online to be purchased by those who were unsuccessful in the ballot isn't an inclusive process, as unless you are able to sit behind a computer screen all day, then you're not going to be able to purchase any available tickets. It is preventing a lot of fans from being able to have the opportunity to gain a ticket for an away match. Are the club willing to look at alternative ways that any returned tickets can be made available to all those eligible to purchase them, so everyone has opportunity to do so?
5. With regards to domestic away ballot returns, I understand the decision was made in conjunction with the Fans Forum to give all unsuccessful ballot supporters a fairer chance by being able to purchase via the website. This isn't a fair system, because you never know what day of the week the tickets will go on sale for returns, which means the risk of missing it is very high, therefore it penalises unsuccessful applicants. Surely a fairer system would be to "automatically" enter all unsuccessful ballot supporters into the return ballots, which removes the risk altogether of missing it.
6. Tired of applying for away tickets, I get 1 game per season and its been like this for the past 10 seasons for me and my son. I opt in for all cups every year and still only get 1 away game.
7. Why are members who buy tickets for home game cup matches not prioritised when we progress through the rounds. I bought all home games for the Europa league when they were released, but because we were drawn against Barcelona in the next round I could not get a ticket for myself and my son. I think this is very unfair as some 'fans' will not have attended as they didn't want to watch the likes of Sheriff and Omonoia etc and are only interested now we are playing a big team. I think the club should change this.
8. Barcelona tickets for members - Having attended the home group games I have now found myself in with the same chance of a ticket for the home leg vs Barcelona and someone who has just bought a membership or someone who hasn't made an application or a game this season. Could a season-by-season loyalty scheme be introduced for members. It's not always possible for some to commit to a Season Ticket but I'd be grateful if the club could still recognise the commitment members make.

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		<p>9. Has the amount of membership tickets been reduced in favour of single hospitality price use and are tickets that are returned by fans at normal prices, priced up to hospitality as we note 350+ tickets on sale for league games which then return to normal prices for Europa Cup games?</p> <p>10. I used to go to every home match back in the 80s and my issue is no matter how hard I try to get tickets nowadays for a home game in the Premier League, it's quite impossible. I've been on the Season Ticket waiting list for ages and I'm a member every year. I entered a couple of ballots last year, but no luck and I haven't seen any this year, could you tell me is there any way to get some tickets or is there no point in me trying to get tickets for a game? Should i give up? It feels like I am paying for membership for nothing. I'm aware that I can pay upwards of £320 pounds for hospitality, but I really can't afford this. Why can it not be like it used to be where tickets are sold on a first come first served basis?</p> <p>11. How is the club allowed to pretty much illegally tout tickets by re selling tickets that should be going to members, at the price of £250 (every single game) - £534 (for the Man City game)? Fans are quite rightly not allowed to tout tickets, but the club can tout the tickets to the highest bidder, which is essentially making having a membership pointless. It is hard to see tickets up on the website every single game being touted by the club when looking for tickets yourself for a game. Unfortunately, I am not in a position where I can afford £1068.00 for a ticket for myself and my 4-year-old son to go to the Derby game.</p> <p>12. When trying to buy tickets online for home games, I am constantly faced with a "buy now" option but only hospitality tickets are available for 100's of pounds upon selecting this option. Can we please remove these hospitality tickets from the general "buy now" button and simply use the "Buy hospitality" button for these types of tickets? There is a dedicated hospitality button, so it seems ridiculous for fans to have their hopes raised each time and to have to continue to check games and only see the tickets worth 100's of pounds available. it is both a waste of our time checking and soul destroying to see seats worth 100's pounds available for "sold out" games. The average fans are not paying £325 for a game but seems that anyone who can afford it will never miss a game.</p> <p>13. I've looked on the website this morning to find out there is tickets available classed as hospitality in stand N3401 (Family Stand) I find it disgusting that seats for regular families have been turned into hospitality tickets for the Barcelona playoff game. It's bad enough that The Family Stand was moved to a part of the ground where children are unable to be near their heroes placed up in the gods but to be turning family tickets into hospitality for pure profit and agreed by our fans' forum is disgraceful.</p> <p>14. Hospitality tickets - Why have some tickets in areas of the ground increased so much in value for just one game? I have seen seats that are usually £41 being sold by the club for £460. Members find it hard enough to get tickets and seeing these available at inflated prices hits hard.</p> <p>15. Quite a number of tickets in the family stand are priced at £450 for the Barcelona game with hospitality, with no discount for children. Why? Also are these seats families that have opted out of the Europa League meaning to buy their seats back now would cost them a 1000% increase for adults and 4000% increase for children.</p> <p>16. I've been a member since 1996, so I'm used to getting knocked back in ballots. Before the quadrants, every game went to a ballot. However, I'm now finding it quite galling that for 'big games', the tickets that used to be available to members are now being sold on at extortionate rates as part of multiple hospitality packages at the cricket ground / Victoria warehouse. Tickets that should be in the ballot for City for £50 are being hawked to hospitality clients for £500. This also resulted in only 6k tickets being made available to members for Barcelona when there must be 15k available due to people not being in the cup scheme and the general availability anyway. At the moment, I find my membership is only really useful for storing my euro away credits and allowing me the opportunity to buy tickets for games that are quite readily available elsewhere, such as Sheriff.</p> <p>17. I would like the issue of tickets for members to be reviewed and would like to suggest that a flag system be set up so that people who are successful get flagged and are rotated. This way, everyone with membership can have a fairer chance, as I am continuously unable to get tickets and the club seem to push hospitality and expensive tickets. I wonder what the success rate is for executive members. Today I was 7700 in queue and when got redirected, found 93000 in front of me. Very poor return for my membership. I have enough pens and woolly hats.</p> <p>18. How many branches have signed up to the branch charter, what sanction is being issued against any branches not signed up if any?</p> <p>19. Branches have to order their official members home premier league match ticket 12 weeks in advance, for the first 5 games the deadline to order was 22nd July. The problem was when the match tickets were confirmed and allocated, branches had just 5 days to allocate to members and pay in full for all 5 matches, (plus West Ham 4 days later) when fixtures are confirmed much later members requirements change due to date/kick off time, can payment be made 5 days after match date/time is confirmed? This could save a lot of admin for branch secretary's and also save on late returns and ease branch funds for a lot of branches.</p> <p>20. Official branch members order their match tickets via the branch, but deadline is before match date/time has been confirmed due to TV companies. Some members don't order, but when confirmed find they can then attend one of our own members was in this situation and applied for any returns he was successful but then told he could only order via the branch, and could not have a ticket, I agree official branch members should only order via branch in the first instance but can't see why the rule applies to returns. Can this be looked at?</p> <p>21. Coach parking N3 - I have had several complaints about the time it takes to exit after the match. The problem is all car/coaches leave by the 1st entrance and have no right of way from those exiting from W2, this causes a lot of congestion especially as you then cannot turn right on to Wharfside Way. A solution for coaches would be if they can exit from the same point of entry (3rd entrance) and would only then have to join one traffic flow, can this be looked at, can at least a trial period be put in force?</p> <p>22. Are there any updates on safe standing at Old Trafford?</p>
AW		<p>The player and goal of the month polls are always won by men players because they have more fans. This is unfair. Why don't you do a poll for women's player and goal of the month?</p> <ul style="list-style-type: none"> We have made a lot of progress in this area over the past 12 months. We have created two new awards (Women's Fan Player of the Year, and Player of the Match). Both awards are powered by the fans, with Player of the Match starting with a fan vote on social media. Goal of the Month and Player of the Month are awards we are working towards launching in 2023.
AW		<p>The MUTV App on TV (versus mobile) does not sync well with the user data on some occasions and often logs out of the former, which can be a bit frustrating. Is there any reason this has recently occurred (security update)? Can the sign-on otherwise be recognised across multiple devices (probably a developer question)?</p>

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		<ul style="list-style-type: none"> There was a recent issue where a login was required frequently on MUTV Apps on TV devices, this should now be resolved, meaning login requests on those devices are required less often. If you continue to experience any issues with this (or any other technical issues with our digital products) please email digitalfeedback@manutd.co.uk with as much information as you can (problem, device, OS etc) so that our engineers can further investigate.
AW		<p>In recent years we have seen multiple international television rights go “unbundled” or even sold directly to the public (NBA is a good example). It does not appear to have diluted the value of the broadcasting rights sold to stations, nor has it cannibalised user activity (in fact, it appears to have increased). Is this something the club can raise with the FA (in which an app or web-app could deliver streaming services on a pay-per-view or pay-per-subscription basis)?</p> <ul style="list-style-type: none"> We value the support of our existing broadcast rightsholders and believe that, at present, their mostly linear distribution models continue to offer the best balance between maximising access to our games and maximising revenues for football. However, we are fully aware of the new opportunities being created by over-the-top, direct-to-consumer models and will continue to closely monitor their evolution.
AW		<p>Regarding the potential of new stadium development, is there scope for facilities (such as gymnasium, leisure or otherwise) to be integrated in such a way that members can visit, utilise, and feel a sense of belonging to the club and the premises more broadly? A recently completed example of this is the Sporting Club of Sydney, which is attached to the new football stadium completed in the last few months. Notwithstanding the additional revenue (which keeps regular ticket prices affordable), it utilises fixed assets that might otherwise not be in the off-season or between matches.</p> <ul style="list-style-type: none"> We are continuing to work on a masterplan for the redevelopment of Old Trafford and this includes a broad view of how the stadium and surrounding footprint can be best utilised on matchdays and throughout the year. Our lead consultants, Legends and Populus, have both worked on many cutting-edge sports and entertainment venues around the world, and we will benefit from that experience as the master planning process advances. We have also conducted a survey of our fans seeking views on what they want and we had over 30,000 responses. These findings will strongly influence our path forward.
AW		<p>11th October was the date given for fixture announcements for December and January, but they were not announced until 25th October. Are the club expediting these dates on behalf of the fans. Late announcements mean flights are more expensive and limited for overseas travellers, not to mention time off work for non-bank holiday fixtures. Senior Season Ticket holder’s senior are not all retired also juniors could be at school/college. This adds to the pressure of complying with the 10/19 ratio when more games are switched to evening kick off times.</p> <ul style="list-style-type: none"> We understand and sympathise with the impact on fans of late decisions about changes in fixture schedules. It is always our preference for changes to be announced as early as possible. However, the club is only one of multiple stakeholders involved in fixture scheduling, along with governing bodies, broadcasters, local authorities and police. All these stakeholders must be aligned before dates and kick-off times can be confirmed, and this can sometimes take longer than we would like. We will continue to work with all these stakeholders to encourage decisions to be made as swiftly as possible, and with this Forum and other fan groups on the policing issues which often cause the delays.
JL		<p>Can we look at increasing the variation of snacks, food and beer in the kiosks? Potentially do some AB testing more around the stadium?</p> <ul style="list-style-type: none"> Our aim is to provide choice for our fans, and we welcome feedback on our snacks range. We will explore with the fans forum how we can gain input from match going fans re potential variety and new products. In conjunction with the Fans’ Forum we did hold a beer tasting session and selected a brew from a local provider for a trial on the kiosks. However, after 10 matches we removed the product due to very low sales and to avoid waste.
JL		<p>What happens with all the empty beer cups, are they re-cycled? There also seems to be lots of left over food after a match day. What is done with this (especially the hot food)? Have the club looked into how we could make the most use of it? (e.g. distributing to homeless etc.?)</p> <ul style="list-style-type: none"> On the concourses we have bins that are designed to capture the various waste streams for recycling, we would encourage supporters to use them diligently.

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		<ul style="list-style-type: none"> We have an arrangement with several local food banks and where practical we deliver the leftover hot food on match day and non-match days.
AW		<p>The men's academy is live on MUTV and results are published but there's nothing like this for the women. How can we keep up?</p> <ul style="list-style-type: none"> Live coverage of men's Academy matches is a longstanding feature of MUTV. The women's Academy is at an earlier stage of development, as reflected by the lower level of media coverage. For example, certain feeds available for the men's Academy via Opta, such as tables, fixtures and scores, are not available for women's academy leagues. However, we are taking various steps to gradually do what is within our own powers to address this imbalance, including: Working with our technology partner DXC to build out a Women's Academy section on our website. Building a team of dedicated MUW resources (Social, Content, Photographer) which will work across Women's First and Academy teams – but, importantly, exclusively on Women's football.
SK		<p>With the large number of STH who move by a game by game basis out of J stand is there anything the club can do to address the large number of tickets that are sold on a MbM basis? This has detrimental affect on atmosphere as 20% of the capacity of the stand is changing each game.</p> <ul style="list-style-type: none"> We will look into this issue and work with relevant fan groups to try and find a positive solution
SK		<p>We received a number of questions relating to the payment date for our game vs. FC Barcelona:</p> <ol style="list-style-type: none"> Now that payment for Burnley tickets are also being taken out before Christmas (as it is being played before Christmas) could we put off taking out the Barcelona payment until the first week of February (after everyone's had a post Christmas payday)? At a time of a cost of living crisis, why are the club taking the payment for the Barcelona game over 60 days prior to the game and, more importantly for some fans, before Christmas. Although not personally impacted financially by this I feel this is, yet again, a PR mis-step and shows a lack of concern or empathy for the regular match going fans. Europa League ticket payments - Why was the payment for the match vs Barcelona (that is scheduled to be played on the 23rd Feb 2023) taken on the 5th of December? Wouldn't it have been better and more considerate to process the payment after Christmas? <ul style="list-style-type: none"> Delaying payments for this game until February isn't feasible, as we need to allow time to: <ul style="list-style-type: none"> Run the payment process A decline period for fans to process their reservations with reminders if it wasn't successful in the payment process Print Season Ticket holder tickets, to facilitate ticket forwarding, donating, and the cancellations Relocate fans who need to move for UEFA / Visitors other requirements TRA relocations Print Barcelona's allocation We have also factored future potential cup draws into our planning, to prevent cross-over where possible as: <ul style="list-style-type: none"> At the point of confirming the date, the FA Cup 3rd Round draw hadn't taken place and as we now know, were drawn at home to Everton on the first weekend of January (above process repeated) The 4th Round will then be played 3 weeks later Carabao Cup 5th Round draw will be around the date of the Burnley game with the game played WC 9th January The semi-final game 1 will then be played just 2 weeks later If we delayed the Barcelona payment, there is a chance that there would be lots of payments in January and February, immediately after xmas with these other competitions as well.

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SK		<p>We received a number of questions relating to European away credits:</p> <ol style="list-style-type: none"> 1. What initiatives, if any, is the Ticket Office considering to help fans with no credits (a) attend games in Europe and (b) gain credits? 2. How do we make it more open, fair and transparent for fans like me to obtain Euro away tickets when I don't have any credits? I go to all Euro aways with friends who have tickets via the ballot, but I will never climb the ladder because they never go down to zero credits. I feel it's not fair that as a long time Season Ticket holder I can't get a ticket. I understand there has to be some form of Loyalty pot but it's frustrating when you know Utd have had returns and you will never got one because you can't climb the ladder. 3. I am consistently frustrated with the United ticketing system. As a Season Ticket holder for many years, it is increasingly more difficult to obtain away games domestically and European. What is being addressed to make the system better? 4. Exciting news about the draw but again I ask the questions about having 0 away credits and there is never any opportunity except during Covid to gain an away credit to allow to apply for tickets. This does not happen with applications for away tickets as when you are silver you can apply. We have been long term Season Ticket holders' now and expected to be able to at some point to apply with my sons and over 65 father in law for a European away game. I feel that it's something that needs changing and would really like to know from the club when and how this can be addressed with people like myself that invest in the club travelling 600 miles round trip to every game and away games(if ever successful) and also buy every cup and European game. If people have opted out of the cup and Europe tickets, are they going to be able to get a Barcelona away ticket if they apply even though they have done this unlike me who has bought every ticket and friendlies. 5. Why do members who pay only £20 or £30 per year and might never have had a Season Ticket or even been to Old Trafford have priority for euro away tickets over Season Ticket holders of 47 continuous years? I couldn't get euro away ticket for Real Sociedad as 3 of my credits expired in June 2022. I have no objection to members being given credit for attendance and I have many friends who are ex-ST holders who do so but needs to be a better balance and more priority given to ST holders, especially platinum ST holders. One of the reasons I have to limit my euro away attendance is because of the cost of 2 x season tickets for me and my son and domestic away tickets, which amounts to about £1500 a season at least; a bit more than £20 or £30 a year for membership. <ul style="list-style-type: none"> • We have previously agreed with this forum to allocate 5% of tickets for group stage games to supporters with 0 credits. In previous seasons, sales have gone down to 0 credits automatically so it wasn't necessary to add this additional step. This season's group stage games however have seemingly been more popular and gone down to 2 credits in sales on tickets.manutd.com. • However, at least 50 tickets have been sold for each game to fans with 0 credits through SportsBreaks.com which has satisfied this 5% figure. • It is important to remind the group that this is a loyalty based sales process, it does takes a number of years to accrue European away credits and we don't want to negatively impact loyal fans by any changes we make. • Would forum members like me to ringfence 5% of Barcelona away tickets for 0 credits? On top of those offered via Sportsbreaks? Refer to answer above
SK		<p>I've just read the minutes from the recent meeting. The Club are stating that the Loyalty Pot success rates for away ballots is 80%. This is incorrect. Is the Club you aware of the error? The Club has confirmed on numerous occasions at previous meetings that the rate is 85%.</p> <ul style="list-style-type: none"> • We always aim for an 85% success rate for the Loyalty Pot when running the ballot. • As mentioned in the last meeting, the figures published on the website are from after the game has been played and fans have forwarded or cancelled their tickets.

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SK		<p>Have all official branches sent in their accounts for season 21/22, if not what sanctions have been taken, do they still get committee away match tickets when available if allocation over 2500?</p> <ul style="list-style-type: none"> A number of reminders have been sent to MUSC this season regarding providing their accounts. We are aware that as this has not been common practice, despite always being in the Charter, some were not prepared for this. 158 MUSC have submitted their accounts which will be reviewed and we will continue to chase the remainder. The learnings from this exercise will be used to inform the aforementioned fan engagement strategy and potential future changes to the Charter in order to best support our MUSCs moving forwards.
SK		<p>My wife and I have attended both Europa League games this season and have opted in to all cup competitions. We are concessionary Season Ticket holders and although we always intend to attend every match we know that now being in our 70s, health and mobility problems may prevent this. Can we have clarification on what constitutes attendance.</p> <p>Also the Terms & Conditions for this season state fans can opt out of Europa League and EFL Cup competitions but no mention of the FA Cup. Can we have clarification on this?</p> <ul style="list-style-type: none"> The attendance element of this question has already been covered in my update, but regarding the terms and conditions I have checked and this supporter renewed their Season Ticket on 19th May, which is 2 weeks after the cup scheme changes were implemented. Terms and conditions at the start of the renewal period did detail that opt outs were available for EFL Cup and Europa League, but following the email we sent to all fans on Wednesday 4th May detailing the changes to opt-ins they were updated. The current terms are the most up to date, and section 20 details that each competition including FA Cup can be opted out of at the point of purchasing or by a date specified by the Club (which accounted for the fact some fans had already renewed so could retrospectively opt-out).
SK		<p>10/19 Rule - Will this rule be reviewed? In my view, consideration should be given to the number of matches that have had to be rescheduled and even moved to night games. There are even matches we have no date for yet.</p> <ul style="list-style-type: none"> There has only been 1 home Premier League game which has been delayed, our game vs. Leeds United which is yet to be rearranged. Even with this game factored in, the current format requires a Season Ticket holder to attend 50% of matches. We believe that if a ticket holder does not plan on using their ticket for 50% of games then it is not the right product for you. As a reminder, "using a ticket" includes personally scanning in, forwarding to an Official Member, donating to the MU Foundation or returning the ticket to the club for a refund.
SK		<p>I have two Season Tickets. For the Villa league cup game my friend who uses the second ticket couldn't attend. There is a Season Ticket holder who sits 3 seats away from us who opted out of cup games, but was happy to take my friend's place for the Villa game. The system wouldn't let me transfer my ticket. I rang the next morning and was told that I could transfer the ticket to a member but not to a Season Ticket holder who had opted out of cup games.</p> <ul style="list-style-type: none"> Thank you for alerting us to this. Season Ticket holders who have opted out of cup competitions are able to buy tickets in-line with Official Members so we will look into the technical feasibility of permitting forwarding for cup games to Season Ticket holders who have opted out. I do not anticipate this to be an issue.
SK		<p>Transfer of tickets - Why can friends and family not benefit from sharing my ST anymore unless they buy a membership? Friends and Family have always been able to share without an additional cost before this season. Would it be possible to nominate at the start of the season family members who my ticket can be shared with without them having to buy a separate membership? Would the club offer a family membership?</p>

Topic	Speaker	Topic Notes
		<ul style="list-style-type: none"> Season Tickets are personal and intended for use by an individual. As has been discussed in this forum, forwarding is now enabled for Official Members only and has in turn made thousands of more tickets available for Official Members for matches this season. If a Season Ticket holder cannot forward to a Member, they can use the buy-back scheme instead and receive a full refund. However, whilst Season Ticket holders now have many options if they are unable to attend a game, we understand the desire to transfer a ticket in an affordable manner to a family member and will review this as part of our membership product review for next season.
SK		<p>How is it possible being a Season Ticket holder not to receive or be able to purchase a cup ticket. I opted out of group stage, then purchasing all home games, and 2 away group stage draws and having queued in a system for over 3 hours only to find it's a complete sell out? To avoid this in the future, surely priority should have been given to Season Ticket holders over members, and to avoid this in future I think ticket sales should be made 1 per person thus giving everyone a fair chance. Absolutely feel sickened by this today, for over 15 years followed United home, away and abroad and now can't get a ticket.</p> <ul style="list-style-type: none"> This season is the first season that Season Ticket holders have had full flexibility over the competitions they opt-in to, further to discussion in this forum as well as the FAB. When this change was communicated, it was also made clear that Season Ticket holders would be able to buy tickets in-line with Official Members. We have not experienced any difficulty with fans obtaining tickets, or complaints from fans who were unable to buy up to this point. We understand that Barcelona was a popular fixture, but we have to make sales arrangement decisions based on Season Ticket holder preferences from the start of the season when they advised they did not want to pay for tickets in that competition. Sales for this game were 1 per person – each ticket has to be assigned to an eligible supporter before being able to purchase.
SK		<p>There appears to be a problem with the website not being able to cope with the traffic when trying to buy tickets online this season? Compared to the ballot system last year which I preferred and had more success with.</p> <ul style="list-style-type: none"> The website is monitored by our system provider when we operate ticket releases. There is no functionality problem, it is simply a supply and demand issue in that many more fans want to purchase, than there are tickets available. As covered in my update, we have run a variety of ticket sales mechanisms, so give as much opportunity for fans as possible to purchase. We will also close the Membership scheme for the first time ever in December.
SK		<p>MUDSA – Loyalty Pot - Some MUDSA members are in a fortunate position whereby they can travel to most if not all away games as they have access to suitable travel and available carers etc. Unfortunately, that's not the same for all MUDSA members and so certain fans simply cannot apply for the majority of away games and so it's not fair to base their loyalty in these circumstances based solely on applications unlike with non-disabled fans. These circumstances were simply not taken into account it seems when deciding to implement a loyalty pot which naturally favours certain supporters.</p> <p>Similarly, for some unbeknown reason, the club unilaterally based their decision on who should be allocated to the loyalty pot based on one season only. To judge the loyalty of disabled supporters based on one season given the circumstances mentioned above is grossly unfair in my view.</p> <p>There are typically 5-10 wheelchair spaces for away games so unlike with non-disabled fans, the loyalty pot does have a significant impact on the ticket allocation as it means there are much fewer tickets available for those in the standard pot.</p> <p>MUDSA and the club rightly take pride in the increase in members during recent years, but how's it fair that these supporters have less chance of obtaining away tickets because (a) of the loyalty pot application being siphoned off and (b) it being a closed shop where new or current members have no way of becoming members of the loyalty pot going forwards.</p> <p>Please can the club review the loyalty pot applying to MUDSA members and consider removing it for MUDSA members?</p>

Topic	Speaker	Topic Notes
		<ul style="list-style-type: none"> The Loyalty Pot for disabled supporters was implemented when the club took over accessible ticketing from MUDSA some time ago. There are no plans to review the Loyalty Pot, and any such review would be in parallel with the existing non-disabled supporter Loyalty Pot.
SK		<p>Please can the club ensure emails to match attendees are clear and accurate. For the U21s game against Monaco at Old Trafford, the email said turnstiles open at 5pm when in fact they opened at 6pm.</p> <ul style="list-style-type: none"> We had not been made aware of this error, so thank you for bringing it to our attention. We make every effort to ensure that all communications are clear, accurate and informative for our fans, and have recently introduced a new process where myself and Rick will collaborate and collectively review and approve communications to ensure of this.
JL		<p>European away game holdbacks - Why are holdbacks happening at these games for traveling fans? This seems to happen as a matter of course rather than based on evidence or actual risk. What input does the club have into the decision on holdbacks being put in place?</p> <ul style="list-style-type: none"> When travelling abroad the safety and security of the stadium is the responsibility of those individual clubs, and also the local police. Whilst MUFC and GMP can send advisors to observe and liaise with our fans, the local stadium and police, they have no authority to decide whether a holdback is implemented or not. However, the practice of holding back fans is a common practice abroad.
AW		<p>With City's financial figures being released and their commercial profit increasing by a further 13%; with some of their commercial partners only existing on paper and shell companies that don't trade. Are Manchester United and other clubs who do not indulge in this 'cheating' making representations to the authorities to investigate? The reason I ask that, isn't sour grapes but actually, these practices going on take the possibility of our 50+1 ideal ownership for real fans further and further away.</p> <ul style="list-style-type: none"> Without commenting on the validity of the allegations made in the question, nor on any particular club, Manchester United is firmly in favour of robust rules governing financial fair play and transparency in football. It is crucial that these rules are fully enforced by governing bodies in order to preserve the credibility, fairness and sustainability of football at both domestic and European levels, and we will continue to advocate for this approach.
AW		<p>Club ownership - There are continuing demonstrations and/or signs protesting the Glazer ownership of the club. Joel Glazer suggested to us over a year ago he wanted to connect with the Fans Forum, but he has not attended a Fans Forum for some time. Why is this?</p> <ul style="list-style-type: none"> Over the past 18 months, Joel has attended two Fans' Forums and three Fans' Advisory Board meetings, involving over 12 hours of direct engagement with fan representatives. We believe this is more than any of his peers among the owners of the biggest Premier League clubs. While the FAB has become the main focus of Joel's direct engagement since it was launched in January, he continues to take a close interest in the views and outputs from this forum as well.
RM		<p>How can Overseas fans get more involved in helping with what the Fan's Forum / FAB are doing? Would it be possible to set up a sub-committee that the Overseas Official Member's Representative can chair and feed into the existent forums?</p> <ul style="list-style-type: none"> We always welcome greater input and involvement from our global fanbase. We will discuss opportunities with the Overseas Official Members rep and update the forum.
RM		<p>One positive from the pandemic has been the introduction of live-streaming or guest appearances at events from folks who, can deliver messaging far and wide around the globe. What prospect is there (if any) of current players or legends hosting / attending events through existing channels overseas (such as the Foundation, the MUSCs, or otherwise)? Can sponsors (global and / or regional) play a role in this?</p>

Topic	Speaker	Topic Notes
		<ul style="list-style-type: none"> Both during and post pandemic we have continued with a series of legend call with our official supporter's clubs. These are a great way to connect the club and the OSCs and are something we know members have greatly enjoyed. We will look at how we can continue these and also open up opportunities wider than just our OSCs
AW		<p>I am a fan based in Uganda and have a concern on how the App operates. Can the App show live matches? Today, when I was watching Man United vs Liverpool, I tried to view the match from the app but failed.</p> <ul style="list-style-type: none"> The Man Utd App has live rights to many Academy games throughout the season, plus a number of women's team games, and first team friendlies. It does not have the right to show competitive first team games live, however all first team games are available in full on the app the day after they are played.
AW		<p>Please can we see more about the women's team on the Man U App? The majority of news is for the men's team. Also, the App never states it is match day for the women only the men.</p> <ul style="list-style-type: none"> We have significantly increased the volume and quality of content dedicated to our women's team, including the launch of our Women's Football Show on MUTV and available via the App. We are continuing to add resource to our women's coverage and also looking at increasing personalisation features to the App so that fans who want more women's content can receive it.
AW		<p>Personally, I have no interest in the women's team and don't want to see coverage of it. The current (November) official United magazine has features taking over 9 whole pages. Has the club surveyed season ticket holders to ascertain if they want to see women's features in the programme / magazine? From the small sample I have asked, there is no interest. We would rather these pages are filled with information about the men's side.</p> <ul style="list-style-type: none"> We were proud to feature several of our women's players on the front of Inside United for the first time in the history of the magazine in November, with additional pages dedicated to the women's team inside. This reflected both our commitment to continuing to develop our women's team as a core part of the club, and to helping drive interest beyond those fans who are already engaged with the team. There continues to be huge amounts of content published about our men's team on club channels and the increasing volume of women's coverage has not affected this.
AW		<p>Our Christmas fixtures seem very unfair, Boxing Day and NYD Bank Holiday at 8pm is a joke. I know the club will say that TV dictates this and I know we're victims of our own global popularity, but at some stage we want the club to stand up for us and say 'No, we'll move one or the other but not both as our fans love Christmas games and 8pm the day before going back to work on both occasions is not happening'.</p> <ul style="list-style-type: none"> We do appreciate and sympathise with the disruption caused to match-going fans by changes in fixture schedules and we work closely with our governing bodies and other relevant authorities to provide as much notice as possible. At the same time, we also have to consider our millions of fans around the world who access United games via TV, and the interests of broadcast partners who pour billions of pounds into English football. We will continue to seek a balance in our approach to ensure that the interests of match-going fans are never forgotten.
AW		<p>Its great news that Populous have been appointed as the Master planners. My question is around the financing. We don't need to wait for the proposed designs to know that this is going to require a significant amount of financial investment (Real Madrid circa £660 mill / Spurs circa £1 billion) which were approved during a period when the cost of building and borrowing was significantly cheaper.</p> <p>How do the club intend to finance this? It will be hard for fans to stomach more debt onto the club considering how much has been taken out by the owners on dividends and refinancing. If, by what Richard Arnold indicated earlier in the summer, new investors could be the way forward, then what does that look like? (renaming the stadium rights, selling off TV rights - ideas of which are unpalatable).</p>

Topic	Speaker	Topic Notes
		<p data-bbox="180 114 1449 170">I think as fans we have the right to know and do not need to wait for the initial designs/proposals to know more about this.</p> <ul data-bbox="180 208 1469 293" style="list-style-type: none"> <li data-bbox="180 208 1469 293">• The club has been open that any future redevelopment of Old Trafford would require new capital. How to potentially raise money for that and other purposes is a key focus of the ongoing strategic review announced last month.
AOB		<ul data-bbox="180 362 1437 454" style="list-style-type: none"> <li data-bbox="180 362 1437 418">• Richard thanked the group for the work they do and wished everyone a Happy and Healthy Christmas and Best Wishes for the New Year. <li data-bbox="180 423 970 454">• The date of the next forum will be announced in the New Year.