

**Manchester United
Fans' Forum Agenda
Wednesday 16th October 2024**

Forum Members Present

Zygmunt Baranski	Loyalty Pot Season Ticket Holder Rep
Luca Black	Under-21 Season Ticket Holder Rep
Su Buckley (Virtual)	Season Ticket Holder Rep
Keith Coutts	Over-65 Rep
Duncan Drasdo	Covering ISLO Rep
David Field	Family Stand Rep
Alex Hardman	United Member Rep
Deborah Henry	Women's Team Rep
Dips Jandu	Season Ticket Holder Rep
Carly Lyes	Local Resident Rep
Fiona Lynch	UK United Member Rep
John Massey (Virtual)	Executive Club Rep
John-Paul Monck (Virtual)	Overseas United Member Rep
Eric 'Naj' Najib	Rainbow Devils Rep
Demetris Nathanael (Virtual)	Overseas MUSC Rep
Stephen Pember	MUSC Rep
Zeeshan Qumer	Under-21 Rep
Chris Rumfitt	MUST Rep

Club and Foundation Officials Present

Omar Berrada	Chief Executive Officer
Collette Roche	Chief Operating Officer
Jim Liggett	Operations & Maintenance Director
Rick McGagh	Director of Fan Engagement
Sam Kelleher	Director of Supporter Services
Tom Sellers	MU Foundation Community Engagement Manager
Toby Craig	Chief Communications Officer
Nicola Wellington	Fan Engagement Manager

Agenda

- 13:00 – 13:05: Welcome and introductions (CR)
- 13:05 – 13:50: Club updates (CR, TC, RMc, SK, JL, TS)
- 13:50 – 14:45: Fan rep questions / topics to be raised
- 14:45 – 15:15: Pre-submitted questions
- 15:15 – 15:30: AOB

Topic	Speaker	Topic Notes
Apologies	CR	<ul style="list-style-type: none"> Chas Banks
Minutes of last meeting	CR	<ul style="list-style-type: none"> The minutes of the July meeting were circulated, approved by reps, and published on the club website. The next meeting is due to take in December and information about deadlines for question submission will be advertised on our website manutd.com/fans.
Club update	CR	<p><i>OB opened the Fans' Forum with a formal introduction to fan reps and gave an update on club status and key focuses for 24/25 and beyond. OB highlighted the importance of fan reps in helping to raise matters important to and impacting our global fanbase and thanked them for their continued support and engagement.</i></p> <ul style="list-style-type: none"> Welcome to our first Fans' Forum of the 24/25 season. We have a busy agenda this afternoon so I will keep my opening remarks brief. But I do want to give you an overview of what's been happening at the club since we last met in July – because it's been a period of significant change and transformation. Omar has arrived as CEO and Dan has been settling in as Sporting Director. And they've spent the summer putting new leadership structures in place and starting to set out a strategy for long-term success on and off the pitch. We have to acknowledge up front that this is not always an easy or straightforward process. On the pitch, you will all be well aware that it has been a difficult start to the season for the men's first team. But everyone at Carrington is working hard to put things back on track with three-quarters of the season still to go. On the women's side things have started a lot more brightly, with three wins out of three in the WSL so let's hope we can keep that going. Off the pitch, you'll know that we have been through a period of restructuring that has seen us say farewell to approximately 250 colleagues. That has been a difficult process, but we would not have done it if we did not feel it was necessary. The truth is that, even though we are generating record revenues which are among the highest in European football, we have still been losing money. That is not a sustainable situation so we've taken action to identify areas where we can increase efficiency. That will help ensure that we remain compliant with UEFA and Premier League financial sustainability rules, while continuing to invest in success on the pitch. We are also committed to investing to improve our infrastructure for fans, staff and players.

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		<ul style="list-style-type: none"> • Work is well under way on the £50m upgrade to the main building at Carrington. • And consultations are continuing on the various options for the future of Old Trafford. • That might turn out to be new build or redevelopment, but in either scenario we want to ensure that Manchester United fans can enjoy watching their team play in a world-class stadium at the heart of a vibrant, regenerated community. • Whichever path we end up taking, we need to bring fans with us, and you'll hear more from Rick shortly on how we are doing that through our fan consultation. • In conclusion, while there have been a few near-term bumps during this period of transition, I can tell you that, personally, I have never been more excited about the opportunities ahead for Manchester United. <p><i>CRu asked for clarity on the club's financial status. OB outlined club cost versus performance and that the club intends to be more sustainable, agile and efficient both on and off the pitch. DD recognised the financial situation and requested for resource to be prioritised for fan facing measures, particularly with regards to the removal of European away ticket collections. OB acknowledged that we are in the early stages of the club's transformation, and that adaptation and adjustments will take place. CL urged the club to recognise that fans shouldn't be punished, and DJ asked the club to consider reassurances or policies to protect Season Ticket holders from cost-cutting measures. OB emphasised the club will work tirelessly to ensure a successful club with football performance that will deliver fan satisfaction.</i></p> <p><i>OB departed.</i></p>
FAB update	TC	<ul style="list-style-type: none"> • Last week the FAB met for the first time since the start of the 24/25 season. • Joel Glazer attended the whole meeting, provided an update and took questions from the FAB. • Omar Berrada attended the first FAB since he joined the club and shared his impressions of his time so far, as well the importance of the FAB. • Collette Roche provided an update on the Trafford Regeneration project and sharing the materials which were showcased at party conferences. • There was a discussion about the role of FAB and the forthcoming Football Governance Bill.
Fan Engagement	RMc & NW	<p>Fans' Forum and FAB roles</p> <ul style="list-style-type: none"> • We are delighted to welcome Su, Steve and Alex to the Forum as our new Season Ticket holder, UK Supporters Club and United Member reps respectively. • Dips has been elected by this body to be one of the two Fans' Forum reps who also sit on the Fans' Advisory Board and attended the first meeting of the 24/25 season last week. • Yesterday, we interviewed for two new roles on FAB and we will announce the appointments over the coming weeks.

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		<p>Old Trafford regeneration project</p> <ul style="list-style-type: none"> • Work is well underway for the first phase of fan consultation on the Old Trafford regeneration project. • We had a huge response to the fan survey and are currently working through the data to pull out the key insights and to look at differences / similarities between different groups of fans. • We were delighted to work with the University of Manchester Cathie Marsh Institute for Social Research to ensure questions were asked in the correct way and that our approach to the consultation met industry best practice. We thank them for their support. • The week after next we start the qualitative stage of the research with a series of fan focus groups. These sessions, which will be attended by fan representatives including people from this forum, will help us to further understand fans views on important topics such as accessibility, affordability, heritage, atmosphere, women's team and matchday experience. • We will then facilitate town hall style sessions at Old Trafford in November to give more fans a chance to share their views, be listened to and have their questions answered. • The findings from our first fan consultation will then be shared with the taskforce ahead of their recommendation report to the owners. • Once we have a decision on next steps, there will be several more stages of fan consultation ensuring all fans have the chance to contribute to the regeneration project. <p><i>LB asked if ticket prices would increase as a result of stadium regeneration. CR advised the club is currently undertaking feasibility studies across all areas and has not made any decisions around pricing at this time. CR reassured the group that fans would be consulted throughout the regeneration project.</i></p> <p><i>AH asked if the club would consider additional ways to generate revenue as part of stadium regeneration. CR confirmed the club is looking at all areas to explore the feasibility of providing a 365 destination for football and non-football events.</i></p> <p>Premier League Fan Engagement Plan 24/25</p> <ul style="list-style-type: none"> • We launched our 24/25 season fan engagement plan in advance of our opening game of the season, in addition to publishing a comprehensive report on last season's fan engagement activity. • We are continuing to work with the Premier League and other clubs to ensure the Fan Engagement Standard is relevant and fit for purpose. And we remain committed to exceeding it wherever possible. • The report can be found here. <p>Official Supporters' Clubs</p> <ul style="list-style-type: none"> • We are delighted to have welcomed over 20 new clubs to our global family of supporters' clubs since the end of last season, bringing fans across the globe together. • This includes the club closest to Old Trafford – our new 'Local SC', and the club furthest away – in New Zealand! • This means we now have 318 clubs across 88 countries - something we are very proud of. • We continue to support our existing clubs through exclusive events, competitions, content and support and we welcome interest from any unofficial clubs who want to be official, or new clubs. • We have already held two Warm Up events this season here at Old Trafford exclusively for our supporters' clubs, with over £12k being

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		<p>raised for the Manchester United Foundation. the next one will take place the night before our Premier League game against Leicester.</p> <ul style="list-style-type: none"> We look forward to working with Steve, in addition to Demetris, to further enhance our offer to our official clubs and to understand the challenges they face. <p>Tour '24</p> <ul style="list-style-type: none"> We were delighted to kick off the 24/25 season with pre-season games in Norway and Edinburgh before travelling to the United States for three games in Los Angeles, San Diego and South Carolina. Ahead of Tour we established new official supporters' clubs in several states including South Carolina for the first time and we once again worked really closely with our clubs to develop and deliver events for their members and communities. A video detailing our work on Tour can be viewed here. Key highlights include: Organised 3 huge pre-game fan zone activities with over 15k attendees across the 3 events Led community activity on behalf of MU Foundation with Street Soccer USA, following our work with them in NYC last season, the Compton Cowboys and local women's team Angel City FC – giving back to the cities we visited and building lasting relationships with our official supporters' clubs Rewarded local communities and underprivileged kids with c200 free match tickets Facilitated over 1,000 fans to attend open training sessions Rewarded our official supporters' clubs with coin toss moments, watch team training access and mascot opportunities Rewarded fans travelling from the UK with access to training sessions, mascot opportunities and more Took our highly successful 'Warm-Up' events on Tour and had Bryan Robson, Denis Irwin, Andy Cole and Wes Brown share their stories with hundreds of fans <p>NBC Premier League Mornings Live</p> <ul style="list-style-type: none"> We recently returned to America to attend the Premier League Mornings Live fan fest in Chicago which saw 15,000 fans gather at Lincoln Park where all Premier League games were being shown in addition to fan and media activations across the site. The biggest crowd of the day was for our away game versus Crystal Palace - some fans joined the queue as early as 01:30am to secure entry! It was brilliant to see the levels of support for the club and team in Chicago – and from much further afield – and we were able to reward attendees with fan giveaways, exclusive competitions and meet and greet opportunities with Wes Brown. We also teamed up with our official Chicago Supporters' Club to host a special Warm-Up on Tour event in the bar where they watch games with fans being able to listen to a Q&A with Wes Brown before more photos and autographs. <p>MUWSC x Matt Johnson</p> <ul style="list-style-type: none"> Following the last Fans' Forum where Matt Johnson (Director of Women's Football) attended, we arranged an exclusive Q&A evening with Matt and our official Women's Supporters' Club ahead of the WSL season. C.20 fans attended this session last month here at Old Trafford and Matt answered all their questions across a range of topics including

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		<p>the vision for the team, the summer transfer market and the start to the season.</p> <ul style="list-style-type: none"> • We will look for more opportunities to connect fans with the MUW team as the season progresses. <p>MUW bus subsidy</p> <ul style="list-style-type: none"> • As we continue to support the growth of the women’s game and our fanbase we are once again committing to a subsidy for travel to away games on our official coach. • This scheme has successfully seen the number of travelling fans increase in recent seasons and we are now recognised as having one of the best and most vocal followings in the league. • We are also continuing with the shuttle bus service for home games at Leigh Sports Village. The bus departs from Old Trafford where parking is available and can be booked via <u>One Club United</u>. <p>LSV fan zone</p> <ul style="list-style-type: none"> • To ensure the women’s game remains accessible and enjoyable for all fans, new measures have been introduced at Leigh Sports Village post-game. • After the final whistle, players will no longer stop and sign autographs within the stadium or outside on the Leigh Sports Village campus. This is to protect post-match player recovery time, alleviate supporter congestion pitch side and improve traffic flow on egress from the stadium. • Junior and under-16 ticketholders will instead be invited to apply for tickets to attend a post-match meet and greet with a selection of United players. Applications will take place on a match-by-match basis and successful fans will automatically be placed in the back of the queue for the next ballot. • On match day, selected fans will have access to a dedicated “hub” located opposite the stadium to meet players for a photo and signature after the final whistle. • The post-match player signing area started last Sunday following United Women v Tottenham Hotspur Women exclusively for junior fans who held a ticket for the postponed Chelsea Women v United Women fixture. <p>MUW PL funding</p> <ul style="list-style-type: none"> • In collaboration with the Manchester United Foundation, we have successfully secured funding from the Premier League to support fan activities across six games at Leigh Sports Village. We will be introducing engagement initiatives on match day to deepen the connection with our MUW fans and will provide feedback to this forum. <p><i>DH provided positive feedback from those who attended the post-match fan zone “hub” at Leigh Sports Village and requested the club to consider opening applications to adults. RMc acknowledged the feedback and commented that the post-match player signing area will evolve as the season progresses and younger fans have been prioritised to start with. DH thanked the club for rewarding under 16s with a ticket to the postponed Chelsea away match for the first post-match player engagement session. RMc added the “hub” is an accessible space. DH agreed and highlighted that fans in accessible seating areas at LSV were previously unable to access pitch side player engagement and asked for them to be considered for ballot entry.</i></p>

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		<p>SP asked if the club could support with encouraging collaboration between supporters' clubs to avoid saturation within a condensed geographical area and review onboarding of new secretaries. RMc agreed and suggested a buddy system for new clubs to onboard and link up with an established supporters' club. SP concurred and offered his support.</p> <p>RMc announced that the International Suite will be opened post-match following United v Chelsea on a trial basis as a destination for fans to meet up with supporters from other areas of the stadium after the final whistle. Fans would leave the stadium and re-enter the International Suite with a ticket (low entry price) and communications to fans will follow in due course. Fan reps agreed and supported the initiative.</p>
Ticketing	SK	<p>CL and DF asked for clarity around price increases for under-16s, youth tickets and junior memberships. SK advised disparity incurred as a result of price reviews at different times and took an action to ensure pricing is reviewed holistically moving forwards.</p> <p>ZB highlighted the successful rollout of app ticketing and requested clarity on app functionality e.g. dynamic bar codes. SK confirmed app ticket functionality will continue to evolve as part of a phased approach. CR thanked the forum for their input into helping the club to rollout app ticketing at Old Trafford fixtures.</p> <p>AH asked for a review on £10 surcharge for forwarding to non-members when a game is on general sale. SK advised this would be looked into and a full response provided to the forum.</p> <p>ZQ asked how the club was going to manage the location of away fans for the upcoming Rangers fixture, with reference to Galatasaray fans accessing tickets in home sections last season. SK confirmed that only fans registered on our database prior to the draw being made are eligible to purchase a ticket for the high-risk games and he outlined usual club methodology is to review supporter address and relocate fans into neutral areas. Fans can contact the club if they have been asked to relocate and are genuine United fans. SK acknowledged the club are continuing to review and find ways to improve this process in accordance with the police and SAG.</p>
Operations update	JL	<p>European Away Ticket Collections</p> <ul style="list-style-type: none"> • Over recent months, as a club, we have undertaken a comprehensive review of our operating costs and prioritisation of critical activities and spend. This has resulted in amendments and reductions to budgets. In addition, as Collette has covered, we have also completed a redundancy programme that has resulted in a reduction in the number of personnel across the club. As a result of these two significant changes, it has been necessary to make some difficult decisions. • Whilst we understand some fans value this service the cost of travel and accommodation for eight ticketing staff, two security staff, hiring a dedicated, conveniently located and accessible collection point is significant and it is not possible to continue at this time. We also need to consider the impact of eight staff being out of the office for three days, along with the pre and post collections work that is required to be undertaken linked to this activity.

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		<ul style="list-style-type: none"> <li data-bbox="549 120 1442 215">• The current situation this season is that given this is not a critical activity we no longer have the capacity to send personnel on an away trip into Europe. <p data-bbox="501 253 1477 1088"><i>DJ commented on why, as a fair and working system, the club had authorised the removal of ticket collection points at European away fixtures. DJ added reps have been inundated with messages, emails, DMs and calls about this issue. CRu asked the club to confirm what the cost saving is per ticket collection. SK and CR outlined costs to facilitate ticket collection points, and the resource needed onsite. Reps highlighted the decision to remove away ticket collections was communicated without prior fan consultation and at the same time as player contract renewals published in the media. CRu also commented football cost base referred to team performance and not the facilitation of necessary fan measures. The removal of away ticket collections feeds touting behaviours which the club has worked hard to address. CR acknowledged the comments and reiterated that the club is evaluating ways to work smarter across the board. CR invited the forum to engage in an open discussion around suggested alternatives and potential risks. RMc added that distribution of European away tickets needs to protect the integrity of the credit system. The forum referenced processes in place at West Ham whereby tickets are collected by fans and issued in order of collection; whether supporters should show proof of presence within the country; options to replicate domestic away collections; possible sanctions such as loss of credits for ticket cancellations with no genuine reason; feasibility of random collections and ticket checks. The forum agreed a collective response was required and all reps agreed to review and feedback.</i></p> <p data-bbox="501 1126 890 1160">Ongoing Highway Schemes</p> <p data-bbox="501 1193 667 1227">Red Routes</p> <ul style="list-style-type: none"> <li data-bbox="549 1234 1469 1395">• Trafford Council has installed Red Routes on Chester Road, Dane Road to Bridgewater Way, and Red Route Clearway on Wharfside, providing Trafford Council with more enforcement powers to address the issue of illegal parking and poor driving behaviour on matchday. <p data-bbox="501 1433 651 1467">Deansgate</p> <ul style="list-style-type: none"> <li data-bbox="549 1473 1437 1632">• There are ongoing works on Deansgate, and these are likely to continue until Spring 2025. This will be a permanent change and will restrict traffic to a southbound direction only between the junctions of Quay Street/Peter Street and Liverpool Road/Great Bridgewater Street. Aims of the scheme: <li data-bbox="549 1639 1362 1673">• Encourage more people to walk and cycle along this route. <li data-bbox="549 1680 1465 1742">• Link walking and cycling routes to each other, and to places where people want to go, including a continuous cycleway from Chorlton. <li data-bbox="549 1749 1139 1783">• Connect city centre rail and tram stations. <li data-bbox="549 1789 1477 1852">• Reduce the amount of traffic entering the city centre, in line with the City Centre Transport Strategy. <li data-bbox="549 1859 1123 1892">• Reduce the risk of road traffic accidents. <li data-bbox="549 1899 1422 1962">• Expand the area across the city centre where pedestrians have priority and provide more space for walking. <p data-bbox="501 2000 692 2033">Stretford Mall</p> <ul style="list-style-type: none"> <li data-bbox="549 2040 1458 2125">• Public realm and active travel improvements are ongoing until late 2024, carriageway redesign works will take place on Kingsway, between Chester Road and Barton Road.

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		<ul style="list-style-type: none"> • The lane closure will impact traffic on the A56 Chester Road and fixtures at Old Trafford. • These improvement works, in conjunction with the redevelopment of Stretford Mall, will transform the town centre into a place that meets the needs of local residents and businesses. They include: <ul style="list-style-type: none"> • New crossing points • New cycle lanes • New footpaths • New tree planting and green spaces • Resurfacing Barton Road junction • Re-design of Kingsway to reduce speeds and improve the space for cyclists and pedestrians. <p>Chapel Street / New Bailey Street</p> <ul style="list-style-type: none"> • Lane closures and temporary traffic signals from August 2024 for one year. <p>Chester Road Stretford</p> <ul style="list-style-type: none"> • Ongoing installation of Active Travel Lanes between M60 and Stretford Mall <p>Broadway – Media City UK</p> <ul style="list-style-type: none"> • Ongoing highway improvement works on Broadway through to the end of November will see multi-way signals and lane closures. <p>Metrolink</p> <ul style="list-style-type: none"> • Rochdale line works 19 October to 31 October: no tram services will operate between Rochdale Railway Station and Rochdale Town Centre. A bus replacement service will operate between the affected stops. • Full network closure 3 November: no trams will operate across all lines from the start of service until 9am. Bus replacement services will not be operating during this time. • Bury line works 3 November: no tram services will operate between Bury and Piccadilly. A bus replacement service will operate between the affected stops. <p>Buses</p> <ul style="list-style-type: none"> • On 5th January, the final phase of bus franchising will be launched, with the whole of Greater Manchester bus network being under the control of GMCA/TfGM. The additional powers will allow TfGM to reintroduce post-match shuttles after 5th January. • The post-match shuttles will be part of the Bee Network and operate in accordance with Bee Network bus operations in Greater Manchester and align with TfGM Bus Fares policy. • Along with City Centre post-match shuttles, TfGM is exploring opportunities to send direct shuttles to other areas and supporter feedback is welcomed via matchdaybus@tfgm.com. • TfGM will operate 12-15 buses post-match to the city centre from 5th January 2025, and bus fares and tickets will be in line with Bee Network (£2 adult single). • We are also working with TfGM to analyse network efficiencies for supporter travel and identifying gaps in the network etc. <p><i>CRu outlined disappointment with the club’s withdrawal of post-match buses and lack of clarity with regards to previous conversations around the club’s involvement and funding responsibilities. TfGM reports stated that the total net cost of providing buses for 15 home matches would be £56,220, representing</i></p>

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		<p><i>a cost to the club of £3,748 per fixture. CL added post-match travel continues to have a large, detrimental impact on local community. The post-match bus last season was facilitated and funded by TfGM only; and the upcoming franchise is not a long-term solution. CL also highlighted disparity between club reported revenues and stadium regeneration goals versus lack of community giveback. CR clarified the club will not be using public funding for stadium redevelopment, the club does not make money from fan transport and that the Trafford area is under the responsibility of the local authority. The club has no prior history of funding post-match buses and was informed of the withdrawal by TfGM and asked to contribute. CL stated the club has a responsibility to protect fan safety on ingress and egress. CR acknowledged that ground transport options off the stadium footprint should be improved, and this was a key part of regular discussions with the Local Authority and also discussed at the OT Regeneration Task Force meetings. However, CR reaffirmed the lines of responsibility; the club continues to work closely with local authorities to improve ground transportation beyond the stadium footprint today and is discussing potential longer-term solutions for fans as part of the OT regeneration project to help facilitate new transportation and social infrastructure that will benefit fans and the local community.</i></p>
<p>MU Foundation update</p>	<p>TS</p>	<p>Charity and fundraising</p> <ul style="list-style-type: none"> • Last month, we kicked off the start of what will be an incredibly busy end to the calendar year for Manchester United Foundation in a fundraising sense; by holding our bi-annual fundraising match played by Manchester United Legends, this year taking on Celtic. These matches are always among our headline events, with this another fantastic occasion. • We hope some of you will have been among the 33,000-plus fans who were inside Old Trafford to see the likes of Wayne Rooney, Michael Carrick, Paul Scholes and Dimitar Berbatov pull on the Red shirt once again, with Rooney rolling back the years by scoring a vintage free-kick. The match generated almost £1 million in revenue which will further support our community programmes. Additionally, over £21,000 was raised with the auction of the players' match-worn shirts. • Bryan Robson has heroically flown the flag for the Foundation for many a year; typically, he was manager for the Legends match, but he's also central to another fundraising initiative taking place as we speak. Bryan is currently accompanying the Foundation's CEO, John Shiels, as they scale Mount Kilimanjaro as part of a group of more than 20 intrepid trekkers who are taking on the challenge in the name of the Foundation. • Another of our headline fundraising events will also soon be upon us; we're again hosting the Old Trafford Sleep Out during the November international break. Fans will be able to experience sleeping rough on the cold terraces for the night, while raising funds for the Foundation and youth homelessness charity, Centrepoint. • We'll now focus on this year's winter-giving campaign, which will see the Foundation invest £100,000 in providing our participants with blankets. This has been a concerted effort for the past few years, in response to concerns raised by our Youth Voice representatives around being able to stay warm during the winter months, not to mention the effects of fuel poverty and the cost-of-living crisis. • To complement this, we again call on you to support our winter coat appeal, which will be held at Old Trafford on the day of the men's

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		<p>team's home fixture against Chelsea and at Leigh Sports Village for the women's home fixture against Arsenal, both on 3rd November. Last year, fans donated more than 2,000 coats to support this appeal, meaning we could redistribute items to vulnerable children and families in need across the Greater Manchester area.</p> <p>Player engagement</p> <ul style="list-style-type: none"> • We've continued to benefit from men's and women's team players engaging in our projects over recent months. • Players from men's and women's Academies have continued to support the Foundation and inspire local children by attending our summer holiday camps. • Hayley Ladd and Aoife Mannion recently welcomed pupils from one of our school partners, Bolton St Catherine's Academy, to Carrington to discuss our sustainability and environmental project, Eco Reds. • Finally, a selection of schools received surprise visits from Andre Onana, Amad, Casemiro and Tom Heaton when they took on Black History Month workshops at Old Trafford, the first of several themed events of this kind which will follow during October. Similarly, Street Reds participants met Amad, Tyrell Malacia, Altay Bayindir and Christian Eriksen to discuss mental health and interview them about their careers. <p>Operational highlights</p> <ul style="list-style-type: none"> • We closed the last academic year with a number of celebratory events, to mark students' achievements in 2023/24. Chief among these was our United Pride event – where LGBTQ+ allies from our partner schools took part in educational workshops with club and Foundation staff, as well as other LGBTQ+ organisations, including the club's own recognised LGBTQ+ Supporters' Club, Rainbow Devils. • Pupils from two of our partner SEND schools enjoyed a summer pre-season campaign of their own by representing the Foundation in Basel, taking part in the special youth camp alongside inclusive participants from a number of other European clubs, including FC Basel, Bayer Leverkusen and more. They enjoyed football training activities and a tournament plus many other cultural activities. • We celebrated Petra, a participant from another of our inclusive projects, Ability Counts, a disability football programme supported by MUDSA. Petra's journey of overcoming being nonverbal is shown in her appearance in our United and Me series, a campaign which gives participants a global platform to share how their lives have been impacted by the Foundation. • Finally, we had the most special of programme launches to bring summer to an end – honouring Sir Bobby Charlton. Sir Bobby's Street Reds, funded by the great man's charity in his own name, will provide free football sessions for young people in the diverse city centre district of Moss Side. <p>Coming up</p> <ul style="list-style-type: none"> • The Foundation has been named as a finalist in two categories at the Northwest Football Awards: Community Initiative of the Season, recognising last year's winter effort, and The Women in Football Promoting Inclusion award, in recognition of inclusive delivery across all areas of the Foundation. • We hope to report back with positive news from the awards ceremony (on 25 November) come the next quarter. Regardless of the result, however, we look forward to sharing with you further

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		updates about the scale and impact of our work over the last year, by announcing the key takeaways from our annual impact report.
MUDSA Update	CB	<p>MUDSA Annual General Meeting</p> <ul style="list-style-type: none"> • We held the AGM on 16th July in the Ability Suite at Old Trafford and got a decent turn out. All in all, a successful meeting, with all business going smoothly. <p>The Foundation</p> <ul style="list-style-type: none"> • Our regular work with the Foundation continues, with the “Ability Counts” programme (which is supported by MUDSA) going from strength to strength, thanks to the hard work of Matthew Pilkington and his colleagues. • MUDSA and the Foundation were successful in our joint bid through the PLCF Fans Fund. This means we can roll out a leadership programme for a group of MUDSA members over the next 9-12 months. What this means: <ul style="list-style-type: none"> • 20 MUDSA members (ideally under 18) will complete the following: <ul style="list-style-type: none"> • Sports Leaders qualification • FA Playmaker qualification • Volunteer for Manchester United Foundation • Access leadership workshop from Foundation and club staff • Also the committee will be part of a roundtable discussion with the members on the following: <ul style="list-style-type: none"> • How and why we became a MUDSA committee member • What skills are required for your role? • What is the thing you most and least enjoy about being on the committee? • Rick Clement will be acting as lead on this project for MUDSA and it’s something we’re all excited about.
Fan rep questions		
<p><i>LB referenced media reports highlighting clear disparity between club cost-cutting measures and ownership spends being charged to the club. CR agreed to feedback.</i></p> <p><i>AH commented that media reporting of high-profile redundancies has been celebrated and belittles the reality of 250 staff losing roles at the club. CR and TC outlined that the club does not condone any celebration of people losing jobs, that information about individual redundancies had not been communicated to the media and outlined the difficulties in intercepting media around individuals. They also reflected the many messages of support from fans to club employees who have experienced such a difficult time.</i></p>		
Fan submitted questions		
RMc	<p>Why did the club send the questionnaire about the stadium redevelopment to fans the day before the plans were displayed at the Labour Party conference?</p> <p>The club went to the Party Conferences to demonstrate the art of the possible if the opportunity to regenerate the area around the stadium is realised in full, no plans were showcased, and we made that clear in all our communication.</p>	

Topic	Speaker	Topic Notes
		<p>The club survey to fans was the first part of our fan consultation programme. This will be an on-going programme of work which will include both qualitative and quantitative research. The plans will be formed following the completion of the feasibility stage, which will be shaped by the responses from our fan and community consultation process. Only at that stage will any visuals shown mirror the reality of what can be achieved</p>
JL		<p>What is being done to provide more halal food options to fans in concourses/ on matchdays?</p> <p>We have introduced additional halal options this season across several concourses (Vegan Thai Red Curry Pie, Limited Edition Chicken Dinner (selected matchdays), Limited Edition Cheese & Onion Pie (selected matchdays). We are investigating further roll-out of additional products (chicken burgers, chicken nuggets etc.) across more concourse areas – subject to availability of space within existing kiosks.</p> <p><i>ZQ thanked the club and forum for helping to launch the official Muslim Supporters’ Club and the positive impact this is having for fans. ZQ requested a further review of Halal options both within and outside the stadium and the addition of quiet rooms or prayer rooms within both East and West stands. RMc acknowledged and highlighted the importance of fan involvement for upcoming focus groups to help inform what is required at Old Trafford and for stadium regeneration.</i></p>
JL		<p>How does the club plan to combat their lack of praying spaces? Will any stadium redevelopment plans take this into consideration?</p> <p>We currently have two inter-faith rooms at Old Trafford (in north/south stands) to accommodate supporters who wish to observe prayers whilst at the stadium and are in the process of exploring options to expand this provision in other areas. As part of the longer-term development programme, we will be engaging with a wide range of supporter and stakeholder groups, including the recently formed Manchester United Muslim Supporters’ Club, to understand requirements to be factored into our future plans.</p>
JL		<p>We recently went to the Barnsley match in the Bobby Charlton suite. We also have been to Wolverhampton Wanderers hospitality. This was the first time we went hospitality at Manchester United. The difference was huge. Staff and service was not good. Half time food was only served at half time. One person on the counter, who also then prepared the food. So was literally one customer at a time. At Wolverhampton they have services where you can pre-order and food and drink is ready. Staffing was haphazard in terms of dealing with enquiries. We came with clients and service for hospitality wasn’t good. Especially considering it was Manchester United. I did feel strongly about getting views and feedback to you as we are lifelong Manchester United supporters but were disappointed by the experience. Maybe we were in the cheaper end of hospitality, but hospitality should be a premium service either way. At Wolverhampton, they have the WV bar, which I would strongly recommend you visit to see how they set up and look after hospitality customers.</p> <p>We are sorry to hear about your experience at the fixture against Barnsley here at Old Trafford. From your correspondence, I assume that you were using the hospitality facilities in the Trafford and Stretford suites in the Sir Bobby Charlton stand. These are very popular locations and can get very busy and as such we do not believe they are best suited to a pre-order service for half time. There is no table service due to the fact there is no seating plan and both rooms get very busy (all informal seating). However, food and drinks service in these areas is available 3 hours ahead of kick-off, at half time and an hour after full time. The food counters should have 3 staff available at each of the two counters to ensure that supporters receive good service – we will investigate what the issue may have been on Barnsley fixture to ensure this is addressed going forward.</p>
JL		

Topic	Speaker	Topic Notes
		<p>I think the next project should be the modernisation of the players dugout. The height level for the manager and players is fine but it definitely needs a refresh especially where the manager sits right at the back of the dugout all you see is a dull black panel.</p> <p>The dugout area is reviewed in conjunction with football requirements on a regular basis. We will incorporate your comments and feedback into the next review.</p>
JL		<p>I've had a number of people raise with me the difficulties they're having leaving N3 car park on a men's matchday. Could it be raised to see if there are any plans in place to control the traffic better on leaving the ground?</p> <p>We have a significant Traffic Management plan in place that is integrated into the wider transport network. The plan considers both the pedestrian and vehicular egress, reducing any potential conflict, whilst also allowing our supporters to leave safely. In relation to N3, the exit road of John Gilbert Way is shared with other carparks (including W1, W2, W3). Roadworks near to the stadium can further complicate post-match egress but we do work closely with the Local Highway Authority to understand when any works may be taking place and disseminate travel information to travelling supporters accordingly. We constantly monitor traffic flow around the stadium but are limited once traffic enters the wider network. However, we will raise this matter with the Local Highway Authority.</p>
SK		<p>What are the official figures of those who have applied for every single away game in the last three seasons, and what is the same figure for those who have applied for 90%+?</p> <p>This is not information we feel would be beneficial to publish. As stated in previous updates any requests to review the methodology applied to ballots will require 1) a fuller understanding of who is actually applying for matches with the intention of attending, and 2) buy-in from this forum. The away game subgroup has confirmed they are not willing to review methodology at this time.</p> <p><i>LB asked the forum to review this again as official figures will give fans transparency and supporters can help to suggest positive changes in the future.</i></p>
SK		<p>What considerations are in place to secure tickets as it appears anyone can add an app relationship with a fellow supporter without permission or knowledge of members themselves. Why has the permission step been removed?</p> <p>Has the loophole of being able to switch your phone date forward to access QR codes early been resolved?</p> <p>App ticketing is much more secure than any previous method of ticketing. When digital ticketing was launched after COVID, we made the decision to not to force approval when someone was added to a strong relationship. The permission step has not been removed.</p> <p>In those four seasons we've received no complaints about this approach (i.e. that someone has been added to a relationship leading to miss-use of their ticket), and it was therefore carried over to the 'app ticketing' relationship. We have still not had any reported issues.</p> <p>If an issue was reported, we can resolve it immediately, but to confirm, there have been no issues. We can turn this functionality on, however, doing so would be inconveniencing hundreds of thousands of fans, when there really isn't a need to do so.</p> <p>In terms of the date time updates displaying a QR code earlier, this is relatively generic with first versions of apps, we will tighten it up in future releases, in the interim we can see who is doing this and are regularly changing those barcodes which has led to a number of tickets being cancelled.</p>
SK		

Topic	Speaker	Topic Notes
		<p>I would like to raise the point about how little the club is doing to get young fans into being regular match day attendees and specifically season ticket holders and what the Club is doing about this? It seems that the Club is taking a one size fits all approach regarding new season ticket holders and this is they are only offered to Cup Season Ticket Holders. I find this somewhat disingenuous to say to someone like my son, his only route to season ticket is via a cup season ticket, when most cup games with European football are midweek when he can't attend. Were it not for the ability to get him a ticket on his membership and have this moved to be with me in the TRA section, it would be impossible for me to bring him to games as an existing season ticket holder as I would not be able to get him a ticket with me. It also doesn't quite feel right that someone who attends 6 cup games via a cup ST is higher up the priority than a member, albeit a junior, who attends between 10 and 15 games in the league. Whilst I agree that the route to adult season ticket is via the cup season ticket, I think that the Club should be putting a small number of new season tickets to one side each season to offer to junior supporters based on their attendance in the prior season. Finally I also want to raise the point about pricing for juniors and the disgusting rises that have taken place. I believe in the 22/23 season junior tickets were £15, whereas for the 24/25 season they are now £25 - at 66.67% price increase on tickets which make up a tiny amount of the Club revenue.</p> <p>How come the young lads attending away games were all handed Youth Season Tickets off TRA? My son has had a Cup ST and followed everything told but others seem to be able to bypass club processes</p> <p>Thank you for the feedback relating to Season Ticket availability and pricing. All Season Tickets were increased in line with our announcement, i.e. 5% more than last season, and rounded to the nearest pound. Allocation of seats in the atmosphere areas was communicated to all Season Ticket holders during the renewal period as well as online here.</p> <p>As detailed within the article TRA occupy 2,700 seats. Youth Season Tickets were allocated by the club, and we didn't receive enough applications from fans to fill the number of seats we had held.</p> <p>In terms of this supporter's son, I hope that he along with many of the other fans on the waiting list do get the opportunity to hold Season Tickets in the future – we are aware that demand is very high and thank fans for their support and commitment.</p> <p>In terms of Cup Season Tickets blocking access to Full Season Tickets, I can confirm that the % of people aged under 16 with a Cup Season Ticket, is significantly higher than 1) those with Full Season Tickets, 2) the % of under 16s who apply for match tickets and 3) the % of members who are under 16.</p>
SK		<p>I recently received an email from the cup about the league cup draw. Within this email I was told that I had not opted into any cup schemes this season which I was unaware about until I received this email. I have had no communication from the club about opting into the cup schemes as I thought this was done automatically when you renewed your season ticket. I have never once in the 10 plus years of being a season ticket had to confirm if I was opting in to the cups, I was under the impression that you had to log on and select you didn't want to be opted in. I am now at a loss as to how or why this is happened and as a loyal fan I am extremely disappointed after a phone call with the club this morning that nothing can be done.</p> <p>Without knowing who this fan is it's hard to give specific feedback, however cup competitions are displayed as part of the online Season Ticket purchase journey and must be selected at this time. Once the purchase is complete fans receive an immediate email confirmation confirming cup scheme preferences.</p> <p>We then sent a further reminder to fans in June ahead of an extended deadline to confirm preferences in case any changes were required. Only once all of this is complete do we go on sale with Cup Season Tickets – using seats where the Season Ticket holder has not opted in to any competition.</p>

Topic	Speaker	Topic Notes
		<p>I assume in this case a Cup Season Ticket has been sold in the supporter's seat – we would not cancel this due to someone selecting to opt-out, and then not receiving or not reading communications.</p>
RMc		<p>With the emergence of non-geographical Supporters Clubs, can the Club outline how allocation of a member to a branch works where a fan wishes to affiliate to both a local branch and a non-geographical one that requests tickets within SC criteria?</p> <p>Fans can be members of multiple supporters' clubs; however, they must select one to be affiliated with in terms of ticket applications. So, there is no advantage in terms of ballot success of being part of multiple clubs.</p>
TC		<p>What do the club put the poor start to the season down to?</p> <p>In the past John Murtough would give the Fans Forum a debrief and more information around the football side of things. Will this continue with whoever is fit to talk about this side of things?</p> <p>Clearly we are not happy with the men's first team's start to the season and results are not where we want them to be. There is a huge amount of change going on. We believe we came out of the summer transfer window with a stronger squad, but it's one that is still evolving with a number of younger players who will keep getting better. So there have been changes on the pitch, but also off the pitch with Dan Ashworth and Jason Wilcox joining the club. They are transforming our sporting structure off the pitch. We know there's still a lot to do.</p> <p>The women's first team has started its season well, with a 100% record so far in the WSL.</p> <p>Whilst the main focus of the Fans' Forum has always been on fan issues, we will endeavour to keep the forum briefed on football developments and provide access to football leadership from time to time.</p>
TC		<p>If there was a new stadium, will the pricing of general admission seats increase (anymore than they would at current Old Trafford)?</p> <p>One of the things that was a concern to people about the regeneration committee and the representation of actual match going fans on there. Gary Neville has never been a match going fan, and is widely known as a property developer, Sarah Todd from Trafford is a city fan, Andy Burnham is an Everton fan, who you only have to look at his (and Labours) views on cars which would tend to suggest you'd have to park and walk which doesn't suit the majority of match-going fans. Can you just confirm that on this committee there are actual match-going Manchester United fans?</p> <p>Having looked at some of the statistics pushed out regarding the economic impact on GDP etc. of having a new stadium and the regeneration project, the question must be asked do the committee really understand what the main objectives of the stadium project should be? This is about the stadium, atmosphere, fans, and locals. Not about power, ego and politics. Will there also be a pledge of affordable housing being created and not money-making luxury homes locals can't afford?</p> <p>Having seen leaked master plans and only one stadium at the Labour conference (having no form of Old Trafford), obviously there are huge concerns within the fan base- as this would be a hugely unpopular decision. Please can you confirm Old Trafford will not be knocked down? What would the reasoning behind knocking Old Trafford be if you cannot confirm this? Where would we play if Old Trafford would be knocked down?</p>

Topic	Speaker	Topic Notes
		<p>Match-going fans are represented on the Old Trafford Regeneration Task Force by Duncan Drasdo of MUST (and a member of this forum and FAB). It is important to note that the Task Force has not been asked to look at a stadium plan specifically, but the broader space around the stadium (whether new or redeveloped). We have also launched our largest ever fan consultation to understand the views of fans on the future of Old Trafford.</p> <p>Whatever form our stadium takes, our clear objective is for Manchester United fans to be able to watch their team in a world-class stadium at the heart of a vibrant, regenerated community.</p> <p>In any scenario, preserving the history and heritage of the Old Trafford site will be a key priority and fans will be consulted every step of the way.</p> <p>But the important thing to say is that no decisions have been taken yet and the work of the Task Force is ongoing.</p> <p><i>LB asked for clarification regarding the remit of the Old Trafford Regeneration Taskforce (OTRTF) in relation to stadium regeneration. DD confirmed the task force is not about the stadium itself but about the wider regeneration project around the stadium (whether new build or redeveloped) which is why there is broad representation to reflect that remit. DD added the OTRTF is not a decision-making body and will not make any decisions on the stadium itself. A number of members on the task force are long standing Manchester United Season Ticket holders and DD stated his objective when agreeing to accept the invitation to join the task force was to push for consultation with supporters at every stage (starting with the launch of our largest ever fan consultation to understand the views of fans on the future of Old Trafford). CR stated that the clear objective is for Manchester United fans to be able to watch their team in a world-class stadium at the heart of a vibrant, regenerated community. In any scenario, preservation of the history and heritage of the Old Trafford site will be a key priority, and fans will be consulted every step of the way. No decisions have been taken yet and when decisions are made it will be by the club, not the task force, and they will take into account all stakeholders, especially supporters, who will have many opportunities to have their voice heard. DD emphasised this is the start of the fan consultation process. When the stadium itself is the focus, rather than the broader regeneration project, that will not be within the remit of the OTRTF and will involve stakeholders with specific interest in Manchester United and the stadium.</i></p>
JL		<p>I have been able to sit and see the whole match from the comfort of my seat for 15 years but not anymore as from this season it has become a safe standing area and has been totally spoilt. Why hasn't the cost of my season ticket been reduced because you don't have the option to sit and watch the match anymore because everyone now stands up for the entire match, i.e. I am still paying for a seated area.</p> <p>The new safe standing introduced in N2412 felt very enclosed and penned in and when I sat down my knees now come into contact with the seat in front of me and I am not a big person. It's also difficult for people to pass you even when you stand up. Before the safe standing changes, I was able to sit and there was room between me and the seat in front and people could get passed a lot easier than it is now, plus the seat was more comfortable than it is now. It has reduced the area you have between seat rows and basically its now a standing area and yet this hasn't been reflected in the season ticket price. People are still paying the price for seating down because if the safe standing hadn't been introduced, we would have still paid the same for this season, seems very unfair.</p> <p>We can confirm that the seating configuration complies with the SGSA (Sports Ground Safety Authority) recommendations for spaces between seats on individual rows referenced as the clearway (400mm).</p>
SK		<p>Manchester United have always promoted anti touting and sought ways to combat this. However it feels to me like the touts already have their season tickets and therefore getting a hold of one if you are a genuine member is near impossible when the only way you are able</p>

Topic	Speaker	Topic Notes
		<p>to purchase is via the clunky website and the priority criteria gives touts priority to renew their tickets. What are Manchester United doing to give genuine members who have been on the season ticket waiting list since 2015 a genuine chance to purchase ticket options and what advice would you give to someone looking to purchase?</p> <p>Ahead of the last 2 seasons we have only sold a handful of new Season Tickets to Cup Season Ticket holders, due to very high renewal rates – we thank fans for their continued support, and understand it is frustrating for those people who would like to hold a Season Ticket.</p> <p>In terms of offering Season Tickets to the ‘right’ people, new sales were conducted via outbound call, to fans who have Cup Season Tickets (this prevents them being purchased by touts or bots online). Regarding Season Tickets which are already held by ticket touts, we:</p> <ul style="list-style-type: none"> • Conduct ticket checks at every home and away game • Conduct ticket touting operations outside turnstiles on match days at significant cost - specific activity varies game by game • React to any inbound reports of ticket touting • Conduct proactive online research and have infiltrated a number of private sales groups. Please note that in many cases the names people use online are not the name we hold, and many are wise not to publicise seat details <p>We have also been asked by fan groups to take a more relaxed approach to placing sanctions on ticket holders whose tickets end up being touted, which I’ll provide an update on in the next forum.</p>
SK		<p>Why do Manchester United send merchandise (hat/washbag/pen/badge) to official members £35.00 per year, yet not reward the fans paying for season tickets?</p> <p>Please could you ask why members are given more benefits (merchandise packs) than season ticket holders (no more merch pack or vouchers), despite us spending a lot more money than members?</p> <p>This question was covered in the Oct 2023 meeting where we advised. “We are constantly reviewing the value for money of a Season Ticket, which is still below the Premier League average, and what we can do to better engage with fans. The cost of a Season Ticket is significantly discounted against the price of 19 match tickets (£190 a season). Members who choose a membership with a pack are paying for that pack, and then the cost of any tickets they are able to access on top. If a Season Ticket holder wishes to purchase an Official Membership for the pack, we’re happy to look into a discounted price.”</p> <p>In terms of the pack specifically, we will look more intentionally at providing this as an option as part of renewal – a merchandise pack at a discounted price. If the forum generally does not agree with this recommendation, please let me know.</p>
SK		<p>I am writing to express my concerns regarding the current ticketing process and the club's ongoing acceptance of new memberships despite the evident strain on the system. As a loyal member, I find the process of securing tickets to be increasingly frustrating and inefficient. Despite understanding that ticket demand is high, the experience of logging onto the website is often tedious, with wait times of up to three hours just to access the site. Once on, navigating the site to find available tickets is challenging, particularly with the added pressure of time constraints. This difficulty is compounded by what seems to be a strong push towards purchasing hospitality packages, which adds to the frustration. Given these issues, I am puzzled as to why the club continues to accept new members when the current system struggles to accommodate existing ones. It raises concerns about the club's ability to meet the demand fairly and efficiently. I hope you will take these concerns into consideration and explore potential improvements to the membership and ticketing process to better serve all members.</p> <p>For the last 50 days, at least one of the cup matches against Barnsley, Leicester, FC Twente, FC PAOK and Bodo/Glimt have been available for fans to purchase.</p>

Topic	Speaker	Topic Notes
		<p>Ahead of the most anticipated ticket release of the season on 18th June, we communicated to fans that we'd only sell to Members who had already joined as members, and that we were limiting sales per person to 2 games to help with this. As a result, 50% more members were able to secure tickets than in 2023.</p> <p>We repeated this for the second ticket release on 2nd July. Last season, to protect ticket access for existing Members we closed the scheme in January, only halfway through the season. A decision has not been made about when to close the scheme for the 2024/25 season.</p> <p>We have also had Premier League match tickets readily available to members all of this season. As well as the many publicised releases, on average 17,500 Season Ticket holder seats are repurposed each game (all to United Members), the majority of which in the two weeks leading up to a game.</p>
SK		<p>Earlier this month, UEFA announced a price cap of €40 for Europa League away tickets. Using the Mastercard exchange rate from 2 September 2024 when the announcement was made, this equates to £33.74 (£33.50 at today's rate). The announcement was also made after the draw had taken place. According to the ticketing website at the time of writing, Fenerbahce away will be £34 and Viktoria Plzen will be £35.50, both above the price cap. I appreciate that the cap of €40 will have most likely been first converted to TRY/CZK and then converted to GBP. If I do this calculation, from 2 September 2024 you get £34.49 for Fenerbahce and £33.84 for Viktoria Plzen, both of which are above the price cap. There will also be the same issue with FCSB as Romania do not use the Euro. Since Omonia Nicosia away, by using the club's poor exchange rate, the overcharge has ranged from £0.76 (Bayern Munich) to £1.28 (Barcelona), averaging £1.15. Those figures do not include Real Sociedad as the ticket only had the GBP price stated on it or Porto which I am unable to make. I know it is not a lot of money per person per match but when you consider the number of tickets that will be sold and the fact that we could potentially have eight European aways this season plus the final, it is, plus nobody likes getting ripped off. Seeing as many people in the UK, especially those who regularly travel, have a debit or credit card where they get the Mastercard exchange rate and do not incur foreign transaction fees, could we have the option to pay for European aways in Euros or the local currency? This would also be of great benefit to fans overseas.</p> <p>As fans will know exchange rates fluctuate regularly. Tickets are priced to us in local currently and we apply an exchange rate to this to obtain the GBP price to ensure that all costs can be covered.</p> <p>It's not possible as it stands to charge in local currency and as a club we would still be invoiced and payment made in GBP, so an exchange rate applied.</p>
SK		<p>I am extremely annoyed at the announcement dates of when the Europa League tickets for the home fixtures in the initial league stage, will be charged to me. The loyal S/T holders like me who support all cup matches and opt in, are being taken for a ride by the club. I understand the need for the date regarding the first game, as it is within a few weeks of the draw. However, there is no justification for the remaining three games. The PAOK game is being charged in excess of 8 weeks prior to the match date. The Bodo/Glint game is being charged 7 weeks prior to the match date. Worst of all, is the Rangers game which is being charged 11 weeks prior to the match date. Even allowing for the Christmas period, this is ridiculous. This overall policy is unacceptable and complete profiteering from the club. I could understand up to 4 weeks but double and almost treble that is not right. Yet again, it is all about money - think of the amount of revenue and interest gained by United from all the opt in ticket holders. A complete disregard for the loyal supporters once more.</p> <p>All cup games are optional so there's no time frame that's required between payment and the game date.</p>

Topic	Speaker	Topic Notes
		<p>We publicise dates of payments as soon as possible after the draw and try and avoid other events in the calendar (away ballots etc.) as well as additional home cup draws and payments in the Carabao and FA Cups, to alleviate 'congestion' where possible.</p> <p>We have also been asked previously to avoid late November and December where possible due to Christmas.</p> <p>Securing payments further in advance has also prevented previous issues, when payments were taken closer to a game, with Season Ticket holder payments failing, and them turning up to a sold-out match without a valid ticket.</p> <p>We will review options used by other clubs, such as including the cost of cup games within the initial payment of a Season Ticket ahead of next season.</p>
SK		<p>I would like to raise a question or two around European aways - specifically credits and how they relate to Sportsbreak offering a day trip. This doesn't impact me directly - I am one of 158 supporters with 9 credits so will be guaranteed a ticket for essentially every Euro away, but it is a topic of concern amongst me and my friends. I also fully support the club setting aside 5% of tickets when the allocation is more than 2500. It is starting to look very congested amongst those on 2/3/4 credits, and it does seem that when Sportsbreak offer a day trip, if you can afford to, then if you are on the lower end of the credits scale, going via Sportsbreak more often than not means you'll be successful in going. The club make no reference (from what I can see) on how those who apply for a Sportsbreak trip are balloted - is it their own separate ballot? (The fact you usually get a ticket with a lower number of credits assumes so). I feel that if a day trip is in the plans (even if one doesn't run due to a lack of demand) the club should include this information on the away ticket pages for each game. "The allocation is 2503. We will set aside 5% for those unsuccessful, and approx 325 tickets will balloted via Sportsbreak if a day trip runs subject to demand). Something along those lines. This gives everyone a full picture on how the process works. It also means those on fewer credits are more informed. On the subject of day trips - £500 for Porto is excessive. Are the club able to tell us what moves are being made by Sportsbreaks to try and keep costs at a minimum? The cost of the Porto day trip is not far off the cost of a season ticket.</p> <p>Sportsbreaks do try and keep their costs as low as possible and are very transparent with us around this.</p> <p>We can refuse them the opportunity to run a trip if we are not satisfied with the offering and have done this many times before, including this season based on fan-feedback. Where the price is still relatively high but the most reasonable and in-line with other trips they have run we allow them to open applications.</p> <p>Sportsbreaks only initially take applications. Once their applications have closed, they share data with us of fans who have applied and we see how many credits they have. We do not permit them to operate the trip if they do not have enough fans with qualifying credits.</p> <p>It's not possible in advance to advise how many tickets as this varies from game to game depending on the aircraft they obtain. Many fans use Sportsbreaks regularly, and we are pleased to be able to continue this club-affiliated travel option for those qualifying fans who like to use it. However, given the growing negative feedback around 'club operated' trips, we will again review all options going forwards.</p>
SK		<p>1. Can clashes between different groups for ticket releases be avoided? For example, the women's Old Trafford fixture release happened at the same time as a members release for the men's team.</p> <p>Can we review how ticket releases are done for members? It is not great sitting in a queue for hours.</p>

Topic	Speaker	Topic Notes
		<p>2. This morning, I'm trying to get a Palace return and I'm stuck in a queue with 25,000 other people as the club have, for some unknown reason, continued with a ludicrous policy of putting home tickets on sale for members at the same time as away returns. It's likely I am going to miss out even getting into the system in time for the 11am release because I am in this queue with thousands of others (99 per cent of whom are members trying to get tickets for our home games with Everton and Leicester, and not desperately trying to get one of the very few, if any, returns for the Palace game). Is there not a better way to do this?</p> <p>We try to avoid clashes where possible and take this feedback on board. We're currently reviewing options for away returns given the high demand, small number of tickets released, and amount of staff time involved in the previously approved process. We will revert to the forum reps as soon as possible with previously discussed options.</p>
SK		<p>Flexi tickets have been introduced with very little communication or explanation. It also seems harsh to charge a fee if you can no longer attend when the club does fixture releases before broadcast picks are announced. Please can we have an explanation of the new policy and the options available to members.</p> <p>Tickets have always been, in-line with terms and conditions, non-refundable. However, where possible we permit fans to cancel providing we can resell seats. Flexi ticket options are very popular within entertainment and as the use of Season Ticket holder options (which we want to continue to operate) increases, this adds some security for Members who may be unsure if they can make a game especially if it's TBC.</p>
SK		<p>Several members reported issues with their membership pack or MUTV subscription (for premium members). Is there an explanation as to why this happened? Can the FAQs be updated for future years on what steps members need to make to rectify any issues?</p> <p>Without understanding the specific issues it's hard to address this question in detail. If any fan experiences technical issues, they can contact us for support.</p>
RMc		<p>When academy and women's team fixtures at Old Trafford operate differently to men's team fixtures, please can this be communicated to fans clearly. E.g. when turnstiles open, when kiosks close.</p> <p>We will review the pre-match communications for academy and women's team games to ensure they contain information relevant to that specific fixture.</p>

Appendix

We received 21 questions on European ticket collections and away returns which have been answered today or in previous meetings, 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. Would it be possible to clarify future plans for ticket collections for European away games please? If the absence of a collection in Porto is to become the norm, this will have a hugely detrimental effect on United's support in Europe. Currently, the system is very fair. It rewards loyalty and gives all fans a chance to build up credits over time, based on actual attendance at away games. Abandoning this system will have the following implications –
 - a. * It will create a closed shop, as those on higher credits will apply for all games, irrespective of planned attendance.
 - b. * This will lead to empty seats in our away ends, while people on lower credits who have booked travel are stuck outside the ground.
 - c. * It will create a black market where none currently exists.

- d. * It will compromise safety and security, as there will be no control over the end user of the tickets.
- e. * This risks UEFA fines, entirely defeating the object of the cost cutting.
- f. * It will prevent any fans not already on several credits ever gaining access to what will very quickly become an exclusive club.
- g. Most of all, it would represent a very disappointing backwards step and ruin the fairest ticketing system in place at the club.

I urge the club to reconsider this policy, and hope fan feedback will be acted upon as it has been on several recent occasions.

2. What will happen with European aways if they're going to be PDFs going forward? Won't this just make it a closed shop as more people apply for the sake of getting a credit? This will greatly impact the European away support after having a system in place that worked well and received minimal complaints!
3. I would like to understand what the clubs reasoning is around dropping the collection of tickets for European away games please. I understand that budgets are tight due to staffing restrictions, however the collection of tickets and awarding of credits for attendance, is the one ticketing concern that all match going United fans could agree on. It was fair, impartial and allowed people to build up credits through attendance. It also provided comfort in booking travel, accommodation, time off work and family arrangements. The decision to remove collections will harm everything conceivably possible about the away support in Europe. Fans will now abuse the system to keep the credits they have or gain ones they would have had no intention of getting before as they do not intend to travel. This will create an already closed shop that is similar to the Loyalty Pot for domestic aways, in that only a chosen are lucky enough to get tickets and as such will control them. After years of positive engagement and developments, built on the foundation of taking learnings and feedback, this is a staggering step backwards. I would like the club to reconsider this and reintroduce collections at the earliest possible point in time this season.
4. Can we take some serious actions to help that season ticket holders only apply for away games if they intent to go. Recent data shows that the number of applications for each away game are up by 30-40% and when asked to collect (Bournemouth and Newport examples) tickets are more likely to be forwarded or returned. What about some real actions such as - If you are asked to collect a ticket you should not be allowed to forward it, you collect it or return it. - If you are asked to collect but return it (or don't collect) then all future aways should be collection only until one has been collected - Returns should be collection only where possible and you should not be able to forward a return - You should ONLY be able to forward an away to someone who was unsuccessful in the original ballot or return it. You should not be able to forward it to someone who did not apply originally - Some season tickets only exist for aways and will be forwarded each game to members. So on that basis, if you forward/donate/sell more than 50/75% of your home tickets you should not be eligible for away tickets - If your ticket is not scanned for more than e.g. 50% of home games (so you're not going basically) then you should not be able to apply for aways. These may seem quite drastic, but genuine fans won't have an issue, you tend to find that fans only have an issue when they want to operate outside of the rules.
5. Just want to raise, surely there is a better way of away tickets being allocated or a way to make the ballot system fair? I, like many others, are 0 successful applications from 4 away games, yet there are people getting 3 or 4 out of 4 away tickets in the ballot- now I know it is random but that isn't overly random- surely there is a system that would result in people not getting a 3 or 4 out of 4 returns and therefore the allocation of away tickets is evenly spread? It keeps being raised by fans, but there is no discussion and exploration into this by the club. However there has been changes made to Euro Away ballots? Surely both processes needed looking at as to how they work more fairly.
6. Can we not look at an alternative way of domestic away returns being allocated/sold? Like a re-ballot, as is being done with European aways? These tickets do not come live at 11am as stated, there are random drops And some people, like myself, do not have the luxury of being able to sit behind a computer all day waiting for them to drop- we have jobs to do, work to complete and not always the availability of a laptop/ pc/ phone The current method isn't fair- it isn't inclusive to all eligible season ticket holders and needs to be A re-ballot would surely be an alternative option?
7. Why can't it be a reballot? Because at the minute they are randomly released online at any time! The only people able to access these are those who can sit behind a laptop/phone all day or have access to this paid 'Discord' group. Anyone working can't do this, so we are excluded from getting away returns Surely a reballot is the fairest system so why is this not being suggested and implemented?

8. Are the club able to confirm if ticket collections will continue at European away games? There is no collection in Porto, and there is concern among many regular travellers that this will continue for future European away games. This would cause the European credit system to be abused, make it difficult for people to get on the 'ladder' and it could also lead to ticket touting. The European ticket collection system is fully transparent and fair whilst also making it easy for people start going to European away games for the first time.
9. Are collections finished? The 1 fair system the ticket office does is Euro away is now finished is it? No collections for 1 game and a game in a city we played in last year against a club we only played in the last 10 years has sold out to people on 2/3 credits because everyone knows there's not going to be collections yet last season it was down to 0/1 credits. I didn't apply knowing I wasn't going but obviously I'm in a minority and tbh I'll think twice about doing this in the future now as I'll just be losing my place on the credit ladder every time I don't go. Being in a position where I'm only missing 1 credit previously to this means it's not much issue this time but there's going to be people on 3/4 credits who'll miss out on tickets in Bucharest in January a potentially big game to decide if we're in a play off or not with a half full end because people have paid a little amount to get further up the ladder. It will also lead to this being a closed shop just as the domestic aways have been for 20 years. Why can't these tickets be locked to phones with location needed to be able to download them on the day of the game
10. Is this the end of collections for euro aways? The current system is a success story. The failure to run a collection at Porto led to many not travelling and loads of tickets being available at inflated prices £200. This has now led to a sell out on tickets for Turkey at 3/4 credits when last years champions league went down to none.... These tickets are already readily available. What are the club doing to verify that credit is given where credit is due? Biggest club in the world and we can't seem to look after fans who want to travel to European aways. We are creating another loyalty pot which is open to and is already being abused. There has been no communication as to what the plans are and lots of people now have travel and accommodation I Turkey booked but have no tickets because those on high credits are playing the system... I appreciate you probably had lots of this and thanks for raising the issue
11. Up to this season, the club has operated a fair, efficient and effective method of ballots and ticket issue for Euro-aways that ensures the away ends are full and minimises touting. The Porto game saw no collections at a city without the potential security problems of Istanbul. The rumour is that this is due to staff cuts. Has the club made the unilateral decision to dispense with collections without any consultation and regard to consequences going forward?
12. I would like to know why they have been scrapped. It has been one of the fairest and most successful ticketing systems that the club have put in place. As it stands, as soon as the draw has been made, I can book flights, hotels and arrange my time off work. I have full credits and haven't missed a Euro away game since 1999. I know that it will not be a problem for me this season, but in two or three seasons time, everybody is going to be on maximum credits, and it is going to be a free for all for tickets. I think I deserve (and there are many more in the same boat as me) some recognition and reward for the money and time spent following United. If it was something as simple as being guaranteed a ticket, then I would be happy, and this is the only system that would be able to do that.
13. Would it not be easier to add the away tickets onto the United app like season tickets/home tickets are already? It would be cost effective as wouldn't need staffing in visiting country and a scan in would mean a credit I'm concerned that these ticket collections will stop as I have seen already what it has done with the Scotland national team aways At the Portugal away game with the national team recently the match was shown as sold out but there was large spaces in the Scotland section and hundreds of tickets being sold outside the away turnstiles Not only has it killed the atmosphere but it has also become a closed shop with the only chance of getting a ticket for some is picking up in a bar or near the ground before the game
14. I would like to raise a point about the seeming change in process to European away tickets, namely that there appears to no longer be collections for the tickets in the host city for the fixture. The consequence of this is it will now be very hard for people to get on the credit ladder, with people not intending to travel to the games applying for tickets in order to protect their credit position. The process of collections was a fair one to ensure that fans were rewarded for loyalty in travelling to support the team, whilst giving fans a fair chance to get on the credit ladder. If this process is to change, more consideration needs to be given to how to protect the integrity of the credit system. For clarity, a random ballot system would be extremely unwelcome and would ultimately damage our excellent travelling support.
15. I wanted to address the recent issues with the club not requiring in-person collection of tickets for European away games. The current system has been effective in rewarding loyalty and giving new

fans a chance, but it's being completely undermined. The decision not to require in-person collection for Porto, combined with supporter knowledge of collections in Turkey has led to some supporters taking advantage by applying/getting tickets without any intention to attend. The fact that Fenerbahçe only went to 3 credits is a clear indication of this. While I understand the complexities of organising collections in places like Istanbul, continuing without ticket collections will only worsen the problem. A closed system will be created, with certain individuals (on higher credits) controlling those tickets whether they travelled and attended the game or not – simply so they can maintain their status. This in turn will create a secondary market rife for touting with those actually attending not being suitably rewarded. The speed and ease 100 tickets from Porto were passed on after the cancellation of the Sportsbreaks trip is clear evidence of this. The long-term impact worse atmospheres and empty away ends, something nobody wants to see given the fantastic support the team currently sees on our travels. Just to add, random ballots are not the solution to this, it would be disastrous as the vast majority of people would not be able to book their trips in advance, pushing up costs for these trips and not rewarding loyalty whatsoever.

16. As a regular European traveller over the past decade now on 8 credits as of Porto away, I'd like to voice my support for the current collections system and my concern that any changes to it could ruin one of the few ticketing systems that actually work extremely well and which protect United's hardcore support by wiping out the black market and guaranteeing travel planning security.
17. I'm absolutely gutted finally became old enough to follow United around Europe and have 2 caps now, Spent a lot of money to get on the ladder as always wanted to follow us in Europe, And now just as I felt I was getting started at the exact wrong time I've been completely cut out any chance of that continuing especially as friends and family on 1 or 0 credits have even less a chance now. This one really is gutting.
18. Please can we be assured that European away tickets will not now become purchased by people with relevant credits with no intention of going and then passing them on/selling them on? As this is going to make people climbing the credit ladder /joining the ladder face an impossible task. The collection process ensured that those with tickets were the ones who wanted to the game. The new system if no collections is going to have the opposite effect
19. I'm worried about European away tickets. Having lost 2 credits this seasons (didn't get to any games last year due to financial constraints of having a baby) I am now down to 1 credit. The change from collection to digital has almost certainly ensured I won't get to a European away game this season. The proof is there with the Fenerbahçe tickets only going down to those on 3 credits. It seems very likely that the decision to move to digital tickets not needing an in person collection is leading to people to apply for each game whether they intend to go or not, and the gap between the likes of myself and those with more credits will only widen. Coupled with the fact that 5% are saved for 0 credits I now feel I have less chance than ever. This will also only get worse as more folk move from 0 to 1 through this 5%. A lot of us will be stuck on 1 until we're back down to 0 and have at least a slim chance instead of no chance.
20. Are the club abandoning ticket collections at European away matches? If so then I like many others are totally against it as I view the collection of match tickets as being one of the successful things the club have done in rewarding fan loyalty, it would be a real backward step if the clubs scrapped these collections as it would just encourage people with no intention of attending a fixture to apply in order to gain a credit and if they weren't going to use the ticket it may well get passed on to someone else and sold at an inflated price whilst a genuine supporter wishing to attend the fixture misses out as they have been unsuccessful in the ballot whilst also missing out on a credit which would then make it harder again to be successful in future ballot. I would be grateful if you raise the issue with the club to please keep the ticket collection at European away matches. Thank you in advance.
21. I'm sure you are aware of all the fallout on social media regarding the club abandoning collections for Porto and possibly Fenerbahce. I am on one credit, and should no collections become the norm it has left me concerned that I may not see United overseas for the foreseeable unless the club intervene for those on one or two credits. I am aware of the cost cutting at the club, that the ticket office is understaffed and that's partly the reason why 'no collections' may become common.

The bottom line is demand exceeds supply. I get that. However, at present, it seems euro ballots will not go down to one or two credits. Depending on allocation, even those on zero credits still have a proportion of tickets ring fenced for them. If United were to draw a Barcelona, a Milan, or a Dortmund, all clubs with huge stadium capacities, these are the type of ties that are popular, and everyone jumps on. Meaning those on lower credits will still face challenges climbing the ladder.

The cumulative effect of the above is that there will be fewer opportunities to climb. I've heard United fans on social media repeatedly say that most European ties in the past few seasons have

gone to zero and there's been plenty of opportunities to travel. This is true. However, my response is there will always be supporters on lower credits. So past ties going to zero isn't the answer. Eventually you will get to a point where no ties go to zero as is starting to happen now. The other issue is, some European destinations, for black and minority ethnic supporters, aren't friendly places. This also applies to some destinations if you are a woman too. So, again this leads to fewer opportunities to travel. Anyway, there isn't much the club can do about this problem but it's a disadvantage for some supporters, nonetheless. While the above offers little in terms of solutions, I hope others in similar scenarios share their experiences with the fans forum so that we can at least start to fix the problem. Of course, if I can help in some way, please let me know.