

**Manchester United  
Fans' Forum Agenda  
Monday 8<sup>th</sup> July 2024**

**Forum Members Present**

Mobolaji Alabi	United Member Rep
Zygmunt Baranski	Loyalty Pot Season Ticket Holder Rep
James Coatsworth	Season Ticket Holder Rep
Duncan Drasdo	Covering ISLO Rep
David Field	Family Stand Rep
Deborah Henry (Virtual)	Women's Team Rep
Dips Jandu	Season Ticket Holder Rep
Carly Lyes	Local Resident Rep
Fiona Lynch	UK Membership Rep
John Massey	Executive Club Rep
John-Paul Monck (Virtual)	Overseas Members Rep
Eric 'Naj' Najib	Rainbow Devils Rep
Zeeshan Qumer	Under-21 Rep
Chris Rumfitt (Virtual)	MUST Rep

**Club and Foundation Officials Present**

Collette Roche	Chief Operating Officer
Jim Liggett	Operations & Maintenance Director
Rick McGagh	Director of Fan Engagement
John Shiels	Chief Executive Officer – Manchester United Foundation
Nicola Wellington	Fan Communication Manager
Rob Goldstone	Senior Commercial Manager

**Agenda**

- 13:30 – 13:35: Welcome and introductions (CR)
- 13:35 – 14:30: Club updates (CR, RG, RMc, JL, JS)
- 14:30 – 15:30: Fan Rep questions / topics to be raised
- 15:30 – 15:45: Pre-submitted questions
- 15:45 – 16:00: AOB

Topic	Speaker	Topic Notes
<b>Apologies</b>	CR	<ul style="list-style-type: none"> <li>Keith Coutts, Chas Banks, Mick Thorne, Demetris Nathanael, Luca Black, Sam Kelleher, Andrew Ward</li> </ul>
<b>Minutes of last meeting</b>	CR	<ul style="list-style-type: none"> <li>The minutes of the March meeting were circulated, approved by reps, and published on the club website.</li> <li>The next meeting is due to take place early next season and information about deadlines for question submission will be advertised on our website <a href="http://manutd.com/fans">manutd.com/fans</a>.</li> </ul>
<b>Forum introduction</b>	CR	<p><b>Welcome and introductions</b></p> <ul style="list-style-type: none"> <li>Welcome to the final Fans' Forum meeting of the 23/24 season. I want to start by thanking you all for your continued support, challenge and desire to improve the experience for all your fellow fans.</li> <li>Before we start, I would like to present James Coatsworth with a gift as a small token of appreciation for his 7 years on this forum and his 2 years as this Forum's representative on the Fan Advisory Board. James has been a fantastic representative for season ticket holders and his tenure, which ends today, has spanned a period which included the pandemic, ESL, strategic review and new ownership, several managers and importantly lots of improvements in our offer to fans for which he played a leading role – including re-introduction of safe standing at Old Trafford, removal of the automatic cup scheme, more junior and youth ticketing discounts, the formation of the FAB and removal of exec seating in the Stretford End. Thank you, James.</li> <li>Today also marks the end of Mick Thorne's tenure as UK Supporters' Club rep. Unfortunately, Mick couldn't attend today but we have sent him a gift in the post and send him all our thanks.</li> </ul> <p><b>New season &amp; new leadership</b></p> <ul style="list-style-type: none"> <li>Today is the first day of pre-season training for the men's first team, with players not on international duty back at Carrington this morning.</li> <li>A week today we will play our first pre-season game of the summer against Rosenberg in Norway, where we are expecting a full house.</li> <li>So, the excitement is really starting to build ahead of our first full season under our new ownership structure.</li> <li>Our new leadership is taking shape, with Dan Ashworth starting last week as Sporting Director, and Omar Berrada due to arrive next week as Chief Executive.</li> <li>We feel these are positive changes that will bring new energy and expertise to the club.</li> <li>But change also means saying farewell to respected colleagues such as Patrick Stewart, who was at our last meeting as interim CEO.</li> </ul>

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		<ul style="list-style-type: none"> <li>• He has left the club after 18 years of dedicated service and I'm sure you will join me in wishing him well for the future.</li> </ul> <p><b>Cost review &amp; restructuring</b></p> <ul style="list-style-type: none"> <li>• There will be other departures too as we continue to restructure the club to ensure we have the right people in the right roles for long-term success.</li> <li>• Significant transformation is required to meet the challenges we face to be successful on and off the pitch. We believe greater efficiency can lead to better outcomes.</li> <li>• The cost review has identified "non-essential" activities we can stop, and we therefore believe we have more people than we need to deliver future club priorities.</li> <li>• We are proposing a club-wide redundancy programme, which we believe will reduce headcount by 250 roles.</li> <li>• There is now a formal consultation under way with colleagues so I can't say any more about the process until that is completed.</li> <li>• But we have not taken this decision lightly and would not be doing it if we didn't feel it was necessary for the long-term health and success of the club.</li> </ul> <p><b>Carrington</b></p> <ul style="list-style-type: none"> <li>• One of the reasons we need to reduce costs is to maximise funds available for investment in our priorities of football success and improving infrastructure.</li> <li>• Football success depends on having high-quality training facilities and a positive environment and winning culture.</li> <li>• That's why Sir Jim has pushed for an immediate redevelopment of Carrington with a £50m project in partnership with Foster &amp; Partners which has started in the past few weeks and will continue all season.</li> <li>• Once completed, we believe the project will put Carrington back at the leading edge of training grounds in European football with world-class facilities for all our teams – men's, women's and Academy – on one site.</li> <li>• You will have read about the disruption this will cause to our women's team, who are moving into temporary facilities while the work is carried out.</li> <li>• We looked at various options and this was the best one to maintain access to our high-quality training pitches at Carrington and keep all our teams together</li> </ul>

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		<ul style="list-style-type: none"> <li>• Our men's first team and Academy will also be impacted by having to share and adapt spaces.</li> <li>• But we firmly believe the short-term disruption for all users of Carrington is manageable – and it will be worth it for the long-term benefits.</li> </ul> <p><b>Women's team</b></p> <ul style="list-style-type: none"> <li>• We have heard the concerns and frustrations that some fans have been expressing. But don't lose sight of the progress made in just six years since the team was reformed.</li> <li>• We have firmly established ourselves as a leading WSL team and won our first major trophy at Wembley in May in our second consecutive FA Cup final.</li> <li>• Our Under-21 and Under-16 women's academy teams also won trophies last season, reflecting the strong focus we are putting on youth development.</li> <li>• Headlines claiming a lack of commitment could not be further from the truth; we are fully committed to building a strong position in the women's game for the long-term.</li> </ul> <p><b>Old Trafford</b></p> <ul style="list-style-type: none"> <li>• Finally, an update on what's happening here at Old Trafford.</li> <li>• Work is under way on our programme of summer works set out at our last meeting.</li> <li>• This includes the replacement of executive seating in the Stretford End with general admission seating – delivering on a key commitment agreed between the club and fan representatives.</li> <li>• We're really looking forward to seeing and hearing the benefits of this change when the season begins, as we continue our efforts to enhance the matchday atmosphere and bring together groups of our most passionate fans who want to watch the game and sing together.</li> <li>• A new project initiated since our last meeting is the refurbishment of the player's tunnel.</li> <li>• The player's tunnel has not seen any major changes since it was opened in 1993 following the redevelopment of the Stretford End.</li> <li>• But when the players walk out against Fulham next month, they will find a much smarter, more modern tunnel interior.</li> <li>• These changes, together with others such as the installation of more rail seating in the north-west quadrant and upgrades to many hospitality kiosks, shows we are continuing to improve Old Trafford in the short-term, even as we consider longer-term options.</li> </ul>

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		<p><b>Stadium project</b></p> <ul style="list-style-type: none"> <li>• Regarding the longer-term project, the Old Trafford Regeneration Task Force met for second time last week, including Duncan Drasdo from this body.</li> <li>• Both meetings have been very positive, and the Task Force is making good progress in exploring the possibilities for a new or redeveloped stadium at the centre of a wider regeneration.</li> <li>• You may have seen the media speculation around naming rights and ticket prices – and it was just that: speculation.</li> <li>• We must look at all possible funding options, but it's still early stages with no decisions made.</li> <li>• What we can promise is that fans – through this forum and other channels – will be kept informed and consulted every step of the way.</li> </ul> <p><b>JM expressed his concerns around naming rights and agreed that any such action should involve fan consultation. CR agreed and confirmed all views will be considered prior to any action.</b></p> <p><b>CL urged the club to reach out to and engage with local communities before any decisions are made on stadium redevelopment and/or regeneration. Relationships need to be established with local stakeholders, communities and residents. CR agreed to pick up with JL and affirmed ongoing consultation with community representatives and local MPs has already started, in person and via a club newsletter. Regeneration will also go beyond Manchester, taking into consideration transport networks, infrastructure, green belts etc.</b></p> <p><b>DD expressed redundancy concerns around fan facing roles and stressed the importance of fan service from Ticketing &amp; Membership and value of Fan Engagement. ZB concurred. CR agreed both departments will play a huge role in stadium redevelopment plans and remain important to the club.</b></p> <p><b>DD asked for all changes to ticketing policies to be formalised; all policy requires discussion via the forum and communications require context. Example of recent flexible ticket introduction was given as something which didn't come to this forum prior to launch. Fan satisfaction is just as important as financials. CR outlined how data will help to measure fan satisfaction and ensure alignment across the club. CR introduced RG to provide more information regarding the fan feedback programme and data-led survey insights.</b></p>
<b>Fan feedback</b>	RG	<ul style="list-style-type: none"> <li>• Following the reference made to our fan feedback programme in the April meeting, we wanted to share more of an overview of the entire programme with you all. The fan feedback programme is a catch-all term that encompasses feedback pathways across products related to the stadium throughout the 23/24 season. <ul style="list-style-type: none"> <li>○ We have facilitated x36 total surveys, receiving over 15,000 responses. This total incorporates x7 matchday experience</li> </ul> </li> </ul>

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		<p>surveys, x23 matchday hospitality surveys, as well as more ad-hoc surveys, with 2 being sent for each of Executive club, Museum and Tour, and Women's fixtures at Old Trafford.</p> <ul style="list-style-type: none"> <li>○ The matchday experience and matchday hospitality survey programmes had a consistent cadence throughout the year to continually collect insights over a season.</li> <li>○ Audiences are segmented to avoid survey fatigue, e.g. STHs received x1 matchday experience survey this season.</li> <li>○ Fans are also surveyed in other areas including United Membership and soon to be from our online shop as well. These do not fall under our "fan feedback" programme here, however, I am happy to answer any questions on these areas as well.</li> </ul> <ul style="list-style-type: none"> <li>● Prior to this season, we did not have a consistent programme where we surveyed match going fans across ticket types. We built and launched a robust feedback programme so we can consistently measure fan satisfaction and make changes and improvements to fans' experiences.</li> <li>● We have three main goals: <ul style="list-style-type: none"> <li>○ to listen to our fans</li> <li>○ to improve the fan experience</li> <li>○ to support our teams on the ground</li> </ul> </li> </ul> <p><b>Matchday experience survey programme</b></p> <ul style="list-style-type: none"> <li>● We regularly surveyed match-going fans who either had a season ticket or a general admission ticket.</li> <li>● We ran post-match surveys at x7 Premier League fixtures this season, which included wins, losses and draws, and mid-week and weekend games.</li> <li>● The surveys typically asked the same c.10 questions in addition to two strategic or tactical question topics which may vary survey to survey.</li> <li>● We had a season average 8.2% response rate and over 7,600 responses. The response rate varied slightly depending on whether we incentivised the survey or not.</li> <li>● To measure the results, we created a metric called Fan Satisfaction Score (FSAT): <ul style="list-style-type: none"> <li>○ FSAT gives a score out of 100 to objectively measure a fan's satisfaction with any given factor.</li> <li>○ We categorised results into five buckets, with 86+ being an outstanding score, and 30 or below being critical and needing urgent improvement.</li> <li>○ The scoring metric is used across surveys and businesses to compare performance and FSAT will become a key performance indicator for all our businesses.</li> </ul> </li> </ul> <p><b>Key takeaways and results</b></p> <ul style="list-style-type: none"> <li>● We received an overall FSAT score of 65.</li> <li>● The top scoring factors were feelings of safety at the stadium (80), ease of entry into the stadium (76), and interaction with staff (76).</li> </ul>

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		<ul style="list-style-type: none"> <li>• Areas for most improvement are food and beverage (53) and atmosphere (63).</li> <li>• The other key takeaway is the trend of in-season improvements. The averages of the first two games vs the last two games, saw improvement in all but one factor. There might be other factors at play here, from results of the games in question, to who each survey was sent to (STH's did not receive the final three surveys), but it still a positive trend to see and one we hope to build on next season.</li> <li>• We also wanted to share additional high-level FSAT analysis on how different factors impact overall satisfaction. <ul style="list-style-type: none"> <li>○ Match-by-match ticket holders (73) were more satisfied than Season Ticket holders (55) – 18-point difference.</li> <li>○ United win (71) versus United loss (53) – 18-point difference.</li> <li>○ 18–24-year-olds (72) according to this survey programme, were our most satisfied age range,</li> <li>○ Women (77) were more satisfied than men (70) – 7-point difference.</li> </ul> </li> <li>• We also try to review all comments provided in surveys. We have summarised the main themes from across the season: <ul style="list-style-type: none"> <li>○ Fans want better quality food from kiosks, and a greater choice of products.</li> <li>○ Fans want better quality beer and draught beer.</li> <li>○ There is general dissatisfaction with the concourses. Either that they are too busy or there are poor quality facilities (typically either the TV screens or the toilets).</li> <li>○ Fans want a big screen(s) within the stadium bowl for highlights, VAR updates etc.</li> <li>○ And finally, the roof leaking negatively impacts fans matchday experiences.</li> </ul> </li> </ul> <p><b>Matchday Hospitality:</b></p> <ul style="list-style-type: none"> <li>• We ran a consistent survey programme this year, x23 surveys sent this season.</li> <li>• We achieved an overall FSAT score of 81, which is good and shows fans are satisfied.</li> <li>• 73% of respondents said they'd be likely to repurchase matchday hospitality tickets.</li> <li>• FSAT improved throughout the season from 78 to 83. We held regular meetings to review survey results with key hospitality stakeholders and made micro-changes throughout the year, helping to improve our offering and, subsequently, satisfaction scores.</li> </ul> <p><b>Executive Club:</b></p> <p>We facilitated surveys at the start and in the middle of the season for Executive Club members (ECM).</p> <p>January results:</p> <ul style="list-style-type: none"> <li>• An overall FSAT of 63.</li> <li>• ECMs are generally happy with their feeling of safety at the stadium, account management and pre-game communications.</li> <li>• The quality of food and beverage scored 57.</li> </ul>

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		<ul style="list-style-type: none"> <li>• Evolution was the best performing suite for overall satisfaction (FSAT 78) followed by the Gallery, Manchester Suite VIP the 1999 Suite (all with an FSAT of 75).</li> </ul> <p><b>Women’s team fixtures at Old Trafford:</b> We ran surveys for both Old Trafford fixtures for the Women’s team this year. Results from Chelsea (May 2024):</p> <ul style="list-style-type: none"> <li>• We scored an overall FSAT of 76, with 80% saying they had a positive matchday experience.</li> <li>• Support for Manchester United was the most popular reason for attendance.</li> <li>• 56% of fans said they were satisfied with the matchday entertainment, showing opportunity for improvement. The lack of female toilets and the long queues for female toilet areas were highlighted as areas to improve upon.</li> </ul> <p><b>Stadium Tour and Museum:</b> We hosted two ad-hoc survey across the season. April 2024 insights:</p> <ul style="list-style-type: none"> <li>• Overall, 95 FSAT with 85% of respondents saying they were extremely satisfied, these are outstanding results, and the Museum Team should be commended for these.</li> <li>• 94% of respondents said that they saw everything they wanted to on their Tour.</li> <li>• Some respondents wanted to see hospitality areas on their tours. Some of these concerns have already been addressed with the launch of new Heritage Tours.</li> <li>• We also asked some specific questions about the interest in new innovative tour products to inform our decision-making in this area.</li> </ul> <p>Whilst we have made micro-improvements in 23/24, our main focus was on getting the programme up and running and understanding the data. Our focus is now to action more insights to drive continual improvements to the fan experience in 24/25 and onwards.</p> <p><b>Matchday experience surveys:</b></p> <ul style="list-style-type: none"> <li>• Fans told us that they would arrive earlier if we had discounts on food and drink, and we trialled this at the Tottenham fixture. Just under 1000 discounts were redeemed between 2 hours and 1 hour before kick-off. We are planning to run more ambitious discounts and more consistently, where possible, in 24/25.</li> <li>• We asked fans whether they would be interested in staying post-match to have a drink / something to eat in a concourse. Around a third of fans said they would be interested. We trialled this after the Burnley game, keeping part of East Stand open for fans to come back in, have a drink / bite of food and watch the 5:30 pm KO. This was a moderate success, with 150 people staying post-match. We plan to trial this again next season, implementing lessons learned to make this more successful.</li> <li>• We are actively looking into ways we can improve the kiosk offering, including potential refurbishment of facilities this summer.</li> </ul>

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		<p><b>Matchday Hospitality:</b></p> <ul style="list-style-type: none"> <li>• Insights told us that fans were dissatisfied with the size of food portions. Food portions sizes were then increased in certain suites.</li> <li>• Off the back of feedback received, more furniture was added to the Pavilion facility.</li> <li>• A range of actions taken throughout the year to improve the Museum package, including improved direction signage and the introduction of a museum quiz / treasure hunt.</li> </ul> <p><b>Plans for this wider programme for next season and beyond</b></p> <ul style="list-style-type: none"> <li>• We will improve our survey processes by focusing on automating processes wherever possible for 24/25, from survey administration to analysing results. By doing this, and streamlining processes, this allows us to run more surveys in 24/25</li> <li>• We're planning on running more surveys next season:</li> <li>• We will run a survey for every home Premier League match at Old Trafford next season (as well as some select Cup fixtures).</li> <li>• To ensure fans don't receive too many surveys across the season, we will build in rules to our survey automations to limit the number of sends any email address receives. Any one given fan should receive 3 surveys maximum across the whole year</li> <li>• We will launch an always on survey programme for Stadium Tour &amp; Museum visitors this season, two days after a visit to our Tour &amp; Museum, visitors will automatically be served with a survey.</li> <li>• We will run a similar matchday hospitality programme to this year and we're working on building out a more strategic and sophisticated survey programme for the Executive Club.</li> <li>• We're aiming to run surveys for every MUWT fixture at Old Trafford and start running surveys for some LSV fixtures as well.</li> <li>• Finally, our focus turns to actioning the insights received, trying to drive real improvements to the fan experience.</li> <li>• We are also committing to regularly share findings and updates with the Fans Forum and propose we do a mid-season update in December.</li> </ul> <p><b>ZB commented the fan feedback programme provides good data. ZB stressed season ticket dissatisfaction lies with interactions via the club. ZB asked if the club can develop an assessment for communication satisfaction and around whether fans think policies – specifically ticketing policies – are fair. FL urged the club to focus on the quality of fan support. DF added fans have an emotional investment in the club. CR agreed to survey fans, and to review how policies are developed/agreed and the tone of voice used in communicating with fans.</b></p> <p><b>CL highlighted STH dissatisfaction in the fan feedback data versus other supporter types. CL requested to see insights mid-season to review ease of access / entry into the stadium following app ticket rollout. RMc agreed to invite RG back at the Dec forum and also shared that survey data will mature depending on day of the week,</b></p>

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		<p>match kick-off time, opponent etc. and will help to inform stadium development.</p> <p>ZB stressed the need for app ticket support on match day and for the club to assure fans ahead of the first match – particularly fans travelling a distance. DF agreed the Friday evening allows less time for supporters to get to the stadium after work. ZB and DD requested for the QR code to be released in the morning of the fixture instead of three hours before kick-off for the first match of the season. RMc reassured that stadium entry will remain the same, tickets are stored in the app rather than a digital wallet. RMc also suggested incentivising supporters to arrive earlier with offers on food and drink. SK agreed to review QR code release time for the first match of the season and to open the Supporter Services office earlier. CR said a full support plan will be in place for any queries/issues.</p> <p>DD requested for the My Tickets button to be made more visible in the app. NW confirmed the product teams are working on a shortcut to improve ticket wayfinding for supporters and reviewing in-app messaging. DJ asked for the club to push messaging that wifi is not needed to access tickets at the stadium. ZQ asked if cup tickets also appear in the app. RMc confirmed. The forum collectively agreed several action points: to ensure sufficient support for fans on match day, to review user experience in the app, to incentivise early stadium arrival and to release QR codes earlier.</p> <p>FL and DF asked to extrapolate new supporters and family stand members from the dataset, respectively. RG confirmed data can be isolated. CL highlighted the collective low score on food and beverage and urged the club to consider local suppliers. CL also identified the potential for post-match incentives to reduce congestion after final whistle.</p> <p>RG departed.</p>
FAB update	CR	<ul style="list-style-type: none"> <li>• Last week the FAB met for the fourth and final time of the 23/24 season.</li> <li>• Collette Roche provided an update on the stadium project, briefing the FAB on the positive discussions held at the first two meetings of the Old Trafford Regeneration Task Force.</li> <li>• Matt Johnson, interim Head of Women’s Football, provided a review of the 2023/24 season and briefed the FAB on plans for the 2024/25 season. FAB members questioned Matt on the impact of redevelopment work at Carrington and he explained the measures being taken to ensure the women’s team continues to be served by high-quality training facilities.</li> <li>• Rebecca Britain, club secretary, gave a detailed briefing on fixture scheduling, explaining the multiple factors and stakeholders involved in the process to determine kick-off times and dates. FAB members expressed frustration over frequent delays to decisions about televised games and Rebecca explained that this was often due to opposition from the police to kick-off times after 3pm on public order grounds. There was consensus between fan and club</li> </ul>

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Fan Engagement	RMc	<p data-bbox="596 118 1321 174">representatives that police attitudes on this matter were unreasonable.</p> <p data-bbox="501 248 692 282"><b>FA Cup finals</b></p> <ul data-bbox="549 286 1477 589" style="list-style-type: none"> <li data-bbox="549 286 1422 416">• We would like to place on record our thanks for the incredible support at both cup finals in May – two fantastic results and the managers and players of both teams recognised the role fans played.</li> <li data-bbox="549 421 1477 521">• Following the discussion and support of this forum, 1000 under 16 season ticket holders were able to attend the men’s FA Cup final at a significantly reduced cost thanks to the £30 subsidy.</li> <li data-bbox="549 526 1477 589">• We were also able to reward two u12 season ticket holders with the chance to lead the team out as mascots for the day.</li> </ul> <p data-bbox="501 622 927 656"><b>Ian Stirling Fan Award 2023/24</b></p> <ul data-bbox="549 660 1477 1272" style="list-style-type: none"> <li data-bbox="549 660 1477 723">• We are delighted to announce that Joseph Glanville is the winner of the Ian Stirling Fan Award 2023/24.</li> <li data-bbox="549 728 1477 828">• We received a large number of nominations from across the world and a panel including members of this forum and the club voted, with Joe receiving the most votes.</li> <li data-bbox="549 833 1477 934">• Joe was nominated by the committee of the Maltese official supporters’ club for a lifetime of work to support the club, his fellow fans and the country of Malta.</li> <li data-bbox="549 938 1477 1135">• This included playing an instrumental role in the Munich exhibition the club launched in February this year, marking 66 years since the disaster and 65 years since the Maltese supporters’ club formed. Joe provided many items from his personal collection for the exhibition and has been key in educating the next generation of Manchester United fans about the Busby Babes.</li> <li data-bbox="549 1140 1477 1240">• I am sure you will all join me in congratulating Joe on his award. He was also a close friend of Ian who I am sure would be delighted to see Joe receive this accolade.</li> <li data-bbox="549 1245 1347 1272">• We have invited Joe over to a game to receive his award.</li> </ul> <p data-bbox="501 1305 1102 1339"><b>Premier League Fan Engagement Standard</b></p> <ul data-bbox="549 1344 1477 1821" style="list-style-type: none"> <li data-bbox="549 1344 1385 1444">• The Premier League Fan Engagement Standard sets out a framework of requirements all 20 PL clubs must adhere to in relation to fan engagement.</li> <li data-bbox="549 1449 1449 1550">• We have been strong advocates for the strengthening of fan engagement across the league and have proactively worked with the PL and their advisors to help develop the standard.</li> <li data-bbox="549 1554 1477 1617">• At the start of the 23/24 season, we published our first ever Fan Engagement Plan – setting out what we planned to do this season.</li> <li data-bbox="549 1621 1477 1684">• Later this week we will publish our end of season report – including a short video charting our activity with fans.</li> <li data-bbox="549 1688 1369 1715">• We will then publish our 24/25 season plan in early August.</li> <li data-bbox="549 1720 1453 1821">• This forum, along with FAB, continues to play a central role in our plans and we thank you all for your ongoing dedication and commitment.</li> </ul> <p data-bbox="501 1854 772 1888"><b>Fan Pitch Day 2024</b></p> <ul data-bbox="549 1892 1477 2092" style="list-style-type: none"> <li data-bbox="549 1892 1477 1955">• We were delighted to welcome 100 loyal fans to our end of season Old Trafford Fan Pitch Day in May.</li> <li data-bbox="549 1960 1477 2092">• Men’s and Women’s team season ticket holders, United members, executive members, fanzines, supporters’ clubs, fan coach providers, fan groups and official fan reps were invited, and we had two brilliant games with lots of laughs.</li> </ul>

Topic	Speaker	Topic Notes
		<ul style="list-style-type: none"> <li>• In addition to this, we worked with our partner adidas to welcome members of Rainbow Devils and Stonewall FC, and Malaysia Airlines to invite members of the local community, to play in their pitch days.</li> <li>• This meant over 200 fans got the chance to live out their childhood dreams this summer.</li> </ul> <p><b>Women's Football Awards</b></p> <ul style="list-style-type: none"> <li>• We were delighted to win the Best Fan Engagement category at this year's Women's Football Awards.</li> <li>• This reflects the hard work we have done to grow and engage with our women's team fanbase, and we would like to put on record our thanks to Deb and colleagues at MUWSC for all their work.</li> <li>• Other nominees included Just Eat / Expedia x Liverpool Women, GirlsOnTheBall, WSL Collective, EA Sports FC, Hyundai x Common Goal, Versus x Glamour UK, Transport for London, Brighton and Hove Albion x American Express</li> </ul> <p><b>Fans' Forum and FAB roles</b></p> <ul style="list-style-type: none"> <li>• As Collette mentioned, after 7 years of tireless service James Coatsworth (season ticket holder rep) and Mick Thorne (6 years and UK Supporters' Club rep) will step down following this meeting.</li> <li>• We will shortly go out to fill both these roles, as well as advertising the Loyalty Pot position which Zyg has now completed 2 years in role.</li> <li>• We would encourage any fan considering applying to do so and to help improve things for your fellow fans.</li> <li>• With James' departure we now have a vacancy on the FAB for a second Fans' Forum rep. Any rep who would like to be considered should send me a supporting statement by 5pm on Wednesday 17 July.</li> <li>• These will then be circulated to all reps to anonymously vote on.</li> <li>• Please note candidates need to have at least 2 years tenure left on their Fans' Forum role to apply.</li> </ul> <p><b>Supporters' club network</b></p> <ul style="list-style-type: none"> <li>• We are delighted to have passed the 300 mark of official supporters' clubs.</li> <li>• We now have 306 clubs across over 80 countries – bringing fans across the globe together.</li> <li>• 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.</li> <li>• This year we ran 6 warm-up events exclusively for our supporters' clubs, welcoming 1,851 fans from 34 countries and 86 clubs. We collectively raised £25,000 for the MU Foundation and we look forward to many more events next year!</li> </ul> <p><b>Tour 24</b></p> <ul style="list-style-type: none"> <li>• We are now just a week away from our first Tour 24 game in Trondheim, Norway v Rosenborg.</li> <li>• We are working with our Scandinavian supporters' club on fan engagement activity and will be doing likewise with our other clubs across Tour.</li> <li>• We again have a packed schedule of fan engagement and MU Foundation events in the USA, and we will provide a summary of activity back to this forum at the start of the season.</li> </ul>

Topic	Speaker	Topic Notes
		<p>The forum watched the Fan Engagement end of season video review. CR thanked the forum and RMc for their efforts throughout the season.</p> <p>DF relayed excellent feedback from family stand members with regards to the under-16 FA Cup Final subsidy. EN asked if the subsidy had any impact on wider clubs or organisations. RMc confirmed the club will continue to represent the interests of fans.</p> <p>CRu requested further context on the decision to keep VAR. CR and RMc advised the decision was to keep VAR but not in its current state; e.g. introduction of semi-automated offsides. CR agreed to feedback to the forum as and when the club receives confirmation.</p> <p>MA departed.</p> <p>CL relayed great feedback from fan pitch days and asked the club to consider making applications more accessible and inclusive. RMc relayed the increase in women's participation across all fan pitch days - despite a relatively low number of applications received – and inclusive opportunities such as managerial positions and fan reporters on the day for those fans unable to play football. DH added women may feel apprehension and to liaise with fan reps to communicate to wider fanbase. RMc welcomed all ideas to help improve and optimise the pitch day experience for fans. JS outlined the Foundation pitch day in place for under-18s. RMc added the club would need to adhere to FA regulations and safeguarding policies for any under-18 activity but would keep looking for opportunities for younger fans.</p> <p>DH congratulated EN for a brilliant Rainbow Devils pitch day, supported by adidas.</p>
Ticketing Update	SK	<p><b>Season Ticket Renewals</b></p> <ul style="list-style-type: none"> <li>• I'm pleased to confirm that we had another successful Season Ticket renewal period, with the second lowest ever churn.</li> <li>• All fans required to relocate due to stadium reconfiguration were provided priority windows, including outbound calls to talk through their options.</li> <li>• We also made general relocations available and communicated this online for the first time. However, with such high renewal rates availability was limited.</li> </ul> <p><b>FA Community Shield</b></p> <ul style="list-style-type: none"> <li>• After our fantastic FA Cup final victory, we will play in the Community Shield on Saturday 10<sup>th</sup> August.</li> <li>• We have an initial allocation of 31,500 tickets. Season Ticket holders who purchased all 23/24 home cup games, and Executive Club Members are eligible to apply for tickets via an online ballot.</li> </ul> <p><b>Domestic Away Games</b></p> <ul style="list-style-type: none"> <li>• We discussed domestic away games at length in the last meeting, where it was agreed the sub-group would meet to discuss further. The sub-group did meet but it was requested that we discussed ticket checks and digital ticketing in the main. On the assumption we want to discuss these concerns raised, I propose we set up</li> </ul>

Topic	Speaker	Topic Notes
		<p>another meeting as soon as possible where we can talk through the items agreed on last time.</p> <ul style="list-style-type: none"> <li>• As a reminder the topics were: <ul style="list-style-type: none"> <li>a) <b>Reservation process:</b> Review of the initial requirement and requests, given the number of tickets not being paid for and fact that it encourages increased applications – we only want fans to apply for the games they intend to go to.</li> <li>b) <b>Forwarding:</b> Should we enable this at all, and if so where, when and to who. Should we introduce a maximum number of times a fan can forward an away game ticket per season.</li> <li>c) <b>Large scale collections:</b> Conduct as many as possible appears to be the overwhelming feedback. What should be done when people are asked to collect and don't (including those who forward or cancel). Should any groups be prioritised etc.</li> <li>d) <b>Ballots:</b> Whilst we will not change the structure of existing 'pots' or the random nature of the ballot, there is the opportunity to change elements, e.g. some feedback is that people should return to the back of the queue once they have been successful.</li> </ul> </li> </ul> <p><b>UEFA Europa League Format Changes</b></p> <ul style="list-style-type: none"> <li>• The 2024/25 season sees a new format for UEFA competitions. Rather than a Group Stage as we are used to, playing against three teams both home and away, there will instead be a League Stage. We will play eight different teams; four at home and four away.</li> <li>• As requested in this forum, we will return to the process of balloting tickets for European away games in order of credits (including returns). Only within the week of the game will released tickets be sold online.</li> <li>• We will continue to offer a 5% allocation for any game where the allocation is over 2,500 (this includes league stage games) which will be available to all fans, including those with no credits.</li> </ul> <p><b>Digital Ticketing</b></p> <ul style="list-style-type: none"> <li>• We've now officially launched app ticketing and a sub-group of this forum also met to discuss and try out new functionality before it was rolled out to all Season Ticket holders – thanks for everyone who supported us with this and provided lots of feedback.</li> <li>• We're pleased to confirm that whilst it has been a very busy period with lots of questions, we are making good progress with testing and as of this morning 68% of Season Ticket holders have completed testing with one of the test events within the app. A further 9% have also accessed the app, registered their device, but not forwarded, donated or resold.</li> <li>• We will start to make Season Ticket holders' match tickets available for use, forwarding, resale or donation once all Season Ticket holders have completed the testing. No tickets will be released beforehand.</li> <li>• We thank fans for their cooperation and enthusiasm regarding this change, which will see tickets more secure than ever as well as us pioneering digital ticketing in the Premier League which we are proud of, ahead of forthcoming compulsory changes.</li> <li>• In terms of on matchdays, whilst we would like to reiterate that there is no change to the technology being used to scan in the stadium (and therefore all fans will have overcome initial issues in the testing phase), we will hold individual briefing sessions with all stewards and here to help staff.</li> </ul>

Topic	Speaker	Topic Notes
		<p><b>Fixture Release</b></p> <ul style="list-style-type: none"> <li>• Premier League fixtures were released on Tuesday 18<sup>th</sup> June, and our first ticket release of the season took place that day. In a change to previous seasons, we sold tickets only to fans who had already joined as members, and limited fans to purchasing tickets for 2 games.</li> <li>• This was in response to fan feedback regarding difficulty in obtaining tickets with there being such high demand. As a result, 50% more members were able to purchase on fixture release day.</li> <li>• As usual, there will be many more releases during the season, and a mixture of large multi-game releases as well as smaller individual games.</li> </ul> <p><b>In Chas' absence</b></p> <ul style="list-style-type: none"> <li>• <i>After the nightmare that we went through last season (breaking up the cabal that were manipulating the away ticket distribution) we want to see more regular, random checks at away grounds incorporating photo ID, making sure that the person in that wheelchair space has a genuine wheelchair ticket of their own. The same parameters should also apply to Ambulant Disabled fans too.</i></li> <li>• <i>A big well done and thank you to the club for their hard work in investigating the wrongdoing and taking significant action. Although we have to admit disappointment that the people who supplied the tickets were dealt with so lightly on appeal.</i></li> <li>• <i>Anyone caught passing on Disabled tickets should receive serious sanctions. We need to move away from the concept of ticket "misuse" promoted by non-disabled people and recognise that in the case of disabled ticketing it is not misuse, but abuse, and serious abuse at that.</i></li> <li>• <i>It denies genuine entrants to the ballot tickets that they are entitled to, and hands power and patronage to a small group of people.</i></li> <li>• <i>I ask this, bearing in mind that MUST is strongly promoting the concept of ticket misuse as an alternative to ticket touting. Whilst we understand how this might apply to the large number of non-disabled fans who wish to travel to away games, it most definitely does not apply to the relatively small number of tickets available to disabled fans.</i></li> </ul> <p><b>ZB asked if all relocations were facilitated. RMc confirmed. ZB asked for the dedicated domestic away game sub-group to meet at an opportune time for the majority of fan reps to attend.</b></p> <p><b>FL asked the club to consider app support for members and supporters attending Old Trafford for the first time, with particular emphasis on Christmas and New Year, as many supporters will get a new phone. JC agreed. ZB asked what actions fans can take if they have a new phone. NW highlighted app support hub on the club website and FAQs section. CR agreed the club will consider feeding this information at the right time.</b></p>
Operations update	JL	Highway

Topic	Speaker	Topic Notes
		<p><b>Talbot Road</b></p> <ul style="list-style-type: none"> <li>• Works on Talbot Road and Chester Road are nearing completion following junction and signal upgrades as part of the Active Travel Fund programme.</li> </ul> <p><b>Stretford Mall</b></p> <ul style="list-style-type: none"> <li>• Public realm and active travel improvements are ongoing until autumn 2024, carriageway redesign works will take place on Kingsway, between Chester Road and Barton Road. The lane closure will impact traffic on the A56 Chester Road and fixtures at Old Trafford.</li> <li>• 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"> <li>• New crossing points</li> <li>• New cycle lanes</li> <li>• New footpaths</li> <li>• New tree planting and green spaces</li> <li>• Resurfacing Barton Road junction</li> <li>• Re-design of Kingsway to reduce speeds and improve the space for cyclists and pedestrians.</li> </ul> </li> </ul> <p><b>East Lancs (A580)</b></p> <ul style="list-style-type: none"> <li>• Improvement works will take place on the A580 East Lancashire Road at the Lancaster Road and Worsley Road junctions are now being finalised with minor works however no disruptive traffic management is anticipated.</li> </ul> <p><b>Red Routes</b></p> <ul style="list-style-type: none"> <li>• To address the issue of illegal parking and poor driving behaviour on matchday, which impacts the everyday lives of local residents, Trafford Council are proposing to install Red Routes on Chester Road and a Red Route Clearway on Wharfside Way.</li> <li>• A Red Route is a 'no stopping' restriction which has worked well on major routes in London for many years. Red Routes keep traffic and public transport moving to prevent delays for everyone, including bus passengers, and improve safety for pedestrians and cyclists.</li> <li>• A Red Route Clearway has the same no stopping restriction as a Red Route, but the start and end of the clearway is marked by the following traffic signs, with repeater signs throughout and there are no double red lines. Again, the 'no stopping' restriction applies to footways and verges as well as the carriageway.</li> <li>• The consultation on the proposed Red Route has now closed and feedback has been considered. Trafford Council will confirm next steps in due course.</li> </ul> <p><b>Chapel Street / New Bailey Street</b></p> <ul style="list-style-type: none"> <li>• Lane closures and temporary traffic signals from August 2024 for one year.</li> </ul> <p><b>M62 full closures</b></p> <ul style="list-style-type: none"> <li>• Scheduled on 6th to 9th September and 20th to 23rd September between junction 18 to 20 eastbound and 19 to 20 westbound for bridge demolition and reconstruction.</li> </ul> <p><b>Metrolink</b></p> <p><b>Planned Engineering</b></p>

Topic	Speaker	Topic Notes
		<ul style="list-style-type: none"> <li>• From Wednesday 24 July to Monday 19 August, work will take place close to Shudehill tram stop and, at the same time, Market Street tram stop. During this time, no trams will operate between Market Street and Shudehill.</li> <li>• From Tuesday 27 August to Tuesday 17 September, work will take place at Piccadilly Gardens. During this time, no trams will operate between Piccadilly Gardens and St Peter's Square. Trams will continue to operate as usual between Piccadilly and Victoria, and from St Peter's Square to Victoria via Exchange Square. A bus replacement service will run between Deansgate-Castlefield and Piccadilly.</li> <li>• From Saturday 19 October to Thursday 31 October, work will take place on the Rochdale line. No tram services will operate between Rochdale Railway Station and Rochdale Town Centre. A bus replacement service will operate between the stops.</li> </ul> <p><b>Buses</b></p> <ul style="list-style-type: none"> <li>• The post-match City Centre shuttle buses will be withdrawn. TfGM are exploring options, however, it's likely the buses will not be reinstated prior to the third tranche of bus franchising, early January 2025, which incorporates Trafford.</li> </ul> <p><b>Rail</b></p> <p><b>Industrial Action</b></p> <ul style="list-style-type: none"> <li>• Industrial Action by ASELF is ongoing, impacting 12 rail operators nationally, including Avanti West Coast, Northern and TransPennine Express. Action includes days with no services operating and an overtime ban resulting in unplanned/late notice cancellation of services.</li> <li>• Other events that clash with fixtures (subject to any broadcasting changes): <ul style="list-style-type: none"> <li>• 31st August: Festwich at Heaton Park</li> <li>• 28th September: Herbalife at AO Arena</li> <li>• 19th September: Keane at Co-op Live</li> <li>• 19th October: Peter Kay at AO Arena</li> <li>• 19th October: Wallows at O2 Victoria Warehouse</li> </ul> </li> </ul> <p><b>ZB questioned the withdrawal of post-match city centre shuttle buses. JL advised TfGM committed to a trial and upon review it was not considered economically viable. JC suggested asking fans how much they would be willing to pay for a trip, if this could go some way to covering costs and a further review by TfGM. CR agreed.</b></p> <p><b>CL asked why there was only one shuttle bus trip per match and whether buses could be facilitated where a franchise already exists. JC requested further information from TfGM on improvements being made to the existing trams. ZB and DF highlighted fans making alternative arrangements and walking due to full trams is an ongoing safety and safeguarding concern. JL took an action to request a formal response from TfGM.</b></p> <p><b>JM requested subtitles to be added to concourse TVs. JL agreed to action.</b></p>
MU Foundation update	JS	Education on tragedy chanting

Topic	Speaker	Topic Notes
		<ul style="list-style-type: none"> <li>• Manchester United Foundation is built upon the legacy of the Busby Babes. The club is defined so much by them and the Munich Air Disaster, but unfortunately, we know too well that this tragedy and others, like Hillsborough in 1989, are still the subject of tragedy chanting today.</li> <li>• Fixtures for our men’s and women’s teams against Liverpool during the last quarter presented an ideal opportunity for the clubs’ respective Foundations to launch a new initiative; educating young people on the hurt caused by tragedy chanting. The workshop followed the 66th anniversary of the Munich Air Disaster and came 35 years on from Hillsborough and will help to eradicate tragedy chanting among fans in future generations.</li> </ul> <p><b>Player engagement</b></p> <ul style="list-style-type: none"> <li>• As is tradition at the end of each season, we’ve recognised the efforts of Manchester United players in supporting the Foundation’s work, by crowning our PFA Community Champions for the 2023/24 campaign.</li> <li>• Andre Onana received the prize for our men’s team, after joining the fun at one of our free football community sessions in December, only a stone’s throw from Old Trafford. Andre also visited the children’s ward at Royal Manchester Children’s Hospital recently and donated his old football shirts so they could be converted into hospital gowns for use by young patients.</li> <li>• Fellow goalkeeper Phallon Tullis-Joyce was recognised with the same honour for our women’s team. Phallon recently delivered a lesson in marine-biology – a subject she’s incredibly passionate about, and earlier in the season, Phallon visited our partner school in Levenshulme with Irene Guerrero. The pair joined science and Spanish classes before joining a football session.</li> <li>• Our men’s first-team squad also welcomed fans with life-limiting illnesses to Carrington as part of the Foundation’s latest Dream Day experience in April. These supporters had the opportunity to watch the team train before meeting Erik ten Hag and members of his squad, giving fans cherished, lifelong memories.</li> <li>• We’ve also been proud to see men’s and women’s Academy players getting involved in our work, as a selection of men’s Under-21 players met youngsters at our Easter half-term camps. Meanwhile, players from our Girls Academy helped to encourage female students to get involved in sport at another of our partner high schools.</li> </ul> <p><b>Providing support and experiences</b></p> <ul style="list-style-type: none"> <li>• As we’ve just mentioned, we delivered a wide-ranging Easter programme for our participants, giving young people a safe place to go outside of school term-time. At two sites, we provided over 60 children with free lunches as part of a government initiative to combat food poverty.</li> <li>• A selection of our pupils in Wigan represented the Foundation with distinction at Wembley Stadium, presenting their social action ideas around mental health to the Premier League. The pupils also enjoyed a series of enrichment activities during their stay in London; such experiences are key to how we develop and inspire our young people.</li> <li>• Back at Old Trafford, more than 150 young people had an amazing day playing on the hallowed turf at the Theatre of Dreams as part of a pitch day experience gifted by adidas. This allowed us to welcome school children from our education, community and inclusion</li> </ul>

Topic	Speaker	Topic Notes
		<p>programmes to play on the pitch and follow in the footsteps of their Manchester United heroes.</p> <p><b>Thanking fans</b></p> <ul style="list-style-type: none"> <li>• With the imminent end of the school year comes the time to reflect. We will develop an academic impact report to showcase the achievements of the Foundation and our young people – but also, the contribution fans have made towards our work.</li> <li>• A headline contribution from fans is £567,000 being raised through this season’s ticket donation scheme.</li> <li>• We have today sent an open letter to all season ticket holders via email, which will give you an idea of just how far your support goes in impacting the lives of thousands of young people each season. The letter is also available to read online, and in print for those at today’s meeting.</li> <li>• We’d also like to thank executive club members who purchased tickets through our match day lottery during the 2023/24 season, raising an additional £324,000.</li> <li>• During a time when sourcing funds has become more challenging, and the issues facing young people more complex, we could not be more grateful for the support of the Manchester United fanbase.</li> </ul> <p><b>Fundraising</b></p> <ul style="list-style-type: none"> <li>• Finally, we look ahead to more exciting fundraising opportunities next season, which will involve plenty of familiar faces.</li> <li>• We’ll first mention our Kilimanjaro trek in October, when an intrepid group of United fans will join myself (John Shiels) and Bryan Robson to complete this epic climb, all the while raising funds for our work.</li> <li>• Closer yet on the horizon is our latest Legends match, United v Celtic at Old Trafford on Saturday 7th September. This will be another fantastic occasion, again involving Bryan Robson as boss and a number of fantastic ex-players like Antonio Valencia, Darren Fletcher, Dimitar Berbatov, Nicky Butt and Paul Scholes.</li> <li>• All our Legends play for free, which we’re so appreciative of, as they recognise how the community benefits from them coming together in the name of the Foundation.</li> <li>• Be it former players, Foundation and club staff members, participants and the fans, everyone pulls together for Legends matches at Old Trafford - and it creates a tremendous sense of unity and enjoyment.</li> <li>• It’s an event that means a great deal to us all, not least the young people we serve, and we hope to see you there. Thank you.</li> </ul>
<b>MUDSA Update</b>	CB	<p><b>The Foundation</b></p> <ul style="list-style-type: none"> <li>• 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.</li> <li>• MUDSA &amp; 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:</li> <li>• 20 MUDSA members (ideally under 18) will complete the following:</li> <li>• Sports Leaders qualification</li> <li>• FA Playmaker qualification</li> <li>• Volunteer for Manchester United Foundation</li> </ul>

Topic	Speaker	Topic Notes
		<ul style="list-style-type: none"> <li>• Access leadership workshop from Foundation and club staff</li> <li>• Also, the committee will be part of a roundtable discussion with the members on the following:</li> <li>• How and why we became a MUDSA committee member?</li> <li>• What skills are required for your role?</li> <li>• What is the thing you most and least enjoy about being on the committee?</li> <li>• Rick Clement will be acting as lead on this project for MUDSA and it's something we're all excited about.</li> </ul> <p><b>The MUDSA Cup</b></p> <ul style="list-style-type: none"> <li>• Our flagship event, the MUDSA Cup returned to Carrington on June 15th, and we managed to get through it all before the heavens opened.</li> <li>• The MUDSA Cup is a mixed ability event i.e. boys and girls playing in the same team, plus disabled and non-disabled. Age criteria is 12 to 16 inclusive, so it was a little surprising last year to see one team field a player with a full beard and another field 3 players well over six feet tall, but hey ho.</li> <li>• We had 16 teams enter this year, with Stoke beating Liverpool in the final to win the cup, which was a bit of a relief! United won the MUDSA shield, so it was a good day all round.</li> <li>• The tournament is funded by MUDSA and forms part of our "Ability Counts" partnership with Manchester United Foundation that has seen over 100 disabled participants access free weekly football sessions in the first half of the season already. As well as the football, families are able to access various workshops on health and wellbeing, equality and weekly support on how to have a positive mental health from Manchester Mind.</li> <li>• It is a very special day for the young kids who get to represent their club and wear the team shirt. They all go home with a medal and of course, it's an equally special and very proud day for their parents.</li> </ul> <p><b>MUDSA Annual Bowling Challenge</b></p> <ul style="list-style-type: none"> <li>• This took place on June 2nd is always a popular family event, with 95 people bowling. Everyone takes part; and one way or another, finds a way of getting that ball down the lane. Trophies were won and all the kids get a medal, but most importantly have a great day out.</li> </ul> <p><b>MUDSA Trip to Carrington</b></p> <ul style="list-style-type: none"> <li>• The second MUDSA trip to Carrington of the season took place on May 18th and the lucky people whose turn it was were seriously excited. They visited Carrington and got to see the team train from the balcony of the Jimmy Murphy centre.</li> <li>• After training, they travelled down to Old Trafford for a tour of the stadium, followed by a hot drink and cakes in the red café. It's a truly memorable day out for the members who get to go after being on the waiting list for years in some cases.</li> </ul> <p><b>MUDSA AGM</b></p> <ul style="list-style-type: none"> <li>• We are holding the AGM on July 16th in the Ability Suite at Old Trafford. Members are welcome to come along.</li> </ul>

Topic	Speaker	Topic Notes
<b>AOB &amp; Members' Questions</b>		
<p><b>CRu asked to clarify the club's position on the Independent Football Regulator. JC commented the forum has welcomed the regulator. CR advised club stance has not changed.</b></p> <p><b>CRu asked for clarification on the club's position in respect to playing Premier League games overseas. CR confirmed the club stance has not changed.</b></p> <p><b>DF and FL asked to review on sale ticket policy to allow members and families to buy seats together. RMc advised under-16 tickets are transferrable to non-members and CR agreed to review.</b></p> <p><b>CL requested a status update on the fan share scheme following completion of the strategic review. CR agreed to update the forum.</b></p> <p><b>JC expressed his thanks to the club and fellow reps throughout his tenure on the forum. CR thanked JC and forum reps for their work, time and commitment to the interests of fans.</b></p>		
AW		<p><b>Can I ask why at a minimum the fan advisory board were not consulted on the removal of FA Cup replays? This is from the clubs website: "The Fans' Advisory Board (the "FAB") is a body set up to facilitate in-depth consultation between the club and a group of fan representatives on strategic matters affecting the club and fans. The objective is to increase fan input into the club's decision-making processes and ensure that the fans' perspective is heard at the highest levels of the club. Issues covered by the FAB include: (a) competition matters; (b) enhancing the fan experience (c) stadium development projects; (d) sustainability and corporate and social responsibility initiatives; (e) improving fan products and services (f) football governance; and (g) fan share ownership" Surely removal of replays fall into at a minimum "competition matters".</b></p> <p><b>Also, can the club inform us on their position on FA Cup replay removals, considering it must have had approval from the majority of premier league clubs prior to the removal?</b></p> <p><b>Finally, will the club commit to FAB consultation, at a minimum, on the proposed VAR removal in the premier league? Or was the FAB just a token gesture following the ESL fall out?</b></p> <p>Removal of FA Cup replays from the first-round proper next season was agreed by the FA and the Premier League as a way of protecting exclusive weekends for the FA Cup, and to manage the increasing challenge created by fixture congestion. While we were not a leading actor in the discussions, we were supportive of the decision. We did not feel it required consultation with FAB considering that there was no change in the club's commitment to participation in the FA Cup, and because the principle of FA Cup rounds without replays is already established. However, we note the points made in the question and will keep them in mind in future.</p> <p>Regarding VAR, in consultation with the FAB, we supported MUST in canvassing fan opinion on the issue by distributing a survey to all season ticket holders.</p> <p>We remain fully committed to working with our FAB, along with this Forum and MUST, as the main pillars of our fan engagement structure.</p>
AW		<p><b>It would be great to know if there is a Junior Task Force for the regeneration of Old Trafford and the local area? I am a season ticket holder and work in Real Estate and regeneration, and it would be great if there was a Junior Task Force for young people in the industry to be involved and who also support United.</b></p> <p>There is no Junior Task Force at present but we have taken note of the idea and will feed it into our work with the Old Trafford Regeneration Task Force, which was set up to examine options for developing a world-class stadium at Old Trafford to drive regeneration of the surrounding area. The</p>

Topic	Speaker	Topic Notes
		Task Force includes a range of stakeholders and experts to explore how to deliver a stadium project capable of driving social and economic benefits for the local community and wider region, including for young people.
AW		<p><b>Why is there no mention of the women's youth team on the official app or website, just as there is for their respective male equivalents?</b></p> <p>We are gradually increasing our coverage of the women's Academy, including the multiple trophy wins by our Under-21 and Under-16 teams last season. For the first time, we have added the Women's Youth Cup to our club honours board, reflecting the growing importance of women's youth development both to Manchester United and to the game in general. There are still discrepancies with the men's youth game; for example, Opta, which supplies the data for our fixtures and score pages, does not cover women's academy games. We will continue working with partners to increase coverage as the women's youth game develops.</p>
AW		<p><b>Why don't we have full time dedicated scouts for the women's team?</b></p> <p>Our head of women's recruitment watches players all over the world to identify and monitor talent, while our technical staff are responsible for scouting opponents, with both these areas supported by extensive use of video and data analytics. Our academy leaders are responsible for scouting at youth level; for example, our Academy Manager has just returned from the UEFA Under-17s Championship in Finland, and we employ casual scouts to cover the U11-U15 age groups. Our boy scouts also send in reports and recommendations when they see high-potential girls playing in boys' games. Like all aspects of the women's game, scouting is at an earlier stage of development than for the men's game, but we expect it to continue positively evolving.</p>
AW		<p><b>When is a representative of INEOS going to come &amp; watch a live women's team game in person? They have watched a few men's games, but no women's team games yet.</b></p> <p>The women's team is a hugely important part of Manchester United and will continue to be in the future. We have had representation from all parts of our ownership and leadership at women's games already and will continue to do so.</p>
AW		<p><b>How has the women's FA Cup final &amp; the men's Premier League game v Arsenal been allowed to clash? Why has the Arsenal game not been moved to another day to fully give the women's team the full day to themselves?</b></p> <p>We were as disappointed as fans about this clash, which occurred because our men's game against Arsenal was scheduled by the Premier League before it was known that our women's team would be in the FA Cup final. Changing the date of the Arsenal game after the clash became known would have been highly disruptive to many stakeholders, not least fans who had plans in place for attending Old Trafford. Going forward, we will continue to encourage competition organisers and broadcasters to liaise as closely as possible on fixture scheduling across the men's and women's games to minimise clashes, while recognising that some will remain unavoidable.</p>
AW		<p><b>When all fan surveys (with a high proportion of match-going fans included in these surveys) stated we do not want VAR in the Premier League- why did the club still decide to vote in favour of keeping it? Why was there no decision to even discuss with fans directly what their preference would be considering it ruins the fan experience (especially in stadiums)?</b></p> <p>The club supported MUST in distributing its VAR survey to all season ticket holders and over 14,000 fans responded. Of these, 50.6% wanted to abolish VAR, while 48.8% wanted to keep VAR but with improvements. So, while there is near unanimity in fans' dissatisfaction with the way VAR is currently applied, there is no consensus to get rid of it altogether. In addition to fan opinions, the</p>

Topic	Speaker	Topic Notes
		club also consulted our football leadership in formulating our position on the issue. We ultimately decided that VAR should be retained, but we share fans' desire for improvements in the way it operates.
AW		<p><b>Please can the club give their commitment that they will not back plans in future to have some official Premier League games played abroad. (This comes after La Liga push for some of their official league games to be played elsewhere globally).</b></p> <p>This is a matter for the Premier League and there are no plans to pursue this idea.</p>
RMc		<p><b>A year ago it was agreed that Fans' Forum dates would be as close as possible to matchdays to facilitate that overseas fans forum members could in one trip attend the meeting and a game with ease, being that all travelling costs are covered by the fans forum members themselves. This was not adhered to this past year. Please provide assurances for upcoming season.</b></p> <p>We will look to do this wherever possible for the upcoming season.</p>
AW		<p><b>A comment from the fanbase that the United Home shirt (plus shipping) keeps getting more expensive year after year.</b></p> <p>Pricing of all our kits is set by adidas at a competitive level consistent with other teams.</p>
AW		<p><b>How come the men's pre-season fixtures have been announced but nothing in terms of the women's pre-season games?</b></p> <p>The WSL season kicks-off more than a month later than the Premier League season; therefore, the men's team pre-season schedule is naturally confirmed earlier than the women's team. Another factor is that pre-season friendlies for the men's team tend to involve larger stadiums as part of overseas tours which necessarily involve longer lead times. As the women's game evolves, we would hope to see similar opportunities for our women's team in future.</p>
JL		<p><b>The club has some of the best accessibility seating and areas in the country, but only once supporters get to the stadium; The current arrangements only makes a token gesture following the game with the buggy transfer to N3 Carpark only offering one journey with maximum of 8 passengers. There is disabled parking for individual cars, so don't understand why arrangements couldn't be made for supporters with mobility issues that travel on coaches with MUSC Branches With an aging Branch Membership and associated disability issues, would the club consider offering coach parking, closer to the stadium?</b></p> <p>We do provide a golf buggy to help transport those supporters with mobility issues to the N3 Car Park area post-match. This is a single trip as multiple trips are not viable due to high levels of pedestrian and vehicular traffic post-match in this area immediately after the match.</p>
RMc		<p><b>In regards to MUTV, why do they not show any past women's matches from years gone by, like they do for men's games of years gone by?</b></p> <p>Thank you for your question; our 'historic' content traditionally covers archive/classics originating before 2019 for both men's and women's teams. This is something, however, our media team can look into for MUW classic games.</p>
RMc		<p><b>Would it be at all possible to get the MUW fans coach to pick up from Manchester Piccadilly Station or at least not the furthest Old Trafford car park, which makes it really hard to regularly get on the coach.</b></p>

Topic	Speaker	Topic Notes
		We will feed this idea back to our coach operator. Traditionally the coaches depart from Old Trafford where we supply free secure coach parking for all fans travelling.
JL		<p><b>Will there be more stewards at home games at Leigh Sports Village to stop people running towards the front of the stadium, &amp; blocking the view minutes before the end of the game? It is most infuriating.</b></p> <p>Thank you for your feedback. We have shared your feedback with the LSV Management Team. They are aware of some of the issues post-match, and they are already investigating how these can be addressed.</p>
RMc		<p><b>Why is there a distinct lack of women's team merchandise, away from shirts?</b></p> <p>Next season we have 234 (176 adidas &amp; 58 monobrand) female options confirmed so far (not including unisex lines) - an increase of +102% on season 23/24.</p>
AW		<p><b>Why don't the club open the ground and invite the fans in when a new player is signed and presented? It'd be a great thing for the local kids to see, many won't have ever set foot inside Old Trafford. In a similar vein it was disappointing that the club didn't parade the FA Cup, whether in town or at the ground, another opportunity the club has to give back to the local community, let the kids see the players and the cup in the flesh.</b></p> <p>We have unveiled some recent signings, including Casemiro and Raphael Varane, in front of our fans on matchdays at Old Trafford. Away from matchday, there is not a tradition of large-scale signing ceremonies in English football, but, over the past year, we have invited small groups of fans to Carrington to meet several new signings on their first day at the club.</p>
AW		<p><b>It was great to see the £50m investment in Carrington announcement. When the work is finished, it would be great to share what it looks like, such as with a player filming a tour. The same is true for any changes to Old Trafford.</b></p> <p>Thanks for this good idea. The Carrington redevelopment project will last for the duration of the 2024/25 season but, when it is completed, we will certainly be keen to show-off the benefits of the work. The Old Trafford development project will be on a multi-year timescale and we will look for opportunities to record progress along the way and show it to fans.</p>
RMc		<p><b>Will Manchester United look to work with the AFSC and improve their armed forces covenant rating?</b></p> <p>We are delighted to welcome the Armed Forces Supporters' Club to our network of official supporters' clubs and look forward to working with them on a range of matters.</p>
RMc		<p><b>I hate to admit of being jealous of Liverpool when I hear their anthem. We need an anthem to raise the hairs on the neck of every united fan when we walk on the pitch.</b></p> <p>We believe terrace chants and atmosphere should be fan led wherever possible. If there are songs fans want playing pre-game, then they can submit them via <a href="mailto:enquiries@manutd.co.uk">enquiries@manutd.co.uk</a></p>
RMc		<p><b>Other clubs have an option/chance for children to register to be a matchday mascot some offer it via a ballot type registration or some charge a set fee but i have previously enquired and been informed there is no option for regular fans, i understand the foundation exclusively allocates matchday mascots to deserving children which is great for them but fans should also be able to have the chance for their children too. why can we not introduce a ballot style application/register where children are randomly selected and if selected a set fee/donation is made to the foundation, this would help regular fans children also have the</b></p>

Topic	Speaker	Topic Notes
		<p><b>chance of an experience they will never forget, some matchdays there are hardly any mascots, sometimes its just the players own children, it would mean the world to me to see my sons walk out with the players and it would help instil united into their hearts for life, please can we something like this to get the fans a fair chance to get this to be available for our own children too?</b></p> <p>We regularly look at opportunities to give our young fans incredible experiences and being a matchday mascot is part of this. We were able to invite two u12 season ticket holders to lead the team out at Wembley for the FA Cup final and we are also having some fans walking out with the team on Tour.</p> <p>We have some contractual rights for Premier League mascot places and as you mentioned our ongoing commitment to the MU Foundation. But I can assure you we will keep looking at how we can give more of our younger fans the chance to live out their dreams.</p>
SK		<p><b>What are the reasons behind the hiking of the season ticket prices from last year to this year?</b></p> <p>As detailed in Season Ticket renewal communications:</p> <p>“We understand the economic pressures that many fans are feeling at the moment, and we are committed to keeping our prices among the most competitive in the Premier League. However, to ensure the club operates on a sustainable basis and to support investment in the team and stadium, <b>Season Ticket prices will increase by 5% next season</b>, rounded to the nearest pound, reflecting the continued rise in match day operating costs at Old Trafford. We will also continue to offer the same level of discount to concessionary ticket holders.”</p>
SK		<p><b>Can we clarify what the club does with a Season Ticket remaining game when banned/suspended?</b></p> <p>If a fan is unable to attend a game due to a suspension, we will attempt to resell the ticket to ensure as many fans as possible can attend matches. As a further reminder, these seats will not be sold at a premium.</p>
SK		<p><b>What is the number of bans and suspensions for season ticket holders this season and previously? I've noticed a significant increase this season, and it's a matter of concern. While I understand the necessity of enforcing rules and removing offenders, having a clear record of these volumes would be beneficial.</b></p> <p>We will not provide information on the number of sanctions. However, it is not correct that there has been an increase, and as a reminder, all sanctions issued are offered a full appeals process.</p> <p><b>What is the maximum number of “premium” packages that can be offered for a game, and can we see how many are sold for each game?</b></p> <p>“Premium” aren’t packages, they are padded seats. These are Executive seats which are released for sale without the pre- or post-match hospitality where there isn’t demand to sell it as a package. As they are padded seats, we label them as such in the purchase journey. The maximum number of Matchday Hospitality packages, as previously discussed, is currently 3,000 for Premier League games.</p>
SK		<p><b>Please can the no cost, no hassle method to share a season ticket with a friend or family member for a match. This needs to be clarified given the trial of new app ticketing and proposed implications for number of unused tickets. Thanks for confirming the proposed no</b></p>

Topic	Speaker	Topic Notes
		<p><b>cost, no hassle method of sharing a ticket with a friend or family member when I can not personally attend.</b></p> <p>There are three options available to Season Ticket holders if they cannot attend a game – donate the cost of the ticket to MU Foundation, return the ticket for a refund or forward to a friend or family member. New for 2024/25, you can forward to a non-member although they will not benefit from the Season Ticket holder discount as a Member currently does. There’s more information about this online in our Help Pages.</p> <p>It won’t be possible to implement alternative sharing mechanisms where supporter details aren’t captured, we are required in updated competition regulations to capture attendee details for every visitor, which adds to our existing security policies.</p>
SK		<p><b>Will the club please look at making it easier to transfer or give tickets back to the club as a TRA member especially when ballots were 6 months in advance of his season and require a minimum attendance?</b></p> <p>Fans in TRA section can forward their ticket to another TRA Member, donate the cost of their ticket and return for a refund meaning attendance options are available. The limitations in the past, and currently in place for forwarding were requested by TRA specifically, which we have listened to and accommodated. In addition, seats vacated by Season Ticket holders in the section are backfilled with TRA “reserves” up until 2 working days before the game to retain the integrity of the section.</p> <p><b>Please can you explain why the club don’t appear to be backing the TRA section? It’s been the best thing to happen with the stadium in the last 5 years, yet the allocation for this section is being reduced to allow the clubs own “atmosphere section” The time and effort put into the TRA from its early conception in J Stand by volunteers does not feel appreciated by OUR football club.</b></p> <p>We continue to support the work of TRA and appreciate the efforts of their members to improve the atmosphere – something we believe is important to on-field success.</p> <p>This summer we have agreed to the request of TRA to move their section from the Stretford Paddock (South West corner) to the seats vacated by the removal of executive seats in the Stretford End – placing them directly behind the goal. They believe this will give them the best chance to influence the atmosphere and we were happy to support.</p> <p>The club offered TRA an increased capacity (full details have been shared in previous meetings and in the communications to fans about the Stretford End changes) but required a number of these to be season tickets (rather than match by match relocations) to minimise the disruption for other loyal fans. TRA chose not to take this up and therefore we facilitated other season ticket holders to relocate into the vacated section. We prioritised applications from those season ticket holders who regularly attend away games, and those in large groups, to help complement the TRA section and improve the atmosphere. For clarity this isn’t a rival atmosphere section or the club trying to replicate or replace TRA.</p>
SK		<p><b>When will the appeals process (for bans) be reviewed? A reminder that this is a football club built on the fan base and yet these fans are always ‘guilty until proven innocent’. Why are they not ‘innocent until proven guilty’? It’s not murders they are committing; but for many just simple mistakes all match-going fans are making- they’re just unlucky getting caught out! A second reminder that the majority of these fans don’t have the extra time, energy, nor a lot of them wits to have to put up with being treated like a criminal!</b></p> <p>We believe the appeals process is fair and transparent. We have paved the way in terms of club sanctions and our appeals process, in particular the Appeals Panel, and this model has been adopted across the Premier League and received praise from independent reps and the IFO.</p>

Topic	Speaker	Topic Notes
		<p>Our policy was changed two seasons ago to ensure those, for example, passing on tickets without receiving over face value, would not face suspension, and wouldn't miss any games. We will not be reviewing the process in the foreseeable future.</p> <p><b>DD advised for the forum to review the appeals process and sanction policy annually. CL requested a review of length of time between sanction, appeal and outcome. CR agreed to review.</b></p>
RM		<p><b>What is being done by the club to get young fans into being regular match day attendees/season ticket holders? (Younger fans find it difficult to commit to a cup season ticket, this makes it harder for father + son to go to games regularly together as the father is a season ticket holder, junior supporters should be rewarded for their commitment on a scaled basis)</b></p> <p>Promoting youth, both on and off the pitch, is incredibly important to us. Ahead of the 24/25 season we have introduced youth season tickets for fans aged 16-25. These tickets, in the Stretford End, mean fans can attend for just £16 per game.</p> <p>We are proud to offer under 16 discounts across all areas of our stadium with a season ticket for u16 starting from just £209 which is £11 per game.</p> <p>At the recent FA Cup Final, we chose to subsidise all tickets for our u16 fans by £30, ensuing attending a cup final was a more affordable option for our youngest fans.</p>
SK		<p><b>Has it ever been discussed about the possibility of premium members having an exclusive say 1 hour window on the day that home match tickets are released, this would give premium membership a bit of a selling point other than a nicer gift box</b></p> <p>No this is not something we would look to introduce. We have a range of membership options for fans at different price points and want to ensure we have an affordable ticket-access membership in place to keep tickets as accessible as possible. This would result in all tickets being sold to Premium Members.</p>
SK		<p><b>Would the club consider a better system for families to be successful in obtaining members tickets. I find the current system works really well when trying to buy just one seat for a game when 'resale' tickets become available in the weeks leading up to a home game. However, now my children are members and would like to go to a few games, it is pretty much impossible to get 3 seats together. When the initial ticket release for the 24/25 league games took place at 11am 18/6/24 I was in the online queue from 9am until 3pm. Once I got access to the site, I couldn't get 3 seats together for any game for the full season. Unless I get lucky in the ballots, my kids won't be able to attend a game all season despite being paid members. Would balloting every league game not ensure that members tickets are distributed fairly, rather than sitting in an online queue for hours when tickets are made available? Also if ST holders return multiple tickets for a game for resale, ie 3 seats together, what percentage of these are allocated as standard members tickets compared to them being offered as hospitality seats? Is there a way to allocate some to families rather than being broken up into individual seats for resale?</b></p> <p>We understand it can be frustrating when trying to book in a group when there are lots of single seats. As we approach a game, we do have thousands of seats returned by Season Ticket holders which go on sale to Members, but we cannot control who returns tickets. Often it is single seats that are reserved. We would not recommend returning to a ballot process for every game – fans spent a long time campaigning for these to be reduced for a multitude of reasons.</p> <p>The only alternative, prior to any stadium redevelopment are forced relocations and/or forced reduction of Season Tickets, which are not supported by this forum.</p>

Topic	Speaker	Topic Notes
SK		<p>Further to a discussion with the Ticket Office regarding Cup Season Ticket holders eligibility for Wembley ballots, I was advised that following feedback from fan forums this has been withdrawn this season, which was apparent for last weekends FA Cup semi. I find this particularly frustrating considering I was advised last year that Cup Season ticket holders would typically be eligible for Wembley ballots which was the case last season. There appears to be a complete lack of consideration for Members / Cup Season ticket holders who could have attended more games than a Season ticket holder and who are also paying a significant premium for match day tickets. For example, I have spent over £1600 this season attending all games where possible (inc reserves), only missing games where I wasn't successful in the ballot. I've calculated that I have spent more than a premium season ticket holder if they have purchased all Cup games, and they will have gone to 3 games more (26 compared to my 23). This includes seats on the back row of Tier 3. Please can you advise why you cannot implement a simple loyalty system based upon attendance / money spent, whilst I appreciate Season Ticket holders are priority, they should be some additional consideration / criteria to reward the most loyal fans. I thought committing to a Cup season ticket would enhance my membership and increase the opportunity to attend premium games, it feels like I've fallen further behind the queue despite spending a significant sum of money.</p> <p>It's not correct that Cup Season Ticket holders can apply for cup finals – we've only had them for 2 full seasons. We never announce eligibility for cup finals or semi-finals in advance of qualification as there are a lot of factors to consider which vary season to season. However, we will continue to prioritise Full Season Ticket holders and Executive Club Members with all home cup games, even if we need to add additional layers. We believe this is the fairest way to allocate.</p> <p><b>Why has the club took the decision to rule out red season ticket holders out of a chance of going to Wembley ? Regardless of away eligibility. Red has still had to opt into cups and Europe and attend semi final. I feel this is completely wrong take on this. If this is the case then Red Season ticket holders may aswell opt out of cups till they hit silver level. Really disheartening to see that Red season ticket holders missing out.</b></p> <p>Decisions are made based on supply and demand. This will vary season to season depending how many Season Ticket holders have purchased all home cup games, and how many tickets we receive. We believe our decision making is fair and transparent. Tickets did go on sale for both the semi-final and final to Red Level Season Ticket holders after the initial ballot.</p>
SK		<p><b>Reading the Fan Forum minutes the only references made to Cup Season Tickets on a regular basis are negative ones. As a fan who embraced the Cup Ticket opportunity as a path to demonstrate commitment towards a season ticket I think its a great idea, I would like to see the fans forum, as well as the club, showing support for this scheme. My question, as we approach ST renewal time, is to give Cup Season Ticket holders an idea of the queue length; How many cup season ticket holders are there, of those how many have been held for 2 years and how many have achieved 100% cup attendance over the last 2 years? I assume these will be the criteria used when allocating any potential season tickets.</b></p> <p>We communicated last week that Cup Season Tickets will go on sale later this week, to fans who previously held one. As a reminder seat availability varies season to season as it is subject to Full Season Ticket holders opting out of all competitions.</p> <p>We understand Cup Season Ticket holders have wanted a clearer idea of whether they would be able to upgrade to a Full Season Ticket, but availability is subject to Full Season Ticket holders not renewing so it's difficult to provide accurate estimates in advance. This season we were able to offer a small number of new Full Season Tickets to Cup Season Ticket holders – we telephoned eligible fans to offer them the chance to upgrade. Around 15% of Cup Season Ticket holders in 2023/24 were offered a Full Season Ticket for 2024/25.</p>

Topic	Speaker	Topic Notes
AW	<b>Are the club aware of the fans survey conducted by the 1958 and the level of dissatisfaction around the key customer base (Season Ticket holders)?</b>	The club keeps track of fan opinion through a variety of channels, including surveys carried out by the club, and through engagement with our fan representatives, official supporters' clubs, and MUST. We agree that season ticket holders are a particularly important constituency within our fan base, and we welcome their views and feedback.

## Appendix

We received 11 questions 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. Could the club please just clarify how and if the '5% allocation for ST holders with 0 European away credits' will transfer over into the new UEFA tournament format?
2. Why has there been a 67% increase in junior ticket prices from the 2022-23 (£15) to 2024-25 (£25) seasons?
3. How many Season Ticket Holders are there, how many are Red, Silver, Gold and Platinum status, and how many have paid for each cup game
4. I am interested in understanding how the Loyalty Pot works. Would you be able to explain this for me? Are there plans to disband the loyalty pot by the end of 2024/2025 season?
5. Cost of the season ticket for those who have turned 66 recently. I've been going to MUFC since 1969, and a season ticket holder since 1979, and class myself as a loyal supporter during this time. I've recently turned 66 and was under the impression I would be entitled to a discount of 50% for my up and coming season ticket, only to be told this is now only 25%. I feel I am being penalised, and not recognised by MUFC for the support I have given since 1969, 54 years. I have paid each year without fail. So please can you tell me why some supporters who are older than me, but haven't held a season ticket as long, get the discounted price of up to 50% still. This is not fair and equitable for your season ticket holders.
6. I've had lots of people reach out about issues on 18th June for the initial OM ticket release. Did the club see people having issues or had any complaints/feedback? Can the club look into how the OM initial ticket release works? Having 90k+ people in a queue for hours doesn't seem like the best way. Can the club consider doing more to make people aware when the ticketing website is going to be busy for other groups.
7. Why are loyal fans penalised for not qualifying for tickets despite them meeting the criteria. I am a gold member, who has attended all of the domestic and European cup games (including the FA Cup Semi Final) however, I have been told I am not eligible to apply for a ticket. Despite the club receiving my money for one game against Bayern Munich, I have now been penalised for not being part of a ballot. The currently application criteria is for silver or above members who have attended all of the cup games. That's me but I have been rejected. Do the club not want to value loyal supporters?
8. We've had 19 domestic away games this season. I've applied for all 19 and had 1 in the ballot. Been applying for 90% of away games since 2011 and a lot more from my Dad. This is such a ridiculously low return, surely something changes next season?
9. I seen the club advise that they had the 2nd lowest renewals for Season Tickets for 2024/25. All season tickets were offered to cup season ticket holders which there was approx. 4500 of (4500 released last season and sold out only sold to people who had a CST the first year) the club has confirmed that 1500 of those who had a cup season ticket never got a full season ticket in the sales for the 2024/25 therefore approx 3000 were sold this summer for the 2024/25 season. I'm just querying how this can be the 2nd lowest record renewals if 3000 ST holders didn't renew out of approx 50000 (6%) which seems quite high. Would a breakdown be made available for this each season as it may benefit people who have CST or in waiting list on when they may believe they might get a season ticket as it would be more transparent.  
<https://www.manutd.com/en/news/detail/man-utd-confirms-that-season-tickets-and-executive-club-tickets-sold-out-for-2024-25#:~:text=Manchester United confirms that Season, up tickets in record time.>
10. As a season ticket holder of several decades, who attends games with my two sons, dad and other family members and friends, I wish to share my utter dismay at the new ticketing approach being

introduced next year. First of all, let me stress that this will not effect me or my family, as we attend all games. However, this system will most certainly impact young, local reds, who aren't fortunate enough to have season tickets purchased for them by their parents. These kids often pick up tickets that are going spare for games such as tomorrow's (Sheffield Utd, dead rubber game on a Wednesday evening), and this starts their journey to become match going reds of the future. How do these youngsters get hold of a ticket next year? Why do the club continuously look for ways to make it harder and more stressful to follow our club? Are you aware of how much anger this approach is generating amongst fans? I am fully behind approaches to reduce ticket touting, but this is doing more damage than good.

11. I have held 2 exec tickets for around 20 years and am currently moving into the north west quadrant 'United Road Bar' from the Stretford End. I have 4 kids aged 15-24 who are all club members. I'm currently only allowed to register one of these for away games. Currently this is my 21 year old son, Christopher. I'd really like to be able to attend away fixtures with any of my children and it seems totally unreasonable that i can't. I fully appreciate the intent of the club to stop tickets ending up in the hands of touts but this should not be at the expense of lifelong supporters not being able to attend away games with their own children (in my opinion). For the record, I would be willing to show ID and/or collect tickets for any away game with whichever of my children are attending to ensure that there is no risk to the club. Please can you help with this problem? The truth of the matter is that most fans (and clearly younger ones) really enjoy the atmosphere and experience of going to away games and I can't get my head around why I can't register more than one of my children.