

Manchester United Fans' Forum – Minutes
Wednesday 29th March 2023

Forum Members Present

Zygmunt Baranski (Virtual)	Loyalty Pot STH Rep.
James Coatsworth	STH Rep.
Keith Coutts	Over 65 STH Rep.
Duncan Drasdo	Covering ISLO Rep.
Alan Harvey	STH Rep.
Deborah Henry	Women's Team Rep.
Janine Rose (Virtual)	Local Rep.
Fiona Lynch	UK Membership Rep.
John Massey (Virtual)	Executive Club Rep.
John-Paul Monck	Overseas Members Rep.
Demetris Nathanael (Virtual)	Overseas MUSC Rep.
Mick Thorne	UK MUSC Rep.

Club and Foundation Officials Present

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

Topic	Speaker	Topic Notes
Apologies	CR	<ul style="list-style-type: none"> Chris Rumfitt Anthony Sewart Luca Black Chas Banks
Minutes of Last Meeting	CR	<ul style="list-style-type: none"> The minutes of the previous meeting were agreed by reps and published on manutd.com
Welcome	CR	<ul style="list-style-type: none"> I would like to start with a few words on the tragic loss of our friend and colleague Ian Stirling. I'm sure I speak for all of us in reflecting what a devastating blow his passing has been. Ian was absolutely integral to the development of the fan engagement structures and processes that we have in place today. He was certainly no pushover and there were plenty of issues where he stood his ground, and we respected him for that. But he also recognised that, while fans and the club would never agree about everything, it was better working together to solve problems and find common ground where possible, rather than widening conflicts. This attitude helped rebuild the relationship between MUST and the club, leading to Ian joining this Forum and quickly becoming one of its most hard-working and dedicated members. It was no surprise, when we created the FAB last year, that Ian was elected by you to represent you on that body. Arguably his biggest contribution came as the Independent Supporter Liaison Officer, appointed by MUST and embraced by the club as a key link with match-going fans. This was unglamorous but crucial work: Sitting on appeals panels to ensure fans were treated fairly in club sanctions processes. Liaising with clubs and police on the logistics around away games

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		<ul style="list-style-type: none"> • Working with the club on ticketing polices and processes and helping us communicate them to fans • I think it's fair to say the introduction of digital ticketing last year would have been a lot bumpier without lan's help in communicating the changes. Many of these issues involved some degree of conflict between fans and the club or other authorities. Yet, lan invariably managed to deal with situations in ways that lowered rather than raised the temperature. • He was a natural diplomat who commanded respect whether he was dealing with a match-going fan, a club executive, or a senior police commander. Most of all, he was someone who people trusted as a source of fair and well-informed advice. Certainly, that's how I saw him, and I will personally miss him a great deal, as I know all of us will around this table. • As Richard said in our statement after his passing, the biggest tribute we can pay lan is to ensure that the work he put in to improve fan engagement is not wasted. lan will leave a big gap that will take time to fill – but we will work with MUST to ensure that his legacy as ISLO is preserved and built on, and with this body and the FAB to ensure that the club's fan engagement structures continue to evolve in a positive direction. • We will also work together to come up with a permanent way of memorialising lan's contribution – and there are already some discussions under way on how to do that. • I know we all share the great sadness of lan's passing, mixed with respect for a life well-lived and a legacy that it is now our duty to preserve. Please now join me in a minute of quiet remembrance for our dear friend, lan Stirling.
		<p>MUST Tribute</p> <ul style="list-style-type: none"> • The passing of lan Stirling, long-standing fan activist, member of the Fans Forum and founding-member of the Fans Advisory Board, has come as an enormous shock to very many people within United's fanbase and beyond. Collectively, we mourn his passing and grieve his loss. Few, if any, made a greater contribution to the cause and interests of United fans and football fans generally. • The Fans Forum wish to express our sincere condolences to lan's wife, daughter and the rest of his family, and to his many friends and loved ones who miss him dearly. • We also wish to place on the record our thanks to the Club for their moving and heartfelt acts of tribute, including asking the players to wear black armbands, laying flowers on lan's seat, and including articles on MUTV and the United Review. These gestures have given his loved-ones some comfort at these difficult time and his loved ones are incredibly grateful.
Richard Arnold	RA	<ul style="list-style-type: none"> • We know what Manchester United meant to lan, and how big a part the club played in his life. So, we can perhaps find some small consolation in the fact he got to see us lift our first men's trophy in six years at Wembley in February, and hopefully he could see that things were moving in the right direction on and off the pitch. • Both the men's and women's teams are enjoying strong seasons so far, reflecting the positive development we've seen in both squads over recent months, with strong leadership from Erik and Marc, and ultimately by John through the strong structures he has been building around our football teams and the Academy. I will hand to John give a full update on progress shortly.

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		<ul style="list-style-type: none"> • The Carabao Cup was very much just the start of what we want to achieve. But we believe we're making progress towards the winning culture, on and off the pitch, which we've been talking about around this table for the past year. • The strategic review is part of that. I know that it's been portrayed in a certain way in the media, but to us internally, it's all about finding the right capital structure for this club to deliver on our strategy and goals. And whatever the outcome of the review, those goals will remain the same: • To deliver entertaining and successful football on the pitch. • To have the best facilities for our fans and our players. • And to have strong and positive engagement with our fans. • There are capital needs behind all those objectives, and the review is looking at the best way to achieve the funding we need. The process is well under way. But, as you know, as a publicly listed company we cannot say any more until such as a time as we're ready to update the market. And we're not there yet. • So, bear with us, and be assured that the club, the owners and our advisers are working diligently to come up with the best solution for the long-term success of Manchester United.
John Murtough	JM	<ul style="list-style-type: none"> • With the international break, we've come to the end of one of the most intense periods in the history of the club with the men's team playing 25 games in 100 days since the World Cup. Of those, we've won 19, drawn 4 and lost just two. That's a win ratio of 76% -- despite losing some key players to injury and suspension during the period. • We've won the Carabao Cup, qualified for the semi-finals of the FA Cup and the quarter-finals of the Europa League, and we're well placed in the Premier League as we head into the business end of the season. • As Richard says, there's still a long way to go, and we're not patting ourselves on our backs yet. We won't be satisfied until we're consistently challenging for major titles year after year. But the trajectory is positive, and that is down to the hard work put in by Erik, his staff and the players. • We can all see the improved spirit in the team this year, and also the restored connection with fans, which is so important to provide a positive atmosphere around the club • The same is true on the women's side, with Marc and the players riding high near the top of the WSL, and into the semi-finals of the FA Cup. • Hopefully we can see a strong end to the season from both teams and that we will have more success to celebrate when we next meet • Beyond that, we're already working on plans for next season in terms of summer recruitment for both the men's and women's teams. As always, we're committed to continuing to strengthen both teams, within a framework of financial sustainability. • We're also continuing to strengthen the team around the teams to ensure that our players and staff have the support around them that maximises our chances of success on the pitch. To that end, we've brought in David Harrison from Everton as director of football operations; he's one of the most experienced administrators in the Premier League so will be another great addition to my leadership group.

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		<ul style="list-style-type: none"> • Investment in Carrington also remains a priority to ensure that the training facilities remain competitive with the best in the Premier League for our men, women and Academy players, while we continue to work on plans for longer-term redevelopment. Any of you who have been to Carrington will have seen work commencing on a new building to provide additional space for our women's team and Academy players and staff, and there is more work planned over the summer amounting to a total investment of over £7m. • I'd like to close by expressing thanks to you and all the fans for your unwavering support through the ups and downs of the season so far – it really does make a difference to the players, and we hugely appreciate your passion and dedication.
<p>Main Forum Introduction</p>	<p>CR</p>	<p>Record Ticket sales at Old Trafford</p> <ul style="list-style-type: none"> • A record number of tickets have been sold for men's games at Old Trafford this season. More than 2.3 million tickets have now been sold for games this season, surpassing the previous record set during the 2016/17 campaign. • The total includes seats sold for our 19 Premier League home games and the 13 cup games held or scheduled so far at Old Trafford this season – with the potential for the number to rise higher if the team progress in the Europa League. • The record-breaking figure reflects the strength of demand to attend games at Old Trafford and attendances have also been boosted by the revised ticketing policies agreed by this Forum, including the launch of a Cup Season Ticket, which has resulted in a full stadium for every home cup tie this season. • The option to donate the cost of a ticket to the Manchester United Foundation has become an important new source of funds for the charity's work with young people across Greater Manchester, with the total raised expected to surpass £500,000 by the end of the season. <p>PL Fan Engagement Standard</p> <ul style="list-style-type: none"> • Following the government publishing their White Paper 'A Sustainable Future – Reforming Club Football Governance' the Premier League has agreed a revised approach for the launch of the PL FES and the release of clubs' fan engagement plans. • The Premier League published a digital, public-version of the Fan Engagement Standard (FES) on 22 March 2023. • The launch date was selected for the start of the forthcoming international break, which falls during the consultation period for the Government's White Paper. The White Paper praises the FES framework and states explicitly that if the FES is implemented by Clubs, this is likely to be more than sufficient for them to meet the requirements of any related licensing condition. • In support of the launch we published information and a statement on our website which outlines our approach to Fan Engagement. • We are pleased to have been selected to pilot the assessment process over the coming months and will continue to work with the PL and their advisors to ensure the standard is fit for purpose. We will develop our full plan for the 23/24 season and publish by the end of July. <p>Wi-Fi</p>

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		<ul style="list-style-type: none"> • I am pleased to say that excellent progress has been made on the Stadium Wi-Fi project, and we are very close to full roll-out of the network. The project has been large scale and complex, with around 1,600 access points & associated cabling requiring installation across the stadium and the surrounding footprint. • We have already launched the network in back of house areas, with beta testing undertaken at the recent Southampton & Fulham matches. This proved very successful, with over 7,800 connections, positive feedback from users, and zero downtime. Performance testing of the network over those events has shown great results with minimal config tweaking needed ahead of the full stadium roll-out. • Works across the full stadium are due to be completed in May, and fans will hear more nearer the time about how to access the network. Thanks to our partner, Extreme Networks, for all their great work in leading the installation. <p>Fan Share Plan</p> <ul style="list-style-type: none"> • Following MU plc board approval of the FCP in principle, constructive discussions have taken place between the club and MUST on the level two detail, • Those discussions have progressed well and following clarity on the outcome of the strategic review, we will be in a position to proceed to execution of the FSP. <p>OTMP</p> <ul style="list-style-type: none"> • Over the past few months, we have continued to engage with our team of master planners, headed up by Legends and Populous, to explore options for the development of Old Trafford. • As a reminder, detailed technical & financial assessments have been undertaken, and engagement held with key stakeholders, including a comprehensive fan survey which generated around 30,000 responses. • Several options have been assessed, comprising a range of different capacities & development types, and we are now well placed to make an informed decision about the future of Old Trafford, aligned to the strategic review. We remain fully committed to improving the stadium and the matchday experience for our fans, as well as other club-wide infrastructure. <p>Summer works</p> <ul style="list-style-type: none"> • There is a full programme of maintenance and improvements planned for the summer at Old Trafford, in addition to finalisation & existing projects (such as Wi-Fi above, as well other ongoing improvements in East Stand). • This includes refurbishment of a number of hospitality suites & other facilities in SBC Stand, which will deliver an enhanced experience for fans & guests, as well as the commencement of design work for a new facility in NW Quadrant, which will open later in the 2023/24 season. • Enhancements will also be made to our concourses. For example, a new EPOS system is due to be implemented, which will provide more stability & efficiency from an operational perspective, as well as improved speed of service for fans. At-table ordering & self-service kiosks will also be trialled

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		<p>in some hospitality areas, with the aim of rolling out to other areas in due course.</p> <ul style="list-style-type: none"> • We will also be renovating our award-winning pitch, as well as undertaking other maintenance works around the site, including roof sheeting upgrades & installation of new seats. In terms of seats, we will also be assessing where the next phase of rail seating may be best suited, following the successful roll-out in the away section earlier this season. Significant works will also be undertaken at Carrington as John referenced earlier. • Works will be scheduled around various events taking place during the summer, including Soccer Aid (11th June) and England vs. North Macedonia (19th June), both of which we are really looking forward to hosting. • I also wanted to remind you that we will be unveiling a statue of Manchester United legend Jimmy Murphy outside the Stretford End on 3rd May – 65 years to the day since he led us to the FA Cup final at Wembley. The club would like to place on record, once again, its thanks to the family of Jimmy and the coalition of United supporters' groups who have helped develop this important project. More information regarding how to attend and be part of this important moment in the club's history will be available soon. <p>Tour 23</p> <ul style="list-style-type: none"> • We are delighted to be returning to the USA for our men's tour 2023. We have this week announced our game v Wrexham in San Diego and will be confirming our other matches in the coming weeks. • This will be our first visit to the US for five years and everyone at the club is looking forward to it, especially the players, who love the high-quality facilities, the welcoming atmosphere and passionate support of our large US fanbase. • As well as engaging with our fans, Tour 2023 will give Erik and his squad the opportunity to reconnect with each other after the summer break and prepare for the restart of the Premier League. We've worked with the manager and his staff to create training camps with the best sporting facilities available, as well as a mix of competitive opponents to play, ensuring that the whole squad will have the best opportunity to gain fitness and playing time during their time in the US. • Tour 2023 will not only see the return of our senior players to training and playing, but there will also be valuable opportunities for up-and-coming talent from our Academy to experience life within the first-team environment – and for our US fans to see some potential stars of the future. • We know that Manchester United and the Premier League in general are growing in popularity across the US, so we are looking forward to building on this connection this summer.
Update from FAB	EN	<ul style="list-style-type: none"> • Last week we met with the Fans' Advisory board and discussed a range of topics including: • Club invited comment on the strategic review process and discussed club finances.

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		<ul style="list-style-type: none"> • Fan Share Plan. Steps outlined for introduction of Fan Share Plan pending outcome of Strategic Review. • Regulatory. Several industry developments updated including Premier League Fan Engagement Standard, the government white paper on reforming football governance in response to the Tracey Crouch report, and the development of Women's Game with new blueprint in discussion. • EDI Strategy. Club Head of EDI updated FAB on EDI strategy and plans in place at the Club, including PLEDIS accreditation, with a view to ensure wider representation across FAB and FF when the opportunity arises. • Community Support. MU Foundation updated on several community support workstreams, following the changes in the ticketing policy which by end of season will have seen fans donating £500k worth of tickets to the Foundation. Funding supports ongoing initiatives for families and young people with impact measured through Substance.
<ul style="list-style-type: none"> • Operational Updates 	<p>JL</p>	<p>Rail Seating</p> <ul style="list-style-type: none"> • Following on from the installation of seating in the North-East Quadrant (J stand) and in the away section (S229), we continued to work with the relevant authorities and in December 2022 we completed the successful installation of a further 1800 rail seats in the away section (E230 – E232). We are continuing to work with our licensing bodies and will be considering further roll-outs in due course, subject to risk assessments and consultation with key stakeholders (e.g. licensing bodies, fan groups etc.). As previously emphasized, supporters are reminded that the only areas where standing is permitted in the stadium bowl are the areas that have been fitted with the rail seating. The remaining areas of the stadium bowl are licensed for supporters to sit for safety reasons and will be monitored accordingly. <p>Transport</p> <ul style="list-style-type: none"> • The following updates have been provided by TfGM as part of our ongoing collaborative work. <p>Metrolink</p> <ul style="list-style-type: none"> • On Sunday 23 April, work will take place at Shadow Moss, which means that there will be no trams operating between Manchester Airport and Wythenshawe Town Centre. A replacement bus service will operate on both days. Tram services will resume in full on Monday 24 April. <p>Further Ahead</p> <ul style="list-style-type: none"> • There is planned essential engineering works on the Eccles and Bury Lines. The dates are yet to be confirmed but likely to take place across July and August. More detail will be shared once the works have been confirmed. • TfGM has an active comms campaign in a bid to reduce demand at Trafford Bar Metrolink stop. We are advising supporters travelling on the Altrincham Line to use Old Trafford and supporters use Trafford Bar stop for services on the Airport and East Didsbury Line only. TfGM is using patronage data to deploy more double trams on the East Didsbury Line, these are targeted to meet the peak demand during ingress and egress. (following feedback at a previous Fans Forum). • Trafford Park Trams are now scheduled to travel through to Deansgate Castlefield and not Cornbrook as TfGM recognised this was inconvenient

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		<p>for supporters. Again, this was something that had previously been discussed at this forum.</p> <ul style="list-style-type: none"> In April TfGM is undertaking a full risk and security assessment of Trafford Bar, recent observations have noticed an increase of dangerous behaviour from supporters boarding trams, including climbing over fences to “queue jump”. <p>Rail</p> <ul style="list-style-type: none"> There is ongoing Industrial Action by RMT and ASLEF Unions, resulting in widespread disruption across the rail network. All union staff are working to rule to which has resulted in a number of unplanned cancellations, particularly across the weekend. <p>Highway Illegal Parking</p> <ul style="list-style-type: none"> This continues to be an issue with illegally parked vehicles on Wharfside Way and Chester Road impacting and causing delays to vehicles egressing official car parks. TfGM, GMP and Trafford Council continue to explore options for taking appropriate action. From a club perspective, we would ask that all supporters park safely and responsibly and respect the needs of the local community who need to access private driveways and business premises. All supporters are encouraged to plan their journeys in advance and to access www.tfgm.com to obtain regular traffic and transport updates relating to matchdays.
Ticketing Update	SK	<p>Home Game Ticket Access</p> <ul style="list-style-type: none"> As was discussed in the last meeting, we agreed in this forum that previous attendance would be considered for balloted games (for high demand matches), with subsequent tickets being sold on a first-come, first-served basis. Following our UEFA Europa League knock-out round draw against FC Barcelona, and the demand for tickets, it was decided that we will also replicate this for any future “big” cup draws. However, whilst Barcelona ticket access continues to be discussed, most recently on the MUST webinar, tickets for our Carabao Cup game against Nottingham Forest and UEL knock-out game against Real Betis sold just as quickly, and the number of applications received for Fulham was inline with Manchester City and Liverpool in previous seasons. Linked to this, ballots for home “high demand” Premier League games are newly conducted based on purchase data from previous games in the current season to reward attendance in the ballot process. However, given that tickets for all games are selling quicker than ever before, the process is not working as intended and is actually rewarding those who are ready to react quickest when a release is made available (i.e., the purpose of a ballot is to ensure fairness, and we are currently weighting in favour of those who are able to react quickly to online releases). Given this, I propose we stop this trial and revert to a random ballot. Note: this was agreed for all Premier League games, but the reps wanted to retain for Semi-Finals Sticking with the Barcelona game, there was speculation around the number of tickets available for Official Members vs. those tickets packaged with hospitality; so, I wanted to clarify the positives and share some facts: <ol style="list-style-type: none"> 90% more tickets were made available to Members than a comparable Europa League game pre-covid. This % uplift increases to 152% for PL games so far this season.

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		<ol style="list-style-type: none"> 2. The uplift in ticket availability for members is being facilitated by the improved ticketing policy we all developed and implemented this year, whereby season ticket holders can transfer tickets to members, or pass to us to do the same. This not only means more tickets for members but also a full and atmospheric stadium, which as Erik has stated is making a huge difference on the pitch. 3. As discussed on a number of occasions in the past, 4% of the stadium / 3,000 tickets are held for match day packages for each game. We have never exceeded that number for a Premier League game, irrespective of where seats may be located. 4. In fact, on average this season, including Barcelona in the stats, on average 2,000 of these 3,000 seats have been handed back to Official Members to enhance that allocation. 5. As a reminder, we will not resell a STH seat listed for resale, or donated, as a hospitality seat. <p>Carabao Cup Final</p> <ul style="list-style-type: none"> • Following our victory in the Carabao Cup Final, which I hope you all enjoyed, there has been quite a lot of feedback regarding seating options & selection. • We consulted with sub-group of forum reps and other fan groups, and proposed trialling enabling STHs to pick their own seats for the game, and they asked us not to proceed with this. However, we are now receiving feedback that fans would have preferred a process similar to European away games whereby eligible fans can see the seating plan and can select and pay for seats of their choosing. • The consideration with this approach for the Carabao Cup, is that when we receive a large volume of tickets, we prioritise Seasonal facility holders that have attended all home cup games. This season, this ranges from 22k to 27k (dependent if you include people who cancelled their Burnley ticket) Season Ticket holders, and 8,000 Executive Club facility holders. • As no other ranking, e.g., away game applications, tenure etc. is taken into account, it would mean around 30k fans queueing to select seats. • We will therefore replicated this approach for the FA Cup Semi Final, but I wanted to raise this here to gauge opinion ahead of any potential FA Cup Final. If we do qualify, it is anticipated there will be far fewer tickets compared to both the Semi-Final and Carabao Cup Final. <ul style="list-style-type: none"> - This issue wouldn't be as big for a potential Europa League final, given we would receive a much smaller allocation, and would allocate tickets based on credits obtained over the last three seasons. Supporters who are successful will then liaise directly with UEFA to allocate their tickets. • We received a number of questions for today relating to Official Members, Season Ticket holders who opted out of (or used the buy-back facility for) cup schemes and Cup Season Ticket holders not being able to apply. • To clarify our position on this, we only accepted applications from fans who had a chance of being allocated a ticket. We therefore decided to limit applications to those fans who bought tickets for all home cup games only, knowing that there were not enough tickets to satisfy requests from all in the initial ballot. • The commitment from Season Ticket holders who purchase a Season Ticket and tickets for every home cup game is significant in terms of time and cost and we appreciate and recognised that support. We stand by this decision. We understand that there are different ways in which fans demonstrate their loyalty to the club depending on individual circumstances, but we need to implement clear cut application criteria for cup finals and will continue to do so. • Please note that the application criteria of any Cup Semi-Final or Final would only be confirmed at the point of qualification once we have all of the information from the event organisers (UEFA, The FA, The EFL etc.).

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		<p data-bbox="501 107 815 138">Season Ticket Renewals</p> <ul data-bbox="501 174 1481 1563" style="list-style-type: none"> <li data-bbox="501 174 1437 232">• As you are all aware now, we announced a price increase of 5% per match (rounded to the nearest pound), the first price increase in 11 seasons. <li data-bbox="501 266 1437 387">• All fans were asked to pledge to renew by 15th March so we could free up seats for fans needing to relocate due to implementation of new facilities in East Stand Tier 2 and North-West Quadrant Tier 2. At the 15th March, less than 400 people had confirmed they will <u>not</u> renew. <li data-bbox="501 421 1469 607">• Ahead of this meeting we received a number of questions relating to the change to the over 65 discount. As was communicated to fans on 20th February, we have frozen Season Ticket prices for 11 consecutive seasons. However, match day costs at Old Trafford have increased 40% in the last 5 years and in the last year alone they have gone up by 11% alongside security costs which have increased 24% per game over the last 5 years. <li data-bbox="501 640 1465 788">• As part of our review of pricing, we have benchmarked against other Premier League clubs, and have changed the discount for fans moving into the Over 65 category, or buying a new Season Ticket from next season. The new 25% discount is in line with / better than the majority of clubs and applies to all sections of the ground – unlike many clubs. <li data-bbox="501 822 1481 911">• We understand that fans who have held Season Tickets for a long time and were looking forward to receiving a 50% discount will be disappointed with this change. <li data-bbox="501 945 1474 1131">• We do feel that this is the correct move to make whilst still offering a range of ticket discounts to our fans including retaining £10 per match price for Under 16s in designated family areas, 25% off for 18-20s and new over 65s and well as 50% off for previous Over 65s and 16-17s. As a reminder, our concessionary discounts are available on the whole stadium-wide unlike some other clubs. <li data-bbox="501 1164 1481 1496">• In relation to Cup Season Tickets, I just wanted to flag that Cup Season Tickets can only be sold in seats where the Full Season Ticket holder has opted out of all cup competitions. As fans can change their preferences each season we will not know until all Season Tickets have been sold which or how many seats will be available for Cup Season Ticket sales. Fans who hold Cup Season Tickets this season will be invited to purchase when we have more information, and seats will be sold on a first-come, first-served basis – It won't be possible for us to limit areas based on where fans hold tickets now due to the inevitable change in availability. It is also worth mentioning that if we do qualify for the Champions League next season, we anticipate fewer fans to opt out of all competitions. <li data-bbox="501 1529 1394 1563">• If anyone has feedback on the process so far, please let me know now. <p data-bbox="501 1597 671 1628">Away Games</p> <ul data-bbox="501 1662 1481 2078" style="list-style-type: none"> <li data-bbox="501 1662 1465 1865">• We continue to receive questions for these meetings, as well as suggestions and complaints in relation to the application and ballot processes. This includes who should be able to apply, who should be successful, who should have access to returned tickets etc. including suggestions to reward application history, length of tenure and age. We received two separate questions for this meeting one of which suggested we should reward longstanding Season Ticket holders and the other new Season Ticket holders. <li data-bbox="501 1899 1481 2078">• As has been discussed previously, demand for away game tickets is incredibly high and with allocations of generally 1,500-3,000 we are never going to be able to implement a system which solves this. And as has previously been discussed, we first need to understand exactly who is attending away games and reduce ticket touting and unauthorised transfer. Our away game checks and collections will therefore continue to take place.

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<p>MU Foundation Update</p>	<p>JS</p>	<ul style="list-style-type: none"> • The new process for issuing returned tickets has been in place since the Leeds United game in February. If anyone has feedback on this, please let me know. <p>Stadium sleepout</p> <ul style="list-style-type: none"> • In my last update I informed you of the impending, and maiden, Old Trafford sleepout, which I am delighted to tell you was a great success. Supporters and staff members braved the freezing conditions under the Munich Tunnel to help us raise over £30,000 which went towards our own community work, and the work of Centrepoin, a charity that supports homeless young people. This club was built on the success of youth, so it's vitally important we support young people through our own work, but also assisting fellow charities that do amazing work in the community. I would like to put on record how grateful I am for the help we received from all involved. <p>Winter effort</p> <ul style="list-style-type: none"> • Following on from the sleepout event, we began our winter effort, supporting our communities through some extremely difficult months. We provided more than 100,000 essential items such as hats, gloves and other warm clothing to support families across the region. This campaign illustrated the importance of collaboration with our partners with items gifted by club and its sponsor adidas. • In addition to the warm clothing, we also distributed 1,000 slow cookers to our schools along with recipe cards devised by Manchester United Head Chef. The schools then redistributed the slow cookers to families in need, enabling them to cook nutritious, simple and cost-effective meals during the winter period. <p>65th anniversary of the Munich Air Disaster</p> <ul style="list-style-type: none"> • In February, we joined with club to mark the 65th anniversary of the Munich Air Disaster. The legacy of Munich and, more specifically, the Busby Babes, is incredibly important to the Foundation as a charity established to acknowledge and continue Sir Matt Busby and Jimmy Murphy's dedication to developing young people. • As part of our commemorations, we spoke to Will Balderston, grandson of Sir Bobby Charlton. Will spent a year volunteering at one of our Street Reds community football projects – the perfect illustration of the aforementioned legacy. For a young man of just 21, he spoke so well about his grandad and of the Foundation, and I would really encourage you to read his interview on our website. • We also took members of our Street Reds Youth Voice panel over to Munich to attend the memorial at Manchesterplatz, before they joined-up with local youth organisations to enjoy activities, and later visit Bayern Munich's Allianz Arena. An incredible opportunity for our young people that educated and enriched them. <p>Environmental activity</p> <ul style="list-style-type: none"> • Not to be outdone by the first-team's fantastic Carabao Cup win in February, the Foundation added to the silverware haul by winning the Planet League Green Football Cup. Thanks to the efforts of our young people in participating in environmentally conscious activities, such as energy saving and travelling on foot or cycling, we scored over 17,500 'green goals' – awarded for every planet-saving activity completed. These activities saved over 10,000kg of CO2e, which is the equivalent of planting 168 trees. <p>Children's Mental Health Week</p>

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		<ul style="list-style-type: none"> • Another issue that our participants are incredibly passionate about is looking after their mental health. To mark Children’s Mental Health week, students from our partner schools had the chance to take part in a series of podcasts in which they discussed issues that can adversely affect their mental health and how to deal with that, and also how we can change stigmas on the way mental health is viewed in society. • The podcasts are available to listen to on our YouTube channel and showcase the level of engagement we’re seeing from our students across a wide variety of a big issues. <p>Headteachers conference</p> <ul style="list-style-type: none"> • At the beginning of March we welcomed headteachers from our partner school network to Old Trafford for a conference. We wanted to reaffirm our close connection with them and discuss how we can develop our place-based approach. It was great to have them all in one room, and the productive morning showed to me that our relationship with the 64 primary, secondary and SEND [Special Educational Needs and Disability] schools we work in remains a strong as ever. <p>BSc (Hons) Sport and Youth Leadership</p> <ul style="list-style-type: none"> • Moving forward, the wheels are now in motion for a very exciting new project where we will launch our very first degree that will be delivered at Manchester Metropolitan University, starting in September. The course, Sport and Youth Leadership, will allow young people to experience Foundation support from primary age, all the way to degree level and potentially result in permanent employment opportunities for some of the graduates. We’re all very much looking forward to getting this started and I will update you with more information in due course.
MUDSA Update		<p>Mudsa Events</p> <ul style="list-style-type: none"> • Due to fixture congestion, we’re still waiting for a date for the MUDSA Christmas party, which will now become the MUDSA “annual” party • Fixture congestion has also affected the trip to Carrington for a limited group of disabled supporters to see the team train and get the chance for autographs and selfies. We’ve been given dates, only to see them postponed because we keep winning our cup matches! <p>The Foundation</p> <ul style="list-style-type: none"> • Our work with the Foundation continues, with the “Ability Counts” programme going from strength to strength. • Nathaniel Yates, MUDSA’s youth ambassador, continues to make regular visits to various Foundation projects, including the Ability Counts” programme increasing the visibility of MUDSA. • In June, the MUDSA cup returns, with more clubs than ever sending teams; some travelling from as far away as Ipswich, Southampton and Newcastle. A big thank you to the club for allowing us to use the facilities at Carrington. <p>Premier League Disability Advisory Group</p> <ul style="list-style-type: none"> • Myself and Ted Morris of Liverpool DSA have been doing our best to bring pressure to bear on UEFA to stick with their own rule book and enable disabled supporters to be given the correct number of wheelchair places and that those places should be situated with their own fans, not the home fans. • As such we both did interviews with Granada TV and managed to elicit a response from UEFA. A poor response (increasing Liverpool’s allocation from

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		<p>the original offer of 4 places to 6 wheelchair spaces) and some insipid remarks about being committed to continuing improving the situation for disabled supporters.</p> <ul style="list-style-type: none"> • Ted has been very effective working with the ongoing enquiry in to the treatment of Liverpool's disabled supporters before, during and after the Champions League Final in Paris. • We expect the report to be published shortly and we're hopeful the findings will feed in to the final version of the revised Accessible Stadia Guide, which is already overdue. <p>New Committee member</p> <ul style="list-style-type: none"> • Alan Rayment MUDSA's newest committee member has settled in to his new role really well. As the MUDSA "Rep" up in Stretford End T2 Alan has taken up residence there and is already well known to the members up there. Selling badges, handing out magazines and fielding any problems or enquiries. • Nathaniel Yates, MUDSA's Youth ambassador, is carrying out the same role in both of the Quads. Making sure that MUDSA is represented in every place in the ground where there is a disabled facility. <p>MUDSA AGM</p> <ul style="list-style-type: none"> • The MUDSA AGM took place on Thursday December 8th with a decent turn out considering it was due to take place early September, but unfortunately, we had to reschedule due to illness on my part. I am now on the road to recovery, albeit it's a slow process. I'm pleased to be able to tell you I was elected for another 3-year term as secretary.

Members' Questions

We received 27 questions which have been answered, or we have referenced that we cannot answer, within the updates so far. These will not be read / answered individually now but will be published in the minutes.

1. Why were United fans treated differently from Newcastle fans as regards availability of paper tickets for the Carabao Cup Final?
2. Having reached the age of 65 during the current season and received OAP discount during the year I was shocked that when the renewal notice arrived I was treated as a new OAP and only receive the 25% discount for next season. The announcement referred to 25% discount applicable to those who are MOVING to the OAP category. I have already moved to the OAP category and felt that like those who were OAP at the start of the season the grandfathering of the 50% should also apply to those who have received the discount during the season. I accept there has to be a cut off but surely the cut off should have been anyone not 65 at the start of the upcoming season. That would have been clear. Perhaps the forum did not think about the impact on those becoming OAPS during the current season or didn't care? I suspect there cannot be many people impacted and so to make such a change would not be too costly for the club but will make a big impact to individuals like me
3. I reached the age of 65 on 28/09/2022 and although I missed out on the concessionary price for season tickets this season, I have had the concession for cup games since my birthday. I have just received my renewal notice for my season ticket for next season and now find that those who already have the concession will be paying £23 per game next season, whilst for new over 65's like me, we get only a 25% discount and will pay £39.75 per game. I missed out on the concession for this season by only a few weeks, yet next season I will pay £16.75 more per game than those that got the concession this year. I find this decision discriminatory.
4. I am writing to express my deep disappointment and extreme anger to have received my renewal email and read the change to the over 65 discounts on my season ticket. I have long been looking forward to receiving my discounted Season Ticket after more than 35 years paying full price, especially in the current climate. I turned 65 last October, way before this announcement has been made so I think that the club should at least have the decency to review the matter further. I have been receiving the discount since October 2022 on all purchased cup tickets and feel this should be taken into consideration in respect of my Season Ticket renewal.
5. I was 65 in late August 2022. I was told that they would no longer change a season ticket designation midway through a season but that I would be treated as over 65 for all other purposes. I did receive over 65 tickets for Europa League and FA Cup. Now for the new increase I am being treated as a new over 65 and given only the 25% discount. There must be a few of us in this in between situation, can anything be done?
6. My Wife reaches 65 in May 2023 and was expecting the same concession as I have of 50%, however the club are only offering 25% from this season. this now creates a price per match of £19.50 for min and £29.25 for hers. The club go on to state that my seat will increase by £3 per match per season going forward. Will this increase of £3 apply to her or will the £29.25 per match remain until I catch in in 4 seasons time? In my opinion the above discriminates against the year of my wife's birth unfairly and would mean we as pensioners will be paying a different price for the same game, this just doesn't make any sense.
7. A 65 year old supporter who got a ticket, say, 2 years ago is still entitled to the 50% rate, where as mine and others who have held season tickets for over 25 years (and previously LMTB's) are now penalised. Would it not be possible to keep the 50% reduction for Platinum season ticket holders who turn 65 as a goodwill gesture to reward our loyalty to the club?

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8.		<p>I have been going to Old Trafford since 1962. I received the email advising my over 65 season ticket in Sir Alex Ferguson stand would increase by 5%. It then proceeded to advise that my ticket would increase from £20 per match to £23 per match an increase of 15%. They have used a formula of concession, which is 50% of full price.</p> <p>This is a new concept as the current full price is £44 and concession is £20. I have emailed back with no reply. For long attending supporter now a pensioner a sneaky unpublished 15% increase is unacceptable. The fact that they care so little as to not check the email and advise 5% then put the values on as 15%?</p>
9.		<p>The email from the club regarding next seasons ticket prices highlights the fact that the increase is only 5% therefore well below the current inflation rate.</p> <p>While this may be so for under 65's the increase for over 65's is 15%!</p> <p>As a general rule these are the people who can afford it least and are likely to be the ones who have supported the club the longest.</p>
10.		Why should people who have turned 65 now be charged 75% of adult ST, when someone who turned 65 in 2021/2 gets it half price
11.		My inbox for fans forum queries has had a number of queries from pensioners complaining about the price reduction from 50% to 25% for new applications and those who reach the age of 65 during the season.
12.		<p>I am a member and recently entered the ballot draw for the city home match. I was unsuccessful as the new ballot rules favour those members that have been to more home games already. So far due to the random queue system used to give all members a fair chance of getting tickets, i have only managed to get tickets for Bournemouth. In the last round of ticket sales I was placed in 20000 spot in the random queue and an hour later when it was my turn there were no tickets left.</p> <p>Under the new ballot rules applied for the city match, we are now being effectively excluded due to not being able to get tickets due to us being unlucky in the random queue system used for members tickets.</p> <p>I agree with the random queue system for members tickets as it gives a fair chance to everyone but feel like I have been doubly punished for being unlucky in the new way that the ballot system is being applied as it benefits those that were lucky enough to get tickets to the other games in the first place.</p> <p>Can you please review your new members ballot system process and take into account my concerns above?</p>
13.		Is it possible that long term season ticket holders might get some sort of priority for away tickets? Maybe a number are reserved for a separate ballot of platinum or gold members? I was getting away tickets before lock down but I had 1 game last year and nothing so far this year.
14.		<p>I am currently one of your season ticket holders and I am writing to express my concerns and frustrations regarding the Manchester United away ticket allocation system.</p> <p>The system in place at the minute feels unfair and flawed, making it almost impossible to get away tickets, with the same relatively few people repeatedly going. This has made it almost impossible for newer season ticket holders or some younger fans to attend away games.</p> <p>I think one possible way round it would be if there was a set allocation for fans who have only just qualified to apply for away games or below a certain number of credits, and those could also be applied to Euro aways as currently it's almost impossible to get any aways at all for certain fans.</p> <p>Another issue which has also made it harder was removing the away reminder service making it very easy to miss application periods which has been the issue we've had this season.</p>
15.		Why can't we have a system when you apply for away games without success you move up the list for your next application
16.		With season ticket renewals round the corner I would like to raise the question of cup season ticket holders are able to purchase their current cup season ticket seats as full season tickets or have the opportunity to purchase season tickets within the same area especially those who have been to every cup game along with every league if not majority league games this season especially those who like myself were told at the beginning of the season to also purchase a premium membership to guarantee priority for season tickets which is now longer valid with this membership.
17.		I was disappointed and frustrated that there was no opportunity for cup season ticket holders to even enter the ballot for tickets for the Carabao Cup Final. Understand season ticket holders who have opted in and gone to all cup games in this competition taking priority, but I find it bizarre how you can offer a cup season ticket to fans who then pay and watch all games in this year's competition to then not even get the chance to apply for tickets to the final.
18.		<p>Will the club change their approach to cup season ticket holders to allow them to be included in the initial ballot to have a chance of attending future finals?</p> <p>I and others are really unhappy that cup season ticket holders, having finally got a chance to attend more fixtures and committing to attending all cup fixtures, are now unable to apply for tickets to the final in the first ballot. Seems a very unfair approach.</p>
19.		<p>How is it that there isn't a ballot for official members to gain access to the league cup final?</p> <p>There should at least have been a small number of tickets available to us who've attended all previous rounds possible, it's a bit of a slap in the face to the supporters who can't get tickets to prem and top games, yet in the early stages we are the ones filling the stadium, and as and when the later stages are reached, those opted out season ticket holders appear from the wood work and snap them up.</p> <p>Will there be anything in the future for us to grasp hold of or will this be the situation for the foreseeable?</p>
20.		Please can we look into reselling back to the club as I've sold my Everton ticket for another loyal fan to fill it and contribute to the atmosphere but now I'm being penalised and unable to apply for Wembley. I personally think this will discourage fans on selling back to the club if it's going to effect their away eligibility.
21.		How come using the buyback scheme on cup games affect away day eligibility, although transferring or donating doesn't? We're about to miss out on a cup final after using the scheme for 1 game when other ST holders can transfer tickets, not attend a single cup game and still be eligible, it would be fairer to distribute tickets on an attendance basis like most clubs do not depending on whether you have purchased a ticket.
22.		I currently have a cup season ticket and have purchased every cup game this season and also been to all premier league home games but on family members forwarded season ticket legitimately through ticket forwarding (don't think that counts as me attending game?) I was hoping to be able to apply for cup final tickets if we get there along with opted into all comps season ticket holders as I hope we would get priority over opted out season ticket holders
23.		<p>As far back as I can view in my emails, I have received 1 away ticket out of my last 23 applications. A success rate of 4.34%.</p> <p>After speaking to many others about this, we all share the same opinion. I was told (whether true or not) that loyalty pot returns were at 40% when asked to collect their ticket at away grounds. To me this seems to be an extremity unfair and flawed system. I have more luck getting European away tickets due to the fair balloting system in place.</p> <p>I believe a fair system should be based on an applicant's previous history of applying, their success in previous applications and a random allocation for new applicants. I know there is talks in place with regards to returned away tickets, most likely folk who have been asked to collect tickets who would have passed on their tickets to others until being asked to collect.</p>
24.		I understand that the cup season ticket is new this season, but something has to be done regards the availability of away tickets. I have attended every home cup game this season only to find out I'm not able to purchase away tickets. I really hope this is different should we get to a cup final. I would love your thoughts on this matter and how it will be improved.
25.		<p>How come a member who may have only purchased their membership this season, and attended no games, had the same opportunity of getting a Barcelona away ticket as me (ST holder of 20 years on 0 credits), surely it would only be fair to give priority to season ticket holders, than match going members, before allowing any member to buy a ticket?</p> <p>I have also been struggling to get any domestic away tickets for years, where is the fairness in this? I personally would like a system implemented that fairly distributes the tickets based on the rate of allocation for away games or something similar.</p>
26.		<p>1. Would Man Utd consider balloting more games to make sure that everyone who wants to attend a game is able to, in the event that they can't get any through queuing or are unable to queue due to work commitments</p> <p>2. If so, would Man Utd consider changing the way ballots are run? As I understand it they are currently weighted to favour those who have attended other games, but that just locks in unfairness if, like me, you have struggled to get tickets for other games. Instead, I think Man Utd should focus on ensuring that all members are able to attend at least one league game.</p>

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27.		<p>Whilst many members of the Fan's Forum may enjoy showing off their latest Smart Phone, I hope the group looking at this realises that many people do not have Smart Phones and indeed some do not even have a mobile.</p> <p>I have a large circle of friends and as well as supporting our football teams, we also go to many other sporting events, concerts, theatre visits and other events requiring tickets. I have not encountered any which have tried to restrict tickets in this way. The majority offer at least a choice between mobile tickets and print at home.</p> <p>I have seen from Ticketmaster's website that where some venues have attempted to move ticket distribution to the use of an App (with a back up facility at their Box Office) they are trying to encourage them to also offer a print at home facility, presumably because of the problems that they have encountered in the past.</p> <p>I hope that you can therefore make representations to the group considering this and get them to realise that this is not a realistic route to go down.</p>
JL		<p>Although I don't think we can do much about fans standing throughout a match at Wembley, it wasn't a pleasant experience for older supporters who would much rather be seated, myself included.</p> <ul style="list-style-type: none"> The stewarding and security operation at Wembley is outside the control of MUFC however any relevant complaints and concerns that have been raised directly to us have been forwarded on to Wembley so that they can assess and amend their operation should they deem that necessary.
JL		<p>Catering- The menu for the Manchester Suite lower bar is not good enough. It never changes and is limited to some form of curry or a burger. What has happened to the carved meat sandwich that used to be available?</p> <ul style="list-style-type: none"> This has been actioned and the offer will rotate more frequently from mid-March.
JL		<p>Are there any plans to improve the food and drink offered at the club? It's very dated options and it has barely changed in years. For a club of the standard of Manchester United we should be offering better quality food and drink options. The lager and cider options are poor. Also, the price of water at games, it's about £2.50, a bottle the beer and cider isn't that much more expensive. This surely isn't right?</p> <ul style="list-style-type: none"> We are required to use plastic (PET) bottles for our products. Unfortunately, the range of beers that can be supplied in the volumes we require is limited. We have considered other beer choices, but we believe these may not be products the fans would want us to serve. We are also very limited for space behind our kiosks, so it is not possible to offer a more extensive range of food and beverage products. The beer pricing is part of an ongoing initiative that was commenced in partnership with Fan Groups where we offer beer at a very competitive price and in many cases well below that of many other similar premises. This then creates an artificially low-cost difference between the beer and some other products.
JL		<p>My season ticket is in N3407 and I love everything about my match day experience except for the loos. The handles are sticky and nasty and the smell is unpleasant - basic doesn't cover it. I'm sure more could be done to make them a tad more pleasant. Lots more women attend matches nowadays and perhaps the loos could be spruced up a bit? (and perhaps have more of them?)</p> <ul style="list-style-type: none"> It is disappointing to hear about the condition of the facilities in your area and we would like to apologise. We have regular cleaning and maintenance schedules in place so this should not occur. If you have any similar problems in the future, please notify a steward who will contact the control room and arrange for someone to attend and deal with the issue. The number of female toilets in that area is compliant with relevant guidance. We are however reviewing the provision of toilets across the stadium to identify if any improvements can be made to the number that are available for females. We will also review and upgrade any facilities that fall below standard over the summer.
JL		<p>The queue for the N42 Family Stand is routinely excessive over 30 minutes prior to kick off. This wait affects fans and obstructs the passing of crowds at the back of the SAF stand. I know that there are only two entrance points for SAF Tier 2 but the queues for N47 don't seem quite as bad.</p> <p>What appears a bit absurd is the time taken and thoroughness of security searches of low-risk groups, such as of the obviously high number of young children passing through. Couldn't the flow of fans through the turnstiles be expedited by having a lighter check of fans under a certain age?</p> <p>I know the counter argument is that fans should arrive in the ground earlier but there is little to do. If there's an earlier game live on Sky / BT Sports, it would be good if that could be shown on the TVs, which may entice more in at an earlier time. Having a better range of beers, including a premium lager and a real ale, would also help.</p> <p>What would also be useful is if the TV by the entrance to N3401 could be repositioned back to the side</p>

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		<p>wall, so that watching it isn't conflicting with the queue to the small kiosk in the area or the crowd for the freestyler before the game.</p> <ul style="list-style-type: none"> All queues are monitored and supported with extra staff when required to ensure supporters have as seamless an entry as possible. We take the safety and security of all attendees at Old Trafford as our main priority and therefore any security measures are based on the national threat level and available intelligence through our partner agencies. Our current search operation already has a stepped approach dependant on the supporters age which ensures all searches follow best practice. Each turnstile is configured to load the same number of people so any small differences between different entry points with the same number of turnstiles can be affected by issues such as the arrival profile of our supporters. We already show some fixtures on the TV's on the concourses. We have trialled a selection of different beers on several occasions and the uptake has been very poor. Some of these speciality beers are also only available in glass bottles or cans and require decanting into plastic vessels so can slow service at busy times. The TV by the entrance to N3401 has been repositioned back to the side wall. We will be looking to set up a subgroup for 'pre match' fan experience to explore options to encourage earlier arrivals, facilities, entertainment etc.
JL		<p>With the welcome announcement that the exec seats will move out of the Stretford End, can the International Suite be integrated with Stretford Lower to give us a concourse space that has long been overdue please? I guess that TRA might be rubbing their hands together wanting this as a drinking space, but there's up to 10k fans in Stretford Lower who have had a cramped sub-standard concourse for too many years and this extended (superb) space being made available it would be just reward.</p> <ul style="list-style-type: none"> We are still in the early phase of a potential design and the full plans for the configuration of this space have not yet been completed. It is noted however that an integration into the Stretford Lower Concourse would result in a significant loss of bar and servery space. There are also safety considerations in relation to managing access from the bowl/concourse area to ensure room capacity compliance is observed. It is likely therefore that access to the International Suite would be gained via the external entry points.
JL		<p>Why are Manchester United unable - or unwilling - to put a section of away fans in east tier 2 enabling home fans to have L stand? We know acoustically this would give our team a much bigger advantage and it would give our fans better seats. We sit in upper tiers for games at Chelsea, Everton, City and Newcastle plus pretty much most major European away games. Surely, it's time to find a solution that works at OT?</p> <ul style="list-style-type: none"> The placing of away supporters in ET2 is affected by a number of factors, not just the risk of putting away supporters above home. All spectators need to be able to access, circulate and egress safely. The issue has been looked at by the club and discussed with Police and our licensing authority. The way the stadium is configured at this time is identified as the safest option, due to the configuration of the external footprint, isn't something that could be designed out at this time. However, we are working with fan groups to review locations of visiting fans and to explore other feasible options.
JL		<p>When will the club move away fans from the SE corner to protect our disabled supporters below? For years this has been raised yet it's ignored, and the club need to act now.</p> <ul style="list-style-type: none"> The movement of away supporters has been answered above in the previous question. We constantly work with our disabled supporters to identify measures we can put in place and have discussed a number of options with them. We are committed to ensure the safety of all our fans and we continue work to identify the most appropriate option.
JL		<p>Why is it safe for us to have fans in ET2 for cup games but not league games?</p> <ul style="list-style-type: none"> Where we are obliged to sell higher allocations, we have limited options on configurations. Where we utilise ET2 for away we put extensive mitigation measures in place. This is done as a requirement of the competition we are in and is the safest option to facilitate the entry of such a large number of away supporters, again due to other external factors in addition to internal ones.

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JL		<p>TRA were given A stand for 4 games. After the Barca game it has been removed. Why? On what evidence? TRA didn't have it for Betis and there were huge issues that night.</p> <ul style="list-style-type: none"> Manchester United works with all its supporter groups to ensure a great atmosphere is achieved, whilst maintaining safety. There are a number of ongoing discussions with our licensing authority regarding how we best utilise our areas around the stadium, and how we segregate home and away supporters to keep them safe.
AW		<p>Are United ever going to issue a statement in regard to their partnership with CB bank over the 'donations to the Myanmar military in support of the 2017 Rohingya genocide'?</p> <ul style="list-style-type: none"> Regarding our relationship with CB Bank, we would refer you to the bank's public statement regarding its support for communities in the northern Rakhine region of Myanmar: The bank said: CB Bank follow the guidelines of Union Enterprise for Humanitarian Assistance, Resettlement and Development ("UEHRD") in aiding resettlement and rehabilitation efforts for the affected communities, provide humanitarian aid, foster economic development and to promote durable peace with no prejudice, discrimination, or bias. CB Bank's primary objectives for CSR initiatives are to further the economic development in the country, bring unbanked population into the formal financial sector through promoting financial inclusion, and to assist those suffering from disasters & climate change.
AW		<p>Can we get the option to calendar sync women's fixtures?</p> <ul style="list-style-type: none"> We will explore this request with our product development team.
AW		<ul style="list-style-type: none"> Plans for redevelopment of Old Trafford have been submitted. Presumably these plans will not be actioned until the club is sold? Preliminary work has been done on various options for redevelopment of Old Trafford as part of the master planning process launched last year, including a survey to establish what fans want. The first phase of this work is complete, and the outputs are being reviewed by the club before a decision is made on next steps.
AW		<ul style="list-style-type: none"> I am a MUFC season ticket holder for 10 years and member of the local Amnesty International group. We campaign for imprisoned human rights defenders in the UAE because of the ownership of MCFC by the UAE royal family. I have concerns about possible takeover of MUFC by an entity with similarly poor human rights and our brand being used for sportswashing. Would any fan group be open to a discussion with Amnesty about this. The Newcastle United fans did the same during their recent takeover by Saudi Arabia. We appreciate that our ongoing strategic review is the focus of extensive media speculation, however we are unable to comment on potential outcomes. We are confident that the club will remain firmly committed to engagement with fans in any future scenario.
SK		<p>With Season Tickets having to be paid soon, there have been a couple problems that have arisen for some of the U21 season ticket holders regarding struggling to find all the money in time. While a lot of typically older season ticket holders are able to pay it off with credit with United's partner V12, there a lot of U21s that haven't built up any credit history yet. Is there another way the club could offer any other way of finance so students could work over the summer to pay it off, as by May a lot are still in education?</p> <ul style="list-style-type: none"> Unfortunately, there are no alternative payment options for Under 21s, and whilst the 5% price increase has added approximately £30 on to an 18-20 Season Ticket, all supporters are aware that their ticket is renewable in May each season. We understand and appreciate the financial commitment all of our fans make and are pleased to offer a finance plan alongside standard card payment. The acceptance rate of V12 is extremely high, we would recommend people try this route.

Topic	Speaker	Topic Notes
SK		<p>In light of the season ticket increases and the strong likelihood of qualification for the Champions League, would the club consider applying the same pricing to the FA Cup as they currently do in the Carabao Cup and Europa League? This would help fans manage the season ticket price increase, which will come in conjunction with a £33 increase in European group game costs compared to this season for my seat.</p> <ul style="list-style-type: none"> There are no plans to reduce the prices of match tickets for FA Cup games. The price reduction for the Carabao Cup and UEFA Europa League games were introduced to reflect the popularity of the competitions amongst fans. We're proud, despite all tickets for all games selling out in record times to Official Members to have been able to maintain the current discounts offered historically for those competitions. As a reminder, fans have increased flexibility now and can choose at the start of the season which competitions they would like to opt in to. This season, the FA Cup has been the most popular competition in terms of the volume of people choosing to take it. We appreciate that there have been a lot of cup games this season, and thanks fans for their support. As a reminder, we enable ticket holders to cancel their ticket for all Premier League games, and as many cup games as possible, and receive a full refund.
SK		<p>What options do Official Members have to return tickets if they are no longer able to attend? Season Ticket Holders have the 3 different options?</p> <ul style="list-style-type: none"> Official Members who cannot attend a game can contact us where their ticket will be cancelled and refunded. We ask that fans give as much notice as possible and whilst we will always try to accommodate all cancellation requests, this may not always be possible on a match day.
SK		<p>On the tickets page, is it possible to add under each fixture the time and date that the tickets would go on sale for OM?</p> <ul style="list-style-type: none"> When ticket release dates are known, these are published on the page. It is not possible to provide all dates in advance, and as has been discussed before in this forum tickets are released at infrequent intervals prior to each game. As a reminder, we have an 'all game' on sale at the start of each season (usually on fixture release date), a publicised 8-week release date, and in addition, on average, have announced 5 further on sales in advance of each game this season.
SK		<p>With the average age of ST holders being significantly higher than in previous years, and a possible capacity increase on the horizon through upgrades to Old Trafford or a new stadium. Would the club be able to set aside some of the new Season tickets that would be produced to a certain U21/U25 age group for example? The only other significant barrier would be youth wanting to be with their friends and majority wanting to be in atmosphere sections- however I think this has been sorted well by the club as they could always apply for TRA and with the exec behind the Stretford end goal being removed, they would most likely be successful in TRA apps and can stand together. (Also the 'A stand' is a good alternative as I know a few people that prefer standing next to away fans rather than in the Stretford End.)</p> <ul style="list-style-type: none"> The average age of Season Ticket holders has not increased significantly in the last 20 years Please note however that the sales process for Season Tickets isn't driven by age it is driven by supporters' eligibility in terms of priority going to Cup Season Ticket holders followed by Premium Members who have paid a deposit etc. It is worth noting that the % of Under 21 Cup Season Ticket holders is almost triple that of our Full Season Ticket holders, so these are in the best possible place to secure seats. We are committed to the strategy surrounding our young fans, reflected in this season's pricing in that there are no changes to Under 16 or Youth Season Tickets, and 16-17s and 18-20s retain their % discount. We also continue to offer £10 per match Season Tickets in our expanded dedicated family areas. Finally on this question, "A Stand" or S229 as we now know it forms part of visiting supporter allocations across all competitions, although it is not always required. It is therefore not an option in terms of Season Ticket sales.

Topic	Speaker	Topic Notes
SK		<p>We received a number of questions relating to European away ticket allocations:</p> <ol style="list-style-type: none"> 1. I would like to ask why season ticket holders with 0 European credits are treated the same as lite members with 0 European credits. 2. I would like to raise a request to review the current European Away application process and specifically the changes made to the previous process and requiring people to apply at a certain time of day in line with their number of credits. The previous process of giving everyone a window in which to register their application and then the club allocating tickets based on credits was far easier and more efficient than the current process, which assumes everyone has the luxury of being able to drop everything at a given time to buy their ticket. Some people don't have this luxury with work. You then have website issues as has been seen with Barcelona where demand crashes the website, and it is a free for all and potluck deciding whether you get a ticket. My request would be to go back to previous system of letting everyone apply in the specific window and the club allocate tickets based on credits once the application window has closed. Any remaining tickets after credits have been considered should go to a ballot, ie if there are 500 tickets left and 1000 applicants with 1 credit, a ballot for those with 1 credit should take place. I really don't see the benefit of the new system other than given people the ability to choose their seat, which isn't important to anyone I know who is a regular match goer. 3. My questions are particularly about the fairness of a very recent member accessing a ticket when ST holders paying for less glamorous home legs are unsuccessful - and I would stress I was not personally affected by this. This also puts the ST holder at a disadvantage for future draws. Also, I still do not understand the logic of selecting a seat for Euro-aways - just allocate them. Anyone who attends these games knows the seat numbers are not followed adds a step that adds further jeopardy when applying. 4. There is still some unfairness in the 0-credit ballot as a member has the same opportunity as a season ticket holder of getting a European away ticket, which can't be right. I as a season ticket holder who as opted in and pays >£700 and goes to every home premier league and cup games should have priority over a member who as only paid £35 and may only attend a few home games. 5. Can I therefore suggest that season ticket holders be given priority over members for the 5% ticket allocation that goes to people with 0 credits for European aways. 6. I done some research to find out that members who buy a membership can apply for European away games. So basically, someone could buy a membership that morning and apply for Barca away. Not only that but they will then gain a credit all without even attending even one home game. To make it worse if we did progress in the competition or reached a final, they have more credits than me and more chance of getting a ticket. How is this fair or how can this even be possible is my question? <ul style="list-style-type: none"> • In terms of priority of fans for European Away Credits, it is a historic sales policy that tickets are issued to Exec Club Members, Season Ticket holders and Official Members. In terms of complaints regarding this, it has only been raised as an issue since our game against Barcelona. Tickets for Real Betis away for example were on sale for a full week and could be purchased by any supporter. This allocation did not sell out to these groups. • The situation regarding fans with zero credits having access to a small % was also discussed and agreed in this forum. • The current sales process was discussed and agreed in this Forum. We go on sale to fans with a certain number of credits, knowing that there are enough tickets, can cascade down accordingly. There is no appetite to change this at this time.
SK		<p>Why will United not consider introducing an ID requirement at home matches When they have done this with away tickets, up to 40% are returned. I need to show ID if I want to pick up a packet of screws from Screwfix, why not if i want to go to a United game. It could also solve the issue of concessionary tickets being sold on at full price and is much better than asking supporters what they were wearing</p>

Topic	Speaker	Topic Notes
		<ul style="list-style-type: none"> There are no plans at this time to introduce whole scale ID checks at home matches. There would be a lot to consider including fan experience, queue times, staffing to conduct checks for a full stadium on top of existing safety & security operation which would not be easily solved. However, we are reviewing new technologies that would enable this, and over the course of the summer may ask Season Ticket holders to verify their identity, ahead of any potential future implementation.
SK		<p>As a season ticket holder over 65 in the east stand we are regularly relocated for cup games to various places within the stadium however on most occasions the relocated seats are in places which are not similarly located to our existing seats. In most cases in the past I have called the ticket office and managed to get a relocation to the same tier I am say on for premier league games however this is not always guaranteed and can be time consuming. My suggestion is simple in that at the start of the season we are asked if we would like to opt in or out of cup games. Hence it must be then possible for those of us that opt in to be matched to similar seats within the stadium where the season ticket holder has opted out of the cup matches. This would then guarantee where we sit for all the cup games assuming we were happy with the location given and thus we would not have to keep contacting the ticket office to ask to be relocated. I spoke to a large number of supporters who are affected and all agree this method would be fantastic.</p> <ul style="list-style-type: none"> Unfortunately, this would not be possible. There are not enough seats in lower tier to accommodate all fans required to relocate, but we do always process relocations to seats of the same or often a higher price category with no additional charge. The number of movers varies game by game, depending on the number of tickets the opposition team, or in the case for UEFA matches that press and UEFA require. Any fans relocated to seats which are not accessible for them can call us where we will try to help, subject to demand.
SK		<p>We received 2 questions in relation to Season Ticket holder seat relocations for next season:</p> <ol style="list-style-type: none"> Enforced moves 2023/24 NW Quadrant - we have 28ST holders from the High Peak branch sitting in the area to be moved- how many can the club give us together / close and where these would be located In addition if we can reserve the seats on 29th March why should we have to pay then and not by the deadline day for other ST holders We had an email last week saying we have to relocate. After having the tickets for 17 years you can understand we aren't happy at all. There's not option to pay a premium to stay where we are or upgrade which we would be happy to do. Also, no guarantee that we'll get a season ticket next year which isn't great either or guarantee a seat with a view as good as ours, which we believe is one of, if not the best in the stadium. Is there any way of reassuring us at all? <ul style="list-style-type: none"> We understand that being asked to relocate from a Season Ticket seat is never ideal, or well received by fans who love to support the team every week – thank you for your support. However, we want to continue to develop the stadium to optimise the experience for our supporters which does inevitably mean there are changes to seating configuration and subsequently required relocations. We always communicate openly and honestly with fans in terms of next steps and opportunity to select seats – also note that no other fans are able to relocate until all impacted movers have had the first choice on seats. In terms of payment, there is no option for you to reserve seats when selecting them online, so payment is required in full. If fans choose not to select and pay for a seat in March, there will be another opportunity immediately after the renewal deadline. As a reminder, all supporters are eligible to apply for monthly instalment plans meaning the full payment isn't required upfront.
SK		<p>Would Man Utd consider introducing a system that prevents people from leaving single empty seats between them, thereby maximising the chance that others will be able to get two seats together? I believe Sale Sharks do this.</p> <ul style="list-style-type: none"> This is something that we have looked into as we also don't like to have lots of single seats available in matches. We do advise fans as part of renewal invitation communications that we will endeavour to minimise single seats by shuffling fans around in blocks in the stadium.

Topic	Speaker	Topic Notes
		<ul style="list-style-type: none"> • However, there are a number of reasons for this on a match-by-match basis including fans returning individual tickets for refunds / donating them to the Foundation, individual fans relocating to the Atmosphere section as well as non-renewal of individual Season Tickets. • To confirm, this technology does exist, but even when used on a straightforward ticket release, still doesn't work sufficiently as for example, taking a group of three seats, someone can be booking a single ticket, at the same time someone could select the pair, the person on the pair may proceed and book, the person on the single may not complete the sale – it is for this reason we do not enforce it in our on sales.
SK		<p>We received a couple of questions in relation to ticket forwarding:</p> <ol style="list-style-type: none"> 1. Today I tried to transfer my ticket for game against City on Saturday (14 Jan) to my son who is also big fan. I was refused because he is not an official member, and this is a new rule. I have never been told this was a new rule. Is it better to have a relative of a long-established season ticket holder or sell it to some unknown from anywhere in the world who is a member? 2. I just wanted to provide some feedback on the United ticket forwarding system. At present it is not possible for a ST holder to swap seats with another ST holder although you can forward a ST seat to another member. I sit with other season ticket holders and occasionally when others cannot make a game I would like to go with my family/children. In some cases, I have had a ST member who I have a strong relationship with, who sits elsewhere not be able to attend a game and one of the adult ST members who sits with me is willing to move to that seat so I can take one of my children. However, although I can forward a ST to my child, I cannot then forward the ST holder who has offered to swap seats to use the other available ST seat. I don't want to forward the other seat to my child as they want to sit next to their dad. It would be great if this was supported as in this case all members are known to Manchester United and it's just a case of allowing a digital ticket to be sent from a ST to another ST to support the swap. 3. I strongly disagree with the new regulation introduced this season which only enables season ticket holders to share their ticket with a paid Man Utd member. I resigned my paid membership because of this rule, including my two children! Please provide me with feedback re the strength of feeling to change this procedure next season back to anyone registered with Man Utd being able to use a shared ticket. As it was on previous seasons when it was not necessary to be a paid member to use a shared ticket. <ul style="list-style-type: none"> • There are no plans to make changes to the existing ticket forwarding policy. Limiting forwarding to Official Members gives us full visibility of who is in the Stadium, which is crucial for our safety & security operation. This, coupled with the two additional options implemented this season has made over 200,000 extra tickets available to Members. • I would like to remind you that we recently introduced a new "Forwarding Membership" for 2023/24 which is priced at just £15 so cheaper than the previous cheapest option of Lite Membership. Please also note that fans who buy a Forwarding Membership now can use it to receive forwarded tickets only for both this and next season. This will be deactivated on the day of the Fulham game but reintroduced at £20 for next season. • If two Season Ticket holders simply wish to switch seats for a game or arrange for 2 Members receiving their forwarded tickets to be seated together as a one-off fans can contact us where we would be happy to look into the options.
SK		<p>I have recently tried to forward a cup ticket to a friend and season ticket holder that had opted out of the cup scheme. I was dismayed to realise that although I could add my friend as a linked account in the online system, the protocols prevent me from upgrading and forwarding the ticket, as he is a season ticket holder.</p> <p>This is sort of understandable for forwarding a premier league game, but given some people are unable to commit to all cup games and hence opt out, to prevent them from receiving a forwarded ticket from a fellow season ticket holder and friend seems wrong.</p> <ul style="list-style-type: none"> • We will look to update the forwarding system to enable fans to forward to Season Ticket holders who have opted-out of cup games.
SK		

Topic	Speaker	Topic Notes
		<p>Whilst I appreciate the flexibility the Club has introduced this season with the buy back scheme, I feel it could and should do more in these unprecedented circumstances of matches being affected by rail strikes. Travelling by rail is my only option - especially for 8pm kos. I have already had to miss a number of matches because of (Northern Rail) strikes. I have used the buy-back scheme where PL matches have been affected but have had to donate my ticket for affected Cup games in order to avoid any impact on away eligibility.</p> <p>In these extraordinarily challenging times when fans are facing financial hardship generally and can ill afford to lose up to £50 a ticket, I would like to urge the Club to rethink it's policy for Cup matches whilst the strikes are ongoing - to both make the scheme available for all cup games and keep away eligibility unaffected. A sensible and responsible approach from the Club would be greatly appreciated.</p> <ul style="list-style-type: none"> We understand that the various industrial strike action this year has impacted fans in different ways and will enable the listing of tickets for resale for as many matches as possible. To help with this, it is important that supporters list their tickets for resale at the earliest opportunity for all games. Regarding away games, making amendments based on this would mean a change in the longstanding eligibility criteria, which as per my update, is unfortunately not something that can be reviewed at this time.
SK		<p>There was a survey looking at different prices and different membership benefits. When would we expect to see changes, if any?</p> <ul style="list-style-type: none"> We issued a survey to various groups the Official Member and general club database. Initial findings were that the current schemes offer the overwhelming majority of benefits that people want to receive, but there were some additional insights which will be reviewed over the coming months. Therefore, the changes made to pricing this season, reflect the reintroduction of previously offered benefits to Lite members, i.e. club discounts. Updates in terms of wider offerings will be discussed with this group before being launched.
RMc		<p>A number of U21 fans have discussed with me how brilliant having scarves at Wembley instead of flags in the past! With some being upset at not having a paper ticket to keep as a memento, they thought it was a brilliant replacement as something to keep and use. They wanted to say not only do they feel more of a connection with the players but also with the club as a whole!</p> <ul style="list-style-type: none"> We are delighted with the response to the scarves. As well as helping to turn Wembley red it was also a thank you to our fans for their amazing support. We will continue to look at ways to recognise our fans and enhance their experience at future cup finals.
RMc		<p>Whilst at the game recently my friends and I discussed why there is no stand named after the great man. I know you can't change the name of the Stretford End but the old scoreboard end (East Stand) could be re-named after Sir Matt. With the upcoming anniversary of the Munich disaster it could be an apt time to undertake the change.</p> <ul style="list-style-type: none"> Sir Matt Busby's contribution to Manchester United cannot be overstated. He helped build the club into what it is today and his legacy of bringing through young players and his commitment to attacking football remains at the core of our club. We have taken note of your proposal and will refer it to our Heritage and Legacy Committee, which has been set up to consider matters of this kind.
RMc		<p>How much input do the finalist clubs have regarding arrangements outside and inside Wembley on the day of the game?</p> <ul style="list-style-type: none"> The security arrangements are run by Wembley stadium. Following some issues with our fans gaining entry to the Carabao Cup final (delays at the East end of the stadium) we fed back to Wembley our observations and suggestions for improvements which we believe will be taken on ahead of future visits. In terms of branding and communications, for FA and Carabao Cup finals there are certain aspects of the matchday production that are run by Wembley, some by the competition organisers, some by the title sponsor and some by the clubs.

Topic	Speaker	Topic Notes
		<ul style="list-style-type: none"> For example we can brand the dressing rooms but the tunnel areas are not within our remit to brand. Prior to any cup final appearance we work with all parties to understand how we can make the occasion the best possible experience for fans and where we can add value, for example gifting over 30,000 scarves to our fans at the Carabao Cup Final.
RMc		<p>I would also like to ask how the members of the Fans' Forum engage with other fans to be able to say they truly reflect the opinions of those actually use/attend the facilities under consideration, rather than their personal circle. I am a ST holder of 23 years and have never been asked my opinion until the recent on-line poll.</p> <ul style="list-style-type: none"> We encourage our reps to be visible and to engage with fellow supporters. All reps can be contacted via https://www.manutd.com/en/Fans/Fans-Forum/Fans-forum-representatives and they will then submit questions on behalf of fans. Where appropriate we will look for opportunities to poll fans on issues which directly affect them, for example as we recently did when deciding on the best way to allocate returned tickets to away games.