

**Manchester United  
Fans' Forum Agenda  
Wednesday 8 October 2025**

**Forum Members Present**

Su Buckley	Season Ticket Holder Rep
Luca Black	Under-21 Season Ticket Holder Rep
Rick Clement (Virtual)	MUDSA Rep
Bill Dixon	Over-65 Rep
Duncan Drasdo	Covering ISLO Rep
David Field	Family Stand Rep
Alex Hardman	Official Member Rep
Deborah Henry	Women's Team Rep
Dips Jandu	Season Ticket Holder Rep
Chun Yi Lee	Overseas Official Member Rep
Carly Lyes	Local Resident Rep
Stewart Moss	UK Official Member Rep
Lily Quinlan	Under-21 Rep
Stephen Pember	UK MUSC Rep
Eric 'Naj' Najib	Rainbow Devils Rep
Thanos Oktoratos	Overseas MUSC Rep
Chris Rumfitt (Virtual)	MUST Rep
Tony Veverka (Virtual)	Executive Club Rep
Dan Jones	Fans' Advisory Board Chair

**Club and Foundation Officials Present**

Toby Craig (Chair)	Chief Communications Officer
Gary Hemingway	Chief Operations Officer
Rick McGagh	Director of Fan Engagement
Sam Kelleher	Director of Supporter Services
John Shiels	Manchester United Foundation – Chief Executive Officer
Andrew Ward	Director of Media Relations & Public Affairs
Nicola Wellington	Fan Engagement Manager

**Agenda**

- 12:30: Arrival and lunch
- 13:00: Introduction and Chair update
- 13:15 – 13:45: Terms of Reference
- 13:45 – 14:15: Club updates
- 14:15 - 15:00 Rep agenda items
  - Sanctions
  - Away tickets
  - Touting
  - European away tickets
  - Stadium experience
  - Bereavement policy
- 15:00: Pre-submitted Q&A
- 15:25: AOB
- 15:30: Close

Topic	Speaker	Topic Notes
<b>Apologies</b>	Zygmunt Baranski	
<b>Minutes of last meeting</b>		<ul style="list-style-type: none"> <li>• The minutes of the June meeting were circulated, approved by reps, and published on the club website.</li> <li>• The next meeting is due to take place in December and information about deadlines for question submission will be advertised on our website <a href="http://manutd.com/fans">manutd.com/fans</a>.</li> </ul>
<b>Club update</b>		<ul style="list-style-type: none"> <li>• Welcome to the first Fans' Forum meeting of the 2025/26 season.</li> <li>• We have some new faces around the table. A warm welcome to Bill, Tony, Lily, Thanos, Stewart and Chun Yi; we are looking forward to working with you all.</li> <li>• I also want to welcome my colleague, Gary Hemingway, our Chief Operations Officer, to his first forum meeting.</li> <li>• Another new face today is Dan Jones, the relatively newly installed co-Chair of the Fans' Advisory Board. Dan is here primarily to observe, but also to participate in the agenda item on the Terms of Reference.</li> <li>• We'd like to place on record our thanks to fans for impeccably observing a minute's silence at Leigh Sports Village and Old Trafford following the terrorist attack on Heaton Park Synagogue.</li> <li>• An update on Football was shared with the forum.</li> </ul> <p><b>FAB update</b></p> <ul style="list-style-type: none"> <li>• The FAB met at Old Trafford for 3 hours on the morning of Wednesday 25 September.</li> <li>• All fan reps attended, and the club was represented by Omar Berrada, Toby Craig, Rick McGagh, Roger Bell, Marc Armstrong and Andy Shaffer. The following topics which were discussed by all: <ul style="list-style-type: none"> <li>• Summer transfer window activity (men's and women's)</li> <li>• First team performance for the 2025/26 season to date (men's and women's)</li> <li>• Full year financial results covering the 2024/25 season</li> <li>• Commercial performance, strategy and opportunities</li> <li>• Proposed revised Terms of Reference for FAB</li> <li>• Establishment of working groups to progress issues between meetings</li> <li>• Stadium project and related market research update</li> <li>• A representative of the club's advisers on the new stadium development also joined the meeting for the final item listed above.</li> </ul> </li> <li>• There was a lengthy and constructive discussion around fan rep views on key principles for any new stadium including the importance of preserving or improving affordability, atmosphere, community and the recognition of loyalty in allocating rights to scarce tickets (away games, finals etc.). These principles were noted as particularly important in the context of</li> </ul>

Topic	Speaker	Topic Notes
		<p data-bbox="459 118 1406 192">potential new ticketing product offers in a new stadium such as Seat Licences or similar alternative funding mechanisms.</p> <p data-bbox="363 232 743 266"><b>Old Trafford Regeneration</b></p> <ul data-bbox="411 277 1481 394" style="list-style-type: none"> <li data-bbox="411 277 1481 394">• Over the past few months, we've continued to make progress on efforts to establish the project's feasibility. There are two key areas of focus at this stage:</li> </ul> <p data-bbox="363 445 588 479"><b>Land Assembly</b></p> <ul data-bbox="411 490 1485 943" style="list-style-type: none"> <li data-bbox="411 490 1485 770">• While Manchester United owns a significant portion of land around Old Trafford, it is not all in a single, continuous block. To accommodate the scale of the proposed new stadium – including a canopy – and to avoid disruption to the existing stadium during construction, we are working to secure additional land. We've been engaged in constructive discussions with neighbouring landholders and are optimistic about reaching mutually agreeable terms in the coming months.</li> <li data-bbox="411 781 1458 943">• We are aware of recent media speculation regarding these discussions. However, we want to be clear that such reports have not originated from the club and do not reflect the facts. Any official updates will be communicated directly by the club.</li> </ul> <p data-bbox="363 992 616 1025"><b>Fan Consultation</b></p> <ul data-bbox="411 1037 1481 1574" style="list-style-type: none"> <li data-bbox="411 1037 1402 1153">• As part of our commitment to putting fans at the heart of the project, we've been gathering inputs to help shape the next stage of design development.</li> <li data-bbox="411 1164 1481 1361">• In July, we held a series of focus groups with match-going supporters, and the insights gathered have informed the design of a wider survey. This survey will be launched on 9 October and is being run by CSL, a leading commercial research company. It covers a range of topics including facilities, seating preferences, and pricing options.</li> <li data-bbox="411 1373 1473 1574">• It is important to note, no pricing decisions have been made and fans completing the survey will be shown a randomised selection of scenarios of potential products across various locations. As a result, the options presented may differ between individual fans, including those within the same group or seating block.</li> </ul> <p data-bbox="363 1624 671 1657"><b>Design Development</b></p> <ul data-bbox="411 1668 1453 1823" style="list-style-type: none"> <li data-bbox="411 1668 1453 1823">• Early design work has been intentionally paused until we have greater clarity on land assembly and fan requirements. As with other aspects of the project, we encourage fans to treat speculative media reports with caution.</li> </ul> <p data-bbox="363 1872 655 1906"><b>Local Collaboration</b></p> <ul data-bbox="411 1917 1394 2078" style="list-style-type: none"> <li data-bbox="411 1917 1394 2078">• We continue to work closely with local authorities on broader regeneration efforts. In July, it was announced that a Mayoral Development Corporation (MDC) is being proposed to drive forward regeneration and investment in the Old Trafford area.</li> </ul>

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		<ul style="list-style-type: none"> <li>• During public consultation, 78% of respondents supported the creation of the MDC. It has now been formally approved by Trafford Council and Greater Manchester Combined Authority and will be legally established following Parliamentary approval. The MDC will be chaired by Lord Sebastian Coe.</li> </ul> <p><b>Women’s World Cup 2035</b></p> <ul style="list-style-type: none"> <li>• Finally, we are proud to be cooperating with The FA as part of the UK’s bid to host the Women’s World Cup in 2035. The proposed new stadium would serve as a world-class venue for the tournament, showcasing the best of Manchester United and the wider region.</li> </ul> <p><i>CR highlighted seat licences will cause real concern from fans and asked the club to outline the benefits on offer to seat licence holders and a reassurance that traditional season ticket holder rights will remain as they are today. BD asked if other funding models which are more palatable to fans, such as equity, will be considered. The club emphasised the seat licence model presented in the survey is optional (not mandatory) and is being tested in this survey to understand appetite and interest from fans; benefits have not yet been decided as it is one of many potential funding options available. The club also highlighted there is no intention to remove traditional season ticket holder benefits.</i></p> <p><i>The reps advocated for the protection of affordable tickets and the benefits of that in terms of atmosphere and youth in the stadium. The club agreed and confirmed the intention to keep tickets affordable and that atmosphere is a key consideration in the new build design.</i></p> <p><i>The club confirmed that the key points above are covered in the communications that will accompany the launch of the survey to ensure fans have the full context whilst completing it. The survey will run for four weeks, and the club very much wants all fans to have their say on these important topics.</i></p> <p><i>LB requested clarification on the contract status for external partners for the Old Trafford stadium design. The club relayed it is working collaboratively with Foster + Partners as the master planner for the wider regeneration project and that no official appointment has been made for the engineering and construction contract for the new stadium build project.</i></p>
<p><b>Terms of Reference</b></p>		<p><i>In advance of the meeting, all forum reps received a proposal for ways of working and governance structure to help formalise the roles, responsibilities and functions of Manchester United’s recognised fan bodies. This included the club’s continued commitment to the Fans’ Forum.</i></p> <p><i>The proposal was created in collaboration with fan reps and was also discussed at the Fans’ Advisory Board on 25 September.</i></p>

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		<p><i>DJ gave an introduction to all forum attendees on his role as Co-Chair of the Fans' Advisory Board and the highlighted the importance, value and spirit of discussions taking place across both fan bodies.</i></p> <p><i>The forum was opened for reps to provide further input into the Terms of Reference proposal.</i></p> <p><i>SP thanked the club for creating the Terms of Reference proposal following rep requests at previous forums and suggested creating an actions planner to ensure timely updates and transparency. The club agreed to action.</i></p> <p><i>SB asked to clarify measurement of success for the Fans' Forum. The club outlined plans to introduce an annual effectiveness survey, which is currently in place for Fans' Advisory Board members as regulated by the Premier League Fan Engagement Standard.</i></p> <p><i>SP and DD requested for Working Groups to be structured further with a Co-Chair to improve collaboration. The club agreed Working Groups are not to be club-led and should operate under joint ownership between club and fans.</i></p> <p><i>CR thanked the club for consultation on the proposal and requested the open Q&amp;A remains in place as a valued part of the forum for reps to ask questions. CR also asked for the club to commit to sharing of papers in advance. The club agreed to share papers five days in advance of forum meetings.</i></p> <p><i>CR also requested a clear definition of consultation and what this looks like. DD advised if policies are to impact supporters, fan reps should be consulted. The club differentiated between areas of consultation for the Fans' Advisory Board and Fans' Forum and advised intent to consult with fan bodies as early as possible and welcomed feedback from fan reps on how this can be improved.</i></p> <p><i>AH asked the club to acknowledge the difference between consultation with fan reps and briefing fan reps. The club agreed to only reference consultation with the Fans' Forum in published materials if consultation has taken place.</i></p> <p><i>The forum agreed to form the proposed Ticketing Working Group as a priority action to consider the below topics:</i></p> <ul style="list-style-type: none"> <li><i>• European away credit system</i></li> <li><i>• Away collections</i></li> <li><i>• Sanctions</i></li> <li><i>• Touting/App security</i></li> </ul> <p><i>Reps were asked to confirm which groups they wanted to be part of so they could be set up as soon as possible.</i></p>
<b>Ticketing</b>		<b>NFC tickets</b>

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		<ul style="list-style-type: none"> <li>• Firstly, thanks to all supporters who shared constructive feedback regarding NFC tickets after our opening home game against Arsenal. Your input has been invaluable in helping us to both improve the transition to NFC tickets and supporter user journeys this season.</li> <li>• Since then, we've introduced a number of changes to help ensure entry flow rates are back in line with previous seasons, and we're pleased to confirm this was achieved by the Burnley match.</li> </ul> <p><b>Here's what we've introduced based on your feedback:</b></p> <ul style="list-style-type: none"> <li>• Improved pre-match communications: emails now include clearer information and animated guides. For Chelsea, these started a week earlier than usual, with extra reminders in the build-up to the game. This approach will continue for Sunderland.</li> <li>• Daily reminders: fans who hadn't yet added tickets to their Apple or Google wallets received reminder communications during the days before the game.</li> <li>• Booking confirmation enhancements: we added in extra details for ticket buyers and those receiving forwarded tickets.</li> <li>• App notifications: in-app messages were pushed via the official app during match week.</li> <li>• How-to resources: updated videos have been added to the dedicated app tickets webpage: <a href="http://manutd.com/apptickets">manutd.com/apptickets</a>, plus content shown on stadium screens above turnstiles.</li> <li>• Turnstile guidance: animated images and GIFs were added to show where and how to scan your ticket at the scanner.</li> <li>• Hands-on support: fans were invited to test their phone on handheld scanners at the Supporter Services building on non-matchdays.</li> </ul> <ul style="list-style-type: none"> <li>• These changes have already made a real difference: for Chelsea, queues at Supporter Services were much smaller, and queries were resolved quickly.</li> </ul> <p><b>Website updates</b></p> <ul style="list-style-type: none"> <li>• We have updated the navigation menu and profile dropdown to provide a cleaner and easier user experience on the ticketing website.</li> <li>• In addition, we have created a dedicated Friends &amp; Family page to provide clarity around app relationships and who is in your network.</li> <li>• Strong Relationships are no longer a standalone type. Instead, "Strong" is now an attribute that can apply to either a Standard or App Ticket relationship.</li> <li>• This means we now have only two relationship types: Standard and App Ticket, either of which can be marked as Strong.</li> <li>• You may still see some standalone "Strong" relationships in the short term, but these will be phased out over the coming weeks.</li> </ul> <p><b>Tackling Automated Software ('Bots')</b></p>

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		<ul style="list-style-type: none"> <li>• Protecting fair access to tickets is a top priority. Long before recent media coverage, we started strengthening our systems to identify and block accounts using automated software (“bots”).</li> </ul> <p><b>Our ongoing work includes:</b></p> <ul style="list-style-type: none"> <li>• Close collaboration with our ticketing provider to detect suspicious activity.</li> <li>• Blocking accounts attempting to use bots from making purchases.</li> <li>• Cancelling tickets bought through automated means and returning them to sale for genuine supporters. More than 2,000 tickets were successfully reclaimed ahead of the Chelsea match.</li> <li>• In total, over 4,500 active users were blocked from buying tickets before Chelsea, ensuring more seats went to fans attending in person.</li> <li>• Where we cancel tickets, we notify the supporter and take a fair, evidence-based approach to any appeals.</li> <li>• As always, when dealing with such a vast issue, a small number of innocent people will receive notifications around our suspicions. We’re constantly trying to minimise any impact these cases have.</li> </ul> <p><b>Away games</b></p> <ul style="list-style-type: none"> <li>• We’ve received several questions on the allocation of away tickets. To clarify: <ul style="list-style-type: none"> <li>• The ballot system for the standard pot is completely random.</li> <li>• The number of tickets a supporter applies for has no direct impact on success rates.</li> <li>• That said, we know this is an area where fans have strong opinions, with recent suggestions submitted by supporters added below:</li> </ul> </li> </ul> <ol style="list-style-type: none"> <li>1. A priority ballot system based on consecutive applications.</li> <li>2. Eligibility linked to home match attendance.</li> <li>3. Increasing in-person collections at away games.</li> <li>4. Tighter restrictions on forwarding away tickets.</li> <li>5. Adjustments to eligibility, given the lack of home cup games so far this season.</li> <li>6. Reviewing ballot success rates for Executive Club Members, possibly with usage caveats.</li> <li>7. Addressing declined payments as part of the ballot process.</li> <li>8. A review of the Loyalty Pot.</li> <li>9. Stronger sanctions for those who pass on away tickets.</li> <li>10. Reduced sanctions for those who pass on away tickets.</li> <li>11. A review of the Club Sanctions document (<a href="http://manutd.com/clubsanctions">manutd.com/clubsanctions</a>).</li> </ol> <ul style="list-style-type: none"> <li>• We’re committed to listening carefully to your views. Now may be the right time to review how away tickets are allocated.</li> <li>• We understand this forum’s previous reluctance to change, but if representatives wish to put forward collective recommendations ahead of the next meeting, we’ll provide a full response to your feedback.</li> </ul>

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		<ul style="list-style-type: none"> <li>• Proposed topics: away game eligibility, methodology, and review of sanctions document.</li> </ul> <p><i>Reps agreed to review the above agenda items in the Ticketing Working Group.</i></p> <p><i>LB asked if the club could extend the two-day policy to appeal suspensions. The club acknowledged the short timeline and the need to find a better balance for supporters. Ticket checks are conducted right up until a fixture takes place. Due to demand for match tickets, if tickets are identified to have been misused, they are cancelled and put on sale to ensure other supporters can access a ticket to the game. If a supporter has a genuine appeal, they can contact the club, and we can help.</i></p> <p><i>SP referenced the work being undertaken by other Premier League clubs to close accounts due to misuse of tickets as reported in the media and requested what club actions are in place to tackle similar issues. The club agreed to follow up.</i></p> <p><i>CL requested confirmation of European away credit status. The club confirmed credits are frozen and only counted in a season where European games are played.</i></p> <p><i>Reps raised app security as an agenda item; this was discussed collectively, and action was taken to reconvene and prioritise within the Ticketing Working Group.</i></p> <p><i>Reps raised bereavement policy as an agenda item; and requested the club to outline policy for season ticket management. The club emphasised first and foremost, supporters should always be treated with dignity and respect and outlined the dilemma between balancing the need to keep tickets within a family / group of friends but also the demand from the season ticket waiting list. The club clarified that name changes are no longer accommodated, this policy change was communicated during 2024/25 season ticket renewals where supporters were given a time window to submit name changes if they met agreed circumstances. DD added supporters may have been caught out as the policy change was introduced at the same time as ID checks and highlighted the importance of preserving groups for stadium atmosphere. The club agreed to have a broader discussion on bereavement policy as part of the Ticketing Working Group.</i></p>
<p><b>Fan Engagement</b></p>	<p><b>Fans' Forum reps</b></p>	<ul style="list-style-type: none"> <li>• Following Toby's earlier introduction, we are delighted to welcome six new representatives and three returning representatives to the forum for 2025/26.</li> <li>• We received hundreds of applications, and we'd like to thank all supporters who took the time to apply.</li> <li>• We're looking forward to working with you all to help us better connect with, listen to and reward our fans.</li> </ul>

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		<p><b>Tour</b></p> <ul style="list-style-type: none"> <li>• We were thrilled to connect with many of our global official supporters’ clubs during the pre-season tour, as part of the Premier League Summer Series.</li> <li>• Across late July/early August, we delivered fan activations in Stockholm, Toronto, Niagara, New York, New Jersey, Chicago and Atlanta.</li> <li>• It is always a privilege to engage with our global fanbase in-market and to reward such loyal support, including our travelling fans.</li> <li>• We’d like to thank our supporters’ clubs for their continued commitment to the club and for helping us to deliver another record summer of fan engagement, including lighting up the iconic Niagara Falls in Manchester United colours!</li> <li>• We also delivered community programmes on behalf of the Manchester United Foundation, engaging with Street Soccer USA, Chicago Bulls and Chicago Bears for cross-over clinics, enabling young kids to get active and empower positive lifestyle choices:</li> <li>• 3 x Street Soccer USA football tournaments in New York, Chicago and Atlanta; we returned to the Bronx where we first engaged with Street Soccer USA in 2023 and invited a group of young students to ring the closing bell at the New York Stock Exchange.</li> <li>• Chicago Bears x Manchester United “football” workshop: we co-delivered an NFL flag x soccer school afternoon with Wes Brown and Charles “Peanut” Tillman for 125 young girls at the Walter-Payton Centre.</li> <li>• Chicago Bulls x Manchester United crossover clinic: Wes Brown and Kendall Gill facilitated a combined coaching clinic – swapping hoops for goals in the heart of Little Village.</li> <li>• From Warm-Up events, mascot places, match tickets, open training, bucket hats and legend meet &amp; greets, it was a summer of memorable experiences. You can view our tour wrap-up video <a href="#">here</a>.</li> </ul> <p><b>Premier League Fan Engagement Plan</b></p> <ul style="list-style-type: none"> <li>• We launched our 2025/26 Fan Engagement Plan in August, in accordance with the Premier League Fan Engagement Standard.</li> <li>• This is our third plan, published annually, and includes our core mission statement and key principles which will frame our fan engagement strategy and delivery throughout the season.</li> <li>• Within the plan, we announced our new Nominated Board Level Official (NBLO) overseeing fan engagement for the 2025/26 season is Toby Craig.</li> <li>• Read the 2025/26 Fan Engagement Plan <a href="#">here</a>.</li> </ul> <p><b>Matchday experience</b></p> <p><b>Pop-up pub</b></p> <ul style="list-style-type: none"> <li>• Following fan feedback and identified as part of our ongoing Old Trafford Regeneration research, we trialled a new matchday experience for supporters at Old Trafford, launching a Pop-Up Pub for our home fixtures against Arsenal, Burnley and Chelsea. 1,200 supporters were able to meet with friends, enjoy local food and drinks, live music and guest appearances from United legends and former players four hours before kick-off until one hour after the final whistle.</li> </ul>

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		<ul style="list-style-type: none"> <li>• We will provide an update to this forum regarding future plans and matchday initiatives.</li> </ul> <p><b>Matchday music</b></p> <ul style="list-style-type: none"> <li>• Before the start of the season, we issued a survey to all season ticket holders and Executive Club Members to share their views on matchday music. We'd like to thank all fans who responded to the survey; we had over 6,500 survey respondents of which 40% came from supporters with tickets situated in the Stretford End.</li> <li>• We have consolidated survey results and provided matchday run of show below.</li> <li>• Music will be played between end of the warm-ups and team walkout, apart from high-profile games.</li> <li>• This Is The One will play as players walkout on to the pitch.</li> <li>• Country Roads will be played after mandatory competition anthems immediately prior to kick-off.</li> <li>• No music will play after a draw or a defeat, but Glory Glory Man United will be played when we win.</li> <li>• We will continually review our matchday plans and work with supporters, fan groups and players to ensure the experience is a positive one for all.</li> </ul> <p><b>TRA flag display</b></p> <ul style="list-style-type: none"> <li>• We would like to place on record our thanks to The Red Army (TRA) and their members for the incredible flag displays across the Stretford End this season. These are all fan funded and fan designed and have made a really positive contribution to the atmosphere. A lot of hard work goes into deigning producing and laying out/collecting these flags and it is much appreciated. We will look to continue supporting this throughout the season.</li> </ul> <p><i>DF shared positive reception to the fan display amongst junior supporters in the Family Stand.</i></p> <p><i>SP thanked the club for trialling the Pop-Up Pub and relayed positive feedback from fans. SP added International Suite availability for Stretford End Lower fans at half-time has both improved service and overall fan experience.</i></p> <p><b>Supporters' Clubs</b></p> <ul style="list-style-type: none"> <li>• We are delighted to now have 351 supporters' clubs across 94 countries, having welcomed 17 new clubs since the last forum. This includes clubs in three countries for the first time, Trinidad &amp; Tobago (our first Caribbean club), Uzbekistan and, just this week, Chile.</li> <li>• We are also pleased to share that following three successful pre-season tours in Scandinavia and the United States, we have a further 10 official clubs across Denmark and Sweden and added two new US states: Colorado and Milwaukee.</li> <li>• We invite anyone who wishes to join or set up their own supporters' club to <a href="#">contact us</a>.</li> <li>• We continue to engage with our official supporters' club family to improve and enhance their experiences with the club.</li> <li>• In July, members of Manchester Munich Memorial Foundation, our Local Supporters' Club and Women's Supporters' Club participated in a cross-</li> </ul>

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		<p>club “Unity is Strength” anti-tragedy chanting walking football tournament at Liverpool’s AXA Training Centre, hosted by Hillsborough Survivors Support Alliance. Supporters from Manchester United, Sheffield Wednesday, Rangers, Liverpool and HSA were joined by Alex Stepney and Lou Macari, Sammy Lee, Steve McMahan and David Fairclough to help drive the collective message that there is no place for tragedy chanting in football.</p> <ul style="list-style-type: none"> <li>In August, Fred the Red and MUTV joined our LGBTQ+ official supporters’ club, Rainbow Devils, for Manchester Pride, celebrating inclusivity within our local community. Our Rainbow Devils Supporters’ Club has now surpassed 2,000 active members.</li> </ul> <p><i>EN thanked the club for the proactive messages issued ahead of the Chelsea home fixture on discriminatory chanting and for the continued work and support of the Fan Engagement Team for Rainbow Devils.</i></p> <p><b>Rewarding fans</b></p> <ul style="list-style-type: none"> <li>We were delighted to reward our junior season ticket holders and Family Stand members in August with an invitation to Carrington. We welcomed players from our men’s first team to surprise our juniors with a football skills workshop, with some young fans taking penalties against Bruno Fernandes!</li> <li>We were honoured to present our 2025 Ian Stirling Fan of the Year Award to David Price at United v Chelsea. Lynn and Lucy Stirling and Gary Pallister awarded the trophy to David in honour of his commitment to the club as chair of Plymouth Supporters’ Club.</li> <li>In partnership with Cadbury, we recently welcomed some of our senior supporters and regular reminiscing session attendees to The Cliff for an exclusive tour led by Gary Neville. Our reminiscing sessions continue to take place monthly, for senior supporters to meet up and connect with fellow fans and share memories and stories from following United.</li> </ul> <p><i>DF thanked the club for enabling opportunities such as the junior skills workshop with players and cited how important it is for young fans to get to engage and connect with the players. This activity was highlighted as a real success with strong positive feedback, and it was agreed to look for similar opportunities going forward.</i></p> <p><b>Recruitment</b></p> <ul style="list-style-type: none"> <li>We are pleased to confirm we have recently recruited a new Supporter Liaison Officer who is expected to start in November, and we are out to market for a new role of Disability Access Officer. This is a change to our current structure and is something we believe will set us up well to deliver for all our fans.</li> </ul> <p><b>MUW</b></p> <ul style="list-style-type: none"> <li>It has been a really positive start to the season, not only with the women’s team making history securing Champions League qualification but also breaking the record for highest attendance at a Manchester United Women’s fixture at Leigh Sports Village.</li> </ul>

Topic	Speaker	Topic Notes
		<ul style="list-style-type: none"> <li>• 8,665 supporters joined us for our BWSL fixture against Arsenal and marks the fourth consecutive season in which the attendance record has been surpassed.</li> <li>• In another first for women’s games at Leigh Sports Village, we trialed smoke machines and sparklers to help build the match atmosphere for our UEFA Champions League qualifying home game against SK Brann. We are collating fan feedback and continuing to work with fan groups around atmosphere across games at Leigh Sports Village and Old Trafford.</li> <li>• We are also committed to building the experience for match-going fans at Leigh Sports Village and Old Trafford. At BWSL home weekend fixtures, we will continue to facilitate pre-match skills sessions on the MUGA pitch with our Manchester United Foundation coaches, reward young fans with the chance to take a penalty against Fred the Red at half-time and invite junior season ticket holders and members to meet first-team players at the post-match meet &amp; greet.</li> <li>• Following fan feedback, we have also implemented a refresh of the matchday music playlist and introduced an on-screen clock to help supporters engage with the on-field action.</li> </ul> <p><b>Fan Choice and Alcohol in the Bowl Trial</b></p> <ul style="list-style-type: none"> <li>• This season, supporters attending BWSL games at Leigh Sports Village and Old Trafford can choose to drink alcohol or non-alcohol drinks within the stands or in view of the pitch.</li> <li>• Manchester United is one of 15 BWSL and BWSL2 clubs confirmed to participate in the expanded fan choice pilot, for WSL and League Cup fixtures only.</li> <li>• Supporters are not permitted to drink alcohol in view of the pitch for Adobe Women’s FA Cup fixtures, UEFA Champions League fixtures or friendly matches.</li> <li>• We are working closely with fan groups, stadium safety teams and WSL Football to monitor fan experience, sentiment and impact on matchday, in addition to post-match surveys and quantitative research.</li> </ul>
<p><b>Operations update</b></p>		<p><b>Safe standing expansion at Old Trafford</b></p> <ul style="list-style-type: none"> <li>• We recently announced that we have started work on a significant expansion of rail seating in the Stretford End, with 6000 safe standing seats being installed in Tier 2.</li> <li>• This will double the number of rail seats available to supporters on matchday and will see Old Trafford become one of the leading stadiums for safe standing across the Premier League.</li> <li>• Installation is due to be completed by the end of October, and we are working with the Sports Grounds Safety Authority across the project.</li> </ul> <p><i>DJ asked if the club plans to roll out safe standing elsewhere in the stadium. The club confirmed there are no additional plans at this point in time. EN asked if fans in Tier 2 were supported with relocations. The club outlined there was an overwhelmingly positive response to the safe standing expansion from fan surveys, and the club took care to listen to supporter concerns and queries and to ensure those moving seats were offered an attractive relocation.</i></p>

Topic	Speaker	Topic Notes
		<p><b>Operations updates</b></p> <ul style="list-style-type: none"> <li>• With the introduction of NFC tickets, we have been monitoring stadium loading across our home fixtures, deploying additional resources and additional stewards at peak turnstiles such as S20. This appears to have improved stadium entry at our most recent fixture against Sunderland, and we will continue to assess and support fans at turnstiles.</li> <li>• We have introduced Hostile Vehicle Mitigation around the stadium footprint.</li> <li>• As part of ongoing improvements to the matchday experience, we recently trialled an E-Bar at the United v Sunderland fixture in the North Level 0 concourse.</li> <li>• This was well received by fans; the four machines served over 600 pints of Madri and fruit cider during the pre-kick-off period and half time.</li> <li>• We are currently looking at other potential concourse spaces to roll out the concept, focusing predominantly in areas where we have limited kiosk space. We will keep you updated on the roll out.</li> <li>• An E-Bar can pour two perfect pints in just 7 seconds.</li> <li>• E-Bar units are fully automated and contactless, and the Order&gt;Pay&gt;Pour touch screen interface makes them easy to use. It takes less than 30 seconds to order, pay for, pour and collect drinks.</li> <li>• Between 26 October and the 20 November, we will be upgrading 15 kiosks from serving bottle Carling to draught Madri and installing digital signage. These kiosks will be located in both West Tier 2 (8) and East Tier 2 (7).</li> </ul> <p><i>AH fed back to the club around illegal parking by cars on pavements within the local areas compromising supporter safety when making their way to the stadium. The club agreed to liaise with the local authority on traffic management and enforcement.</i></p> <p><b>Stadium Experience</b></p> <p><i>Reps enquired around the process for supporting fans with access needs at turnstiles. The club advised supporters are encouraged to notify us before a match if they require any access adjustments, including temporary access adjustments, so that we can ensure a positive matchday experience and conduct evacuation plans and risk assessments. The club relayed its duty of care to supporters on matchday and to contact the club in the event of any issues.</i></p> <p><i>Reps expressed concern around potential neglect of the existing stadium and asked the club to outline investment and maintenance plans for Old Trafford. The club shared an overview of ongoing maintenance appraisals, structural inspections and fabric programmes. The club continues to invest in the stadium, including refreshed kiosks and suites, trialling new technology such as the E-Bar to improve service for fans, drainage system improvements on the roof and significant investment in the pitch. The club agreed to provide regular stadium updates to the forum to better communicate all the ongoing work.</i></p> <p><b>Traffic &amp; Transport</b></p> <p><b>Bus Services</b></p> <ul style="list-style-type: none"> <li>• The post-match shuttle bus reinstated in January continues to be popular, averaging 800 passengers per fixture.</li> </ul>

Topic	Speaker	Topic Notes
		<ul style="list-style-type: none"> <li>• Shuttle buses will operate throughout the 2025/26 season. All Bee Network ticket products are valid, including the £2 adult / £1 child Hopper Ticket, which allows onward travel on other Bee Network buses within 60 minutes at no extra cost.</li> <li>• Please note, for our upcoming away fixture at Anfield on 19 October, post-match buses to Liverpool Lime Street will not be in operation.</li> </ul> <p><b>Rail Services</b></p> <ul style="list-style-type: none"> <li>• Stockport Station: Greek Street bridge replacement works continue, with some journey affected by the works.</li> <li>• 14 – 22 February 2026. There will NO rail services in/out/across Manchester from the south/east for these 9 days and a significant rail replacement operation will be in place.</li> </ul> <p><b>Metrolink</b></p> <ul style="list-style-type: none"> <li>• Whitefield Tunnel Engineering Works in October will affect services for the Brighton fixture on 25 October.</li> </ul> <p><b>Christmas Fixtures (27 &amp; 30 December):</b></p> <ul style="list-style-type: none"> <li>• Metrolink will operate a reduced frequency (7.5 and 15-minute intervals). Bus and rail services will also run on reduced timetables. Supporters should plan ahead and check schedules.</li> <li>• The Trafford Centre is expected to be extremely busy during this period, highways around the Trafford will be extremely busy, supporters are urged to plan ahead and leave plenty of time for journeys to these two fixtures.</li> </ul> <p><b>Highway Schemes</b></p> <ul style="list-style-type: none"> <li>• Chapel Street Works (East Phase 1 &amp; New Bailey Gateway Phase 2) began in May and will continue until Spring 2026. A westbound one-way closure is in place; eastbound traffic towards Manchester remains unaffected.</li> <li>• Eccles Old Road Resurfacing: Ongoing until 11 October, including drainage upgrades and bus lane removal. Expect delays and partial closures.</li> </ul> <p><b>Major Events</b></p> <ul style="list-style-type: none"> <li>• Manchester Christmas Markets will open 8 November until 22 December. Circa 9m additional visitors will be in Manchester, roads and transport will be busy.</li> </ul>
<p><b>MU Foundation update</b></p>		<p><b>Impact Report</b></p> <ul style="list-style-type: none"> <li>• We're delighted to announce that next week we'll be launching our Impact Report and accompanying video. Our annual review will cover the charity's activities and achievements from the 2024/25 season, the social value of our work - which exceeds £60 million - and most importantly, case study interviews with the young people we work with.</li> <li>• We are particularly delighted to launch our annual report with the announcement that our season ticket donation scheme, along with supporters rounding up at the ticket office online check outs, has raised a total of £661,826. The donation scheme has now contributed over £2 million pounds towards our community work, meaning that season ticket</li> </ul>

Topic	Speaker	Topic Notes
		<p>holders have donated the cost of their seats over 50,000 times. A truly incredible figure and we extend our thanks to all of you. Hopefully our Impact Report will demonstrate the value of our work, why your support is needed and the difference you have all made.</p> <p><b>Summer of delivery</b></p> <ul style="list-style-type: none"> <li>• Following the resumption of the new academic year, all 125 of our projects are now open, however the off season has been just as busy for us.</li> <li>• Over the summer months, 1200 young people attended 58 sessions we held across Greater Manchester. This figure includes the 600 participants who took part in our HAF camps. HAF stands for Holiday Activities and Food programme, a government initiative implemented through local councils which helps provide free meals and deliver multi-sports activities to children from low-income households.</li> <li>• At one of our camps, at nearby Stretford High School, we enjoyed a very special visit from Harry Maguire which the kids absolutely loved. Harry was great with the youngsters, answering questions, getting involved in small-sided matches which featured an impromptu recreation of his famous Lyon winner. Memories that those young people will cherish forever and a reminder of the magic we can create.</li> <li>• We were also fully supportive of Manchester Pride once again, with Foundation partner school pupils coming together for a very special experience at a radio station. The group visited Gaydio, where they learned about the inner workings of the station and recorded a podcast touching on topics in the LGBTQ+ space.</li> <li>• And last, but most certainly not least, a group of participants from our disability projects headed to the USA to take part in the Genuine Cup, in Houston – representing the club and the Foundation with distinction. United were one of 38 teams from 22 countries, coming together for a week-long celebration of disability football. The trip also afforded to the group the amazing opportunities to visit NASA’s Johnson Space Center, take in a Houston Astros baseball game and a behind-the-scenes tour of the home of MLS outfit Houston Dynamo. For many, this trip represented their first foreign excursion and a truly invaluable cultural experience to visit a new country and mix with young people from all around the world.</li> </ul> <p><b>Fundraising</b></p> <ul style="list-style-type: none"> <li>• The summer months also saw a number of significant fundraising events.</li> <li>• First, in August, a group of our supporters braved treacherous conditions to scale Mount Snowdon through the night in time for a sunrise finish... though the sunrise was conspicuous by its absence in the most wet and stormy conditions, as illustrated in club media’s Mark Froggatt’s video diary. The group were joined in their efforts by ex-Reds David May and Lee Martin and it is always heartwarming when former players maintain a connection with the club by supporting the work we do.</li> <li>• This leads us perfectly on to the second leg of our charity Legends match against Celtic, which took place at Celtic Park at the beginning of September. Dimitar Berbatov, Michael Carrick, Darren Fletcher and Legends debutant Nani all turned out for us, playing out an entertaining 2-</li> </ul>

Topic	Speaker	Topic Notes
		<p>2 draw before the home side emerged victorious following a penalty shootout.</p> <ul style="list-style-type: none"> <li>• Skipper for the day, Michael Carrick, is a player worthy of a special mention. Only days after pulling on the red shirt once again, Michael was back in the community handing out 120 back-to-school packs to year 7 students at our partner school, Copley Academy. Copley is situated in one of Greater Manchester’s highest areas of deprivation, with 49% on pupil premium. The packs included school essentials such as a rucksack, pencil case, water bottle, hats and gloves. Michael also addressed the entire year group in an assembly talking about his career and giving advice about starting in a new school.</li> <li>• We have a longstanding partnership with his own charitable foundation, the Michael Carrick Foundation, with whom we run Carrick’s Street Reds, in Old Trafford. Last season we engaged directly with nearly 400 young people in the Trafford area, with Carrick’s Street Reds delivering 268 free football sessions. The United Legend often visits with his family and always inspires – a real credit to the club.</li> <li>• We also hosted a very poignant Street Reds tournament in honour of the late Lewis Roberts. Lewis was a passionate United fan from Norfolk who tragically lost his life at the start of the year. Hailing from a family of Reds, his loved ones made the incredibly generous decision to donate funds raised at his funeral to the Foundation, believing that it would represent Lewis’ legacy at the club he loved so much. The family were invited to The Cliff, where the tournament took place, and took great joy in watching participants enjoy their football in a place steeped in United history. It was, in their words, exactly what Lewis would have wanted.</li> </ul> <p><b>Looking ahead</b></p> <ul style="list-style-type: none"> <li>• Over the coming months we will be reprising two of our most successful recent events. First, in October, we’ll be asking fans to once again support our Coat Appeal, which last year enabled us to distribute 2500 coats across the region, using our long-established partnerships with schools to determine which children needed them the most. The men’s team collection will fall on the 25 October, before the match at home to Brighton, with the women’s team match following a couple of weeks later on 12 November, the day of the Paris Saint Germain match – also at Old Trafford. We would encourage you to spread the word as much as you can with the aim to better last season’s total. Your support truly does make a huge difference.</li> <li>• Our support for young people during the harsh winter months will continue in November, when we host our fourth annual Old Trafford Sleep Out. This event is one of most popular on the Foundation fundraising calendar, with over 120 Reds taking part last year. The night is a poignant one, but also a night which showcases great togetherness and presents the unique opportunity to bed down and spend the night at the Theatre Of Dreams.</li> <li>• After such a record-breaking season we look forward to attending the North West Football Awards, also in November, after submitting an entry for the Community Club of the Year award. We’re also hoping that our PFA Community Champions, Amad and Maya Le Tissier, will have received enough public votes to win the Community Champions Awards,</li> </ul>

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		<p>recognising players who have made a real impact both on and off the pitch last season.</p> <ul style="list-style-type: none"> <li>As ever, an incredibly busy time for us, and once again, thank you to United fans who have supported our work over the past few months.</li> </ul>
MUDSA		<ul style="list-style-type: none"> <li>MUDSA AGM to be held on Tuesday 14 October.</li> <li><u>MUDSA Dinner</u> to be held on Friday 7 November.</li> <li>MUDSA held its first online forum for members.</li> <li>Rick Clement is working with FSE to help other European countries form Disabled Supporters' Associations.</li> <li>MU Foundation sent the latest impact report for the ongoing work with MUDSA. Thank you as always for their hard work.</li> </ul>

### Fan submitted questions

- I had several reports from fans complaining about the state of the stadium. These were mainly focused on signage on the concourse being incorrect but also in some parts the stadium looked neglected especially the sir Bobby Charlton stand where there were complaints that the paint looked faded. I appreciate that there's a lot of focus on potential new stadiums but clearly, it's an issue that is frustrating fans.**
- We have a scheduled maintenance programme in place to ensure the stadium is safe and that all the systems that are required to function are fit for purpose. We also have a cleaning and painting programme to protect the structures, and signage also undergoes renewal and repainting. The options to address the faded paint will also be looked at and appropriate action will be taken.

### Away tickets

- I am now unable to apply for away games because I could not attend the Bodo/Glimt ticket last November, and I sold my ticket back to the club. I have bought every home cup ticket since. However, if I had chosen to simply not attend the match and leave my seat empty, I would still be eligible to apply for away matches. In relation to away game eligibility, if a fan cannot attend a match, why does the club prefer the fan to leave their seat empty, rather than sell their ticket back to the club?**
- We completely understand how this can feel frustrating, especially when you've chosen to return a ticket responsibly rather than leave your seat unused. For home cup games, the option to return tickets for a refund is not always available, it is only enabled when we know demand will be strong enough to resell those seats. When it isn't enabled, and a fan cannot find someone to forward their ticket to, the only remaining option is to leave the seat empty. In those cases, eligibility for away matches isn't affected, because there was no viable way to return the ticket. Given the availability of tickets for cup games, and alternative approach here would be to opt-out and only buy when you know you can attend.
- To avoid creating two different sets of rules depending on whether resale is enabled, we apply the same eligibility criteria across all matches. This gives clarity for fans, even if the outcome

Topic	Speaker	Topic Notes
		<p>can sometimes feel harsh in individual circumstances. We always remind supporters during the resale process, and in our match communications, that returning a ticket for a refund can impact eligibility for away games. That said, we will continue to review how this works in practice to ensure it feels as fair and balanced as possible.</p> <ul style="list-style-type: none"> <li>• The eligibility regarding away games is something we are open to suggestions of how to change this, one of the factors fans will consider is personal attendance at all home matches.</li> <li>• <b>There is also an issue with age categories when purchasing (or entering ballot) away tickets. The system often doesn't recognise the different categories when trying to input but once a ticket is purchased at full price it doesn't work when attempt is made to forward ticket to a member/connection in a different age category (even though that would be a lower price band). Could this process be checked and smoothed out please?</b></li> <li>• We are not aware of any such error. To allow us to assist, if the supporter experiencing this problem could send a summary of the issue, along with screenshots to <a href="mailto:feedback@manutd.co.uk">feedback@manutd.co.uk</a> we'd be happy to help.</li> </ul>
<p><b>Ticket releases</b></p>		<ul style="list-style-type: none"> <li>• <b>The whole release online process doesn't work as it is. It is set up for BOTs or people sat behind a device all day. But it is evident that all tickets that are released are being picked up by BOTS. They aren't on longer than 1 second. All the club has to do at look at who acquires them. It will be the same people every time. Something needs to be done to make this a fair process for all.</b></li> <li>• <b>Regarding ticket releases, there was a release advertised for the 4 September but seemingly not many tickets actually released and then the following week there was no communication that there was going to be a ticket release, and it seemed that in this one a lot of tickets were available. Please can you confirm the policy for advertising ticket releases.</b></li> <li>• We know how frustrating it can feel when tickets sell out quickly, and we want to reassure supporters that tackling the use of bots remains a top priority for us. As mentioned in the away games update, we continue to work closely with our ticketing system provider, and while bots do constantly adapt their behaviour, our efforts have already blocked thousands of accounts and returned tickets for genuine fans to purchase. This is work we will keep developing throughout the season. In terms of ticket releases:</li> <li>• On 4 September, more than 10,000 tickets were released. Some fixtures sold out quickly due to demand, but others remain on sale.</li> <li>• Additional tickets were released the following week to ensure a steady flow of availability, and every Ticket Alert since has highlighted when tickets are on sale.</li> <li>• Looking at the Chelsea game specifically, tickets were available on the website for most of the week leading up to the match, including over 1,500 seats that were cancelled after being purchased by bots and then put back on sale to genuine fans.</li> </ul>

Topic	Speaker	Topic Notes
		<ul style="list-style-type: none"> <li>Tickets remain available now for a number of upcoming fixtures in 2025 and 2026, and we'll continue to release additional seats whenever possible. Our commitment is clear: to keep improving the process and to make sure as many tickets as possible end up in the hands of real supporters.</li> </ul>
		<ul style="list-style-type: none"> <li><b>I had noticed that in the recent email to season ticket holders the club advised that tickets listed for resale to the club would NOT count towards usage if listed less than 14 days before a game and not subsequently resold by the club. The last fans forum minutes show that the club advised they turn off the donate function generally one week before a game. This leaves season ticket holders in a position where if at any stage in the week prior to the game, if for any reason they can no longer attend a game, and if they don't have anyone to forward their ticket to they are at risk of being penalised in terms of usage (and thus potentially impacting ability to renew season ticket) as they can't guarantee listing the ticket for resale to the club counts as usage as the club may not sell the ticket and can't use the donate function as it will be switched off. Could you ask that the club please reconsider this e.g. allow listed tickets for resale at any stage pregame to count as usage even if not resold. An alternative for the 14 days prior to the game may be for the club to guarantee that the donate function will remain on up until kick off.</b></li> <li>At present, there are no plans to change this policy. Season ticket holders are required to use their ticket for at least 16 Premier League games. This already allows for three fixtures where a supporter may be unable to attend and still not make use of the range available options without any impact on their renewal.</li> <li>We do understand that sometimes circumstances arise which prevent attendance at short notice. That's why, if a supporter ever reaches the threshold where tickets go unused, an appeals process is in place. This ensures that any extenuating circumstances are carefully reviewed before any decision is made.</li> <li>We actively encourage supporters to list their spare tickets in good time, which will significantly increase the chance of late requests being fulfilled. By putting tickets back into the system earlier, we can better guarantee resale for those who may have to list theirs at the last minute.</li> <li>Our aim is always to strike the right balance between flexibility for fans and fairness across the season ticket base.</li> </ul>
		<p><b>Ticket usage charges</b></p> <ul style="list-style-type: none"> <li><b>I was unable to attend the Arsenal fixture and had to sell the tickets back to the club. Originally, I tried to send them to family and friends with expired memberships and was being charged huge fees to do so. Due to this the notice to sell the tickets was short and they tickets were sold within an hour of listing. When I checked my bank account I found I've been charged £10 per transaction. After calling the ticket office and complaining, I was advised that this was the policy. It transpires it is a new policy, and this information was published on the website after the fixtures were released. I use the app and rarely miss games but having had a long and disappointing discussion with the ticket office they suggested contacting you and asking you to raise this at the next forum. Given a season ticket holder has already paid for the ticket and costs are covered, why should we then be punished further if our tickets are sold at a face value profit (depending on who purchases</b></li> </ul>

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		<p>them). I feel that this information regarding late fees should be a tick box we have to accept when selling them late and the £20 should only apply if the tickets are bit sold. Given the performance of the team/ behaviour of the club and shocking ownership for around 20 years I feel very strongly about having to pay an admin fee for something I've already paid for and sold.</p>
		<ul style="list-style-type: none"> <li>• We understand that charges around forwarding and late resale have changed this season and will clarify how and why they apply.</li> <li>• The change relating to late resale charges was first communicated to fans in the season ticket renewal notification on 17 March and has since been included within communications and pre-match reminders throughout the summer.</li> <li>• The charge only applies when tickets are returned at short notice, as these are much harder to resell. We always encourage supporters to list tickets as early as possible to give the best chance of resale and a full refund.</li> <li>• On forwarding: a charge is only applied when forwarding to a non-member. This option was introduced at the request of fans who wanted the flexibility to share tickets with family or friends who are not members. Non-members do not receive the discounted season ticket price, which is why the difference in cost is applied. We're also pleased to keep offering the discount for members. For regular use, the Forwarding membership is the most cost-effective option, as it allows unlimited forwarding with no additional charges. Information on this is shown in the online journey so fans are aware of the choice.</li> <li>• Our aim is to balance flexibility with fairness, and we will keep reviewing how these processes are communicated to make sure supporters feel fully informed before making a decision.</li> <li>• <b>Please can we have some clarification regarding the forwarding of youth season tickets. When you forward a youth season ticket on the website, it costs extra money to send to any age category (including those younger) please could you do a run down on how this works as it's confusing a lot of young supporters. When you transfer on the app to someone under the age of 25 however, it doesn't add this extra surcharge on. Is this a software issue, or is one of these wrong? An explanation regarding this would be greatly appreciated to clear up confusion.</b></li> <li>• Youth season tickets are priced at £17 per game for season ticket holders. Other than Stretford End Lower, Under-16 season tickets are priced higher (£19 / £20 per match in price levels F and E). Therefore, if forwarding to any other age category, there will be an additional charge.</li> <li>• Regarding the app, it's not possible to complete an up/downgrade here which is an issue we are aware of and have been speaking to our system provider on for a number of years. Only forwarding at the same price is possible via the app.</li> <li>• The ticketing software provider has not yet completed the development of the forwarding functionality that would allow supporters to transfer a ticket via the app when a price difference applies. This feature remains a key and urgent requirement and is planned as part of the second phase following the launch of the app in summer 2024.</li> <li>• The club is continuing to work closely with the provider and will commit to pushing for this functionality to be given higher priority in their development schedule.</li> </ul>

Topic	Speaker	Topic Notes
		<ul style="list-style-type: none"> <li>• <b>Forwarding tickets doesn't appear to work in the app – only on website. This is an issue raised by numerous executive members over time so appreciate the glitch may have been resolved by now but, if not, then could this be addressed please?</b></li> <li>• We are aware that there was an issue with forwarding for some Executive Club Members at the start of the season, which has since been resolved. Whilst this only impacted a very small number of fans, our aim is to eliminate this small minority of issues through testing.</li> </ul>
<b>Youth teams</b>		<ul style="list-style-type: none"> <li>• <b>In the past some fans have been able to watch the u18s at Carrington. This stopped during Covid and then due to building work, never really got allowed again. However, it's clear on some people's social media that they still attend these matches. Why are some allowed in when me and some of my friends have been stopped from attending? The people in question aren't family of any players and no explanation has been given by them as to why they're allowed in.</b></li> <li>• Unfortunately, we do not currently have capacity to accommodate fans at Academy games held at Carrington. All attendees should be family or close associates of players or club representatives or guests. Fans are encouraged to attend our Under-21 games held at Leigh Sports Village or Old Trafford.</li> <li>• <b>Please can you explain the reasoning behind increasing the prices for the youth team game v Athletic Bilbao at Old Trafford when compared to previous youth team games.</b></li> <li>• <b>Why was the decision made to increase the ticket prices for the U21 game at Old Trafford from the U19 game last year. Ticket prices were £1.50 for kids and £3 for adults compared to £5 and £10? Will there be tickets given away to any local schools/other initiatives similar for this game? I vividly remember from the U19s game last year a boy who had come from a school and said out loud “Well that’s a shame it’s the only game I’ll ever get to watch at Old Trafford and I didn’t even see a goal scored.”</b></li> <li>• The price for the youth game v Athletic Bilbao was higher than some previous youth games to help offset the significant costs of staging a fixture at Old Trafford, including staffing, stewarding, and safety requirements.</li> <li>• Similarly, for the Under-21 fixture this season, ticket prices were set at £5 (juniors) and £10 (adults). While this is higher than the Under-19 game last year, it still represents a reduced price point compared to first-team fixtures, and we remain committed to ensuring these games are as accessible as possible. We also continue to explore opportunities to distribute free tickets to local schools and community groups.</li> <li>• We know how special it can be for young supporters to attend these matches, and feedback like this helps us as we review both pricing and community access for future youth fixtures.</li> </ul>

Topic	Speaker	Topic Notes
		<ul style="list-style-type: none"> <li>• <b>For the area around the dugout there has been a suggestion that ticket sales have been so poor that the prices are being severely reduced and, in some instances, partner third party platforms like seat unique have offered 2 for 1 deals on these seats. Please can you confirm whether this is correct?</b></li> <li>• As this forum is aware, the volume of hospitality tickets sold varies from game to game, and prices are influenced by factors such as the opposition and overall demand. Naturally, this results in some fluctuation in pricing. For all fixtures played so far this season, every seat in this area has been sold, and none have been allocated or sold via third-party platforms. While we do work with a small number of hospitality resellers, none currently have access to seats in these areas.</li> </ul>
		<ul style="list-style-type: none"> <li>• <b>It was disappointing to see another talented young player leaving our women's team with reports that they weren't convinced that the club were committed to growing the team. I appreciate that as fans we don't get the entire picture, but please can you reassure fans that the club remains committed to improving the women's team and confirm what concrete steps the club have taken to ensure that the team can compete at the highest level both domestically and internationally.</b></li> <li>• We were very pleased with the three top-class players - Julia Zigiotti Olme, Fridolina Rolfo and Jess Park - we brought in this summer, adding further quality and experience to our relatively young squad. Between them they have 169 international caps and 30 major honours with club and country, and all three have Champions League experience coming from Bayern Munich, Barcelona and Manchester City, respectively. We were also pleased to keep together most of our existing, tight-knit squad, which performed so well last season with potential for further development this campaign. We focused on retaining and recruiting players who showed desire to be part of our project, and we believe the benefits of this have been visible in our strong start to the season. We are committed to continuing to invest in a focused, disciplined way to develop our women's team in a sustainable way for the long-term.</li> </ul>
		<ul style="list-style-type: none"> <li>• <b>From personal experience I know that in previous years it has been extremely difficult to get tickets for any game even the 'less desirable' games. However, this season there seems to be good availability for several games such as Fulham. Have you noticed an impact on ticket sales given the increased prices and continued poor results.</b></li> <li>• With the introduction of the season ticket usage options, over 20,000 additional tickets are now released for members to buy at each game, tickets which were not previously available. As season ticket holders become more familiar with these options and reassured that their Premier League access is unaffected, usage has steadily increased, making more seats available for fans who may have struggled to secure them in the past.</li> <li>• We are pleased that these initiatives have increased access to tickets, enabling more supporters to purchase directly from us rather than through unauthorised resale channels. In addition, as covered in my update, we continue to make more tickets available by cancelling those bought using automated software ('bots').</li> <li>• Our aim is to ensure that tickets are consistently available for fans to buy, whether that's general admission match tickets, padded seats, or Matchday Hospitality, helping to reduce</li> </ul>

Topic	Speaker	Topic Notes
		reliance on unauthorised websites and giving supporters a fairer, more reliable route to attend matches.
<b>Old Trafford Regeneration</b>		
<ul style="list-style-type: none"> <li data-bbox="121 356 1485 465">• <b>What is the latest update on the new stadium project? It was recently in the media that the club have yet to go ahead with Norman Fosters plan. What’s the hold up? Is the 5-year plan still valid?</b></li> <li data-bbox="121 517 1485 703">• We remain excited by the vision set out by Foster + Partners for a new stadium at the heart of a wider regeneration of the Old Trafford area. We always said this was a conceptual design, with more detailed architectural work to follow. While we remain keen to advance as quickly as possible, the timetable is subject to progress on land assembly and financing, which depends on key stakeholders working together.</li> <li data-bbox="121 754 1485 1173">• <b>Omar Berrada in an interview stated “But what we want is to build something that's sustainable for the long term, right?” This is not possible without the youth support being supported and nourished as well as possible, to not only build these numbers, but also to keep those there already are. 74% of Youth supporters surveyed said they will not attend nearly as much or AT ALL if the new stadium plans go ahead. The club refused the opportunity to appease many of these young fans who requested a one question SMS text sent out asking if fans really wanted a new stadium. How are the club going to ensure they get these young supporters back on side, and let them be the forefront of the new stadium and its ideas? I appreciate the fan engagement team have made great efforts in ensuring the process has included youth representation, but the majority of young fans asked said they feel very isolated and ignored regarding the new stadium project.</b></li> <li data-bbox="121 1225 1485 1447">• We want to ensure that our stadium, whether the current one or a future new stadium, remains accessible to young fans, with affordability a key principle so that future generations can continue to enjoy live football, participate in fan culture, and create the same vibrant atmosphere that has always defined Old Trafford. To achieve this, we will continue to listen carefully to the views of young fans expressed through our extensive engagement and consultation exercises in relation to the proposed new stadium.</li> <li data-bbox="121 1498 1485 1644">• <b>Regarding the seat licences that are being considered by the club, the use of these predominately in the US has often led to a number of away fans in the home sections. Has this been considered and how would you combat this without damaging the selling point of the person owning their seat.</b></li> <li data-bbox="121 1695 1485 1805">• While we are exploring a variety of potential ticketing options and models in a new stadium, no decisions have so far been made. Operational questions such as this would be worked through with all relevant stakeholders in the event that we proceed with any particular idea.</li> <li data-bbox="121 1856 1485 2112">• <b>The club appears to think of Executive members not as supporters but as corporate hospitality guests and, while both cohorts do attend games, a distinction needs to be made between the two. This was best demonstrated in the recent ‘pilot’ survey we completed regarding the proposed new stadium, which was revealing in the Clubs thinking and attitude when it comes to Executive Club members. All the questions in the Executive Club section of that survey didn’t recognise the concept of a ‘hardcore’ Executive supporter and were all based on corporate hospitality. Executive supporters want the best</b></li> </ul>		

Topic	Speaker	Topic Notes
		<p><b>view possible, want to attend as many away games as they can, and want to contribute to the atmosphere in the ground (home or away) in support of the team. They are in the fortunate position of being able to afford Executive Club facilities to accomplish these things (although away tickets not so much as previously indicated). The recent survey assumes that you want to use the facility to entertain clients and want ‘all the trimmings’ that go with it. Nothing wrong with that of course, there should be room for corporate hospitality, but Executive support is a different thing. This distinction needs to be clear in planning – certainly for the new stadium but also in how current match going Executive supporters are catered for. Executive supporters are in the fortunate position of being able to afford ‘better’ facilities and want halfway line seats, access to a lounge with good quality service, food etc. but are there to support the team, not to entertain clients.</b></p> <ul style="list-style-type: none"> <li>We know that there are many passionate and dedicated fans among our Executive Club Members, and we will take on board all the points made when crafting communications and marketing to this group in future.</li> </ul>
<p><b>Youth supporters</b></p>		<ul style="list-style-type: none"> <li><b>Also regarding Omar Berrada’s quote about creating a sustainable future, what initiatives are the club actually taking to ensure that local youth are becoming loyal Manchester United fans, and are surrounded by Manchester United? For example, it’s been spoken about and noted that city and other clubs have made incredibly great strides over the last decade to ensure they increase young local fans attending games and becoming supporters of their clubs. What are the biggest and greatest club in the world doing to ensure the future of Manchester United is in safe hands? Do they also recognise with the current accessibility/affordability (or lack of) they are greatly ruining the chances of a sustainable future?</b></li> <li><b>Will there be a possibility this season to look into more deeply reinstating youth season tickets and youth initiatives surrounding this. Would we be able to work with the club on a complete strategy and roadmap for what we can do to ensure the sustainability of the club’s future support?</b></li> <li>Yes, we would welcome the opportunity to work together with MUYSK and this forum around how we better engage our youth support as this remains a priority. We committed to freezing youth season ticket prices for the 2025/26 season to ensure tickets are accessible and affordable for our youth supporters.</li> </ul>
		<ul style="list-style-type: none"> <li><b>Why have the prices of food and beverage gone up by such a substantial amount without fan consultation, completely out of line with previous years?</b></li> <li>For the past two seasons we have trialled discounting beer in response to fan feedback. Unfortunately, this has coincided with significant increases in food and beverage costs — around 25–30% in the last three years — since kiosk prices were last reviewed holistically. To reflect rising operating and supply costs, we are not able to continue offering this discount for the 2025/26 campaign, and some kiosk prices have therefore increased. The most notable changes are:</li> </ul>

Topic	Speaker	Topic Notes
		<ul style="list-style-type: none"> <li>• Bottled Carling (500ml) rising from £3.80 to £4.95 - which remains below the price charged three years ago.</li> <li>• A pint of Madri increasing from £3.80 to £5.75.</li>   <li>• While these adjustments represent an increase on recent seasons, our prices remain competitive:</li> <li>• A pint of beer at Old Trafford is still below the Premier League average of £6.</li> <li>• It is also beneath the average cost of £6.29 at five local pubs commonly used by fans on matchdays.</li> <li>• Based on publicly available data, Old Trafford will continue to offer the 9th cheapest pint in the Premier League.</li>   <li>• In addition, we continue to provide value through our meal deals, which remain popular with supporters. Fans can purchase: <ul style="list-style-type: none"> <li>• Three items for £10.70 (+£1 increase on 2024/25), or</li> <li>• Six items for £20 (+£2.80 increase on 2024/25).</li> </ul> </li> <li>• Meal deals include one hot food item (e.g. pie or hot dog), one drink (beer, wine, or soft drink), and one snack (chips/crisps or confectionery), ensuring good value for money across a range of options.</li> </ul>
		<ul style="list-style-type: none"> <li>• <b>Some younger fans feel they are being disproportionately targeted for bans. Are there any statistics that show if this is true? What do the club think they could do about this if it is true?</b></li>   <li>• We conduct checks to ensure that concession tickets are used by eligible supporters. This is not disproportionate to younger fans; please contact us to share examples of disproportionate checks and we can provide a fuller response.</li> </ul>
		<ul style="list-style-type: none"> <li>• <b>The success to any good business is the communication to its customer base, and Manchester United have suffered from lots of miscommunications over the past. For that reason, outside of the Etihad, there was talk of 900 tickets going to sponsors and a purge on anyone who didn't have a ticket in their name. As the city steward told us, there was a decision to cancel 174 tickets.</b></li>   <li><b>Could we first have a breakdown of how many tickets went to sponsors? Rumours whether true or more likely false, are always going to spread when you remove the away ticket breakdown.</b></li>   <li><b>Secondly, why was the decision made to cancel so many tickets made so late on? On the Tuesday night before the game, the police had a safety meeting and it certainly hadn't been communicated by then (We know this because there was fan representation on this meeting). Even police on the day were left unsure about what was going on. Not to mention that city staff had no idea and were informed just a couple of hours before there would be some cancellations. No surprise that the queue outside the ticket office was then left with hundreds of frustrated fans stood in the cold, some didn't even have ID with them because why would they?</b></li> </ul>

Topic	Speaker	Topic Notes
		<p><b>What are fans supposed to do if there's no communication for things like this? Thirdly, how many of these ticket cancellations were targeted, and how many of them were random? Not to mention the stress and anxiety this causes regular fans who just want to go and watch their team play.</b></p> <ul style="list-style-type: none"> <li>• To clarify, 900 tickets were not — and have never been — issued to sponsors for a domestic away game. Contractual rights equate to a maximum of 20 tickets per game.</li> <li>• In relation to checks, as discussed in the June 2025 meeting, intelligence-based ticketing checks continue to take place. For the Manchester City game specifically, we veered away from this approach and used intelligence from a fan, which led to a number of checks. Manchester City were aware of these. The results were that 31% of tickets were not used by the registered holder. This figure is notably <u>lower</u> than in our usual checks. Going forward, we will treat similar requests with more caution.</li> <li>• On matchday, the busiest period at the away ticket office saw queues of around 20 minutes. There was also a short period where Manchester City's ticketing systems went down, which delayed reactivation in a small number of cases. We recognised that not all fans would carry photo ID, and therefore accepted digital copies where possible, or alternatively carried out verbal data protection checks.</li> </ul>

#### **Executive Club matchday experience**

- **Specific to Sir Bobby Charlton Stand Suites: Not enough coffee machines and they are often 'out of order'. Given the volume of people in these suites there should be more machines available.**
- There are two coffee machines in both the Stretford and Trafford Suite. We don't have any record of these machines being out of order this season or last as they are regularly maintained with our in-house engineer. The engineer works every match day to ensure all machines are correctly working. They may have run out of milk, or the coffee grounds draw may have been full (which would require a short pause before re-stocking), but nothing further than this. It hasn't been brought to our attention before that there are excessive waits, but we will certainly monitor and increase (if possible) if we deem necessary.
- **There are pictures of players/ex-players (and some other United related topics) all over the walls in the suites. This is a good thing, but more care should be given to honouring our heritage with the choice of subjects.**
- Our club celebrates our history and heritage and those that have been privileged enough to wear the shirt.
- **Car Park (W2): Route from Sir Bobby Charlton suites to Car Park 2 requires walking past the players entrance. Post-match this is often blocked off intermittently as players exit, which is understandable, but results in a long wait and delay to get to the car park (sometimes in very inclement weather). Club staff are allowed through by showing their pass and I would propose that you are also allowed through if you can show a car park pass for W2 (this will be limited in nature regarding volume of people and poses no additional security risk).**

Topic	Speaker	Topic Notes
		<ul style="list-style-type: none"> <li>We shall look into this and see what we can do to benefit everyone.</li> </ul>
		<ul style="list-style-type: none"> <li><b>What are the club doing to tackle the entry issues at S20? The queues are unacceptable and even getting there an hour before kick-off can result in late entry. There are no more people sat in the stand than there has been for many years so there is no reason for such poor experience. Can you please commit to improving this for fans?</b></li> <li>We have done a significant amount of work regarding this turnstile and acknowledge it is busy, and whilst we recommend you arrive one hour before, if you arrive 30 minutes before kick-off you will get in. We have undertaken a review and recommended some additional signage and how we deploy our turnstile operators. However, supporters should arrive early, have their ticket downloaded and make maximum use of the seven turnstiles located there which is not always the case.</li> </ul>
		<p><b>Overseas supporters</b></p> <ul style="list-style-type: none"> <li><b>Will overseas supporters' clubs receive the same level of service and care they did beforehand? Before the restructuring, supporters' clubs had a dedicated point of contact. This no longer appears to be the case.</b></li> <li>We continue to have dedicated inboxes for enquiries, regular all MUSC calls and are currently in the process for recruiting a new Supporter Liaison Officer who will support the clubs.</li> <li><b>What is the club doing to help overseas supporters who want to get involved in Old Trafford's atmosphere but may not know how to contribute? Do we have a culture guide/a way of making cheers easily accessible to overseas supporters? One suggestion was to use the app to access fan chants.</b></li> <li>We are continually looking to evolve the content on our app, and the functionality within this and are happy to share this idea with the product team.</li> </ul>
		<ul style="list-style-type: none"> <li><b>It is high time that Football Club was put back on the Club crest. Appreciate the all-encompassing and broader nature of the brand but, when used in a football context (on the shirt, around the stadium, etc.) it should be Manchester United Football Club, with the broader brand of Manchester United being used as appropriate in corporate (top-co) correspondence, dialogue, promotions etc. I appreciate this may be challenging to get the balance right, but it is worth the effort to look at how we may be able to do this. It is a symbolic gesture that will go a long way to reconnecting Fans with Club, which is particularly important at this challenging time for the team.</b></li> <li>As we have said in the past, the Manchester United crest has changed on numerous occasions through the club's history and the iteration including the words "football club" only came into use in the 1960s. The words were removed in 1998 to make the crest simpler. We believe that Manchester United is uniquely recognisable the world over as a football club without the need to spell this out. However, we understand the strong feelings that exist on this issue and will keep it under review.</li> </ul>

Topic	Speaker	Topic Notes
		<ul style="list-style-type: none"> <li data-bbox="119 163 1465 349">• <b>Lyon Away - following investigation, what conclusions has the Club drawn around the treatment of fans at Lyon Away last season? With the strength of feedback around forced inconvenience around transport arrangements and the behaviour demonstrated post match to fans by Lyon and the local police - what steps are being taken by the Club and UEFA to ensure this behaviour does not repeat?</b></li> <li data-bbox="119 398 1485 510">• The club shares the concerns of our fans about some of the treatment they received in Lyon and we provided strong feedback to UEFA on the matter. We will continue to advocate on behalf of our fans with opposition clubs and UEFA when we return to UEFA competition.</li> </ul>
		<ul style="list-style-type: none"> <li data-bbox="119 600 1481 786">• <b>The Club has previously responded to a question around App Ticketing relationships saying that the risk of misuse is low. As awareness of the weaknesses in control of the App Ticketing function grows, will the Club now agree to improve functionality to ensure a ticket holder has to accept an app ticketing relationship with someone before it becomes active? As Away tickets become more digital I fear the risk will rise exponentially.</b></li> <li data-bbox="119 835 1485 1294">• This has not been a long-standing request, as we have always believed it is important not to inconvenience supporters unnecessarily in order to solve a problem that, in our view, does not exist. We continue to believe that any issues of this nature are almost non-existent and usually the result of intentional misuse or personal negligence. For example, at the recent Manchester City away fixture, there were a lot of rumours generated by a small number of fan accounts, but no issues reported. That said, the topic has resurfaced recently and has been raised by three individuals present on the forum or sub-groups. It has taken a significant amount of time in discussions, and so, if this forum feels it is the right step, we are now in a position to introduce a simple two-factor authentication process. This would work by providing each supporter with their own approval code. Supporters could share this code with anyone they wish to link to their account. The code would be accessible via their online account and can be changed at any time, giving supporters full control.</li> </ul>
		<ul style="list-style-type: none"> <li data-bbox="119 1384 1362 1496">• <b>I notice a number of injuries across the Premier League caused by players hitting advertising hoardings at speed. To protect our players the club should invest in a transparent and soft material to cover them? This could prevent a long term injury.</b></li> <li data-bbox="119 1545 1469 1612">• The health and welfare of all players is of paramount importance. We will look into this risk and take appropriate action.</li> </ul>

## Appendix

We received 20 questions which have been answered today or in previous meetings, or we have referenced that we cannot answer, within the updates so far. These will not be read / answered individually now but will be published in the minutes.

1. I noted from the last Fans Forum that the decision has been made not to publish data on home hospitality sales and away ticket allocations going forward. I'd ask that you reconsider this, as continued transparency is vital in showing how tickets are distributed and in maintaining trust with supporters. The away game distribution data has been shared with supporters since the 2015/16 season. This request should also be considered under the club's Fan Engagement

Pledge for 25/26, where the commitment is to continued collaboration with recognised fan groups on key issues such as ticket pricing and the supporter experience.

2. I attended the Arsenal game on the 18.08.2025 and I am disappointed that United have still not cleaned the Sir Bobby Charlton Lettering on the stand bearing the great mans name. It shows a lack of care, and detail.

3. What is the current update regarding the new stadium?

4. I write as a concerned Season Ticket holder witnessing obvious abuse of the away ticket applications system. The number of away ticket applications has significantly increased since the introduction of the transfer system. This is evidenced in the club's own stats.

2018 Newcastle away = c5,000 applications

2024 Newcastle away = c12,000 applications

As expected, this has substantially reduced the % of successful applications for individual season ticket holders who've applied. At the same time, the number of tickets for away games being openly sold on the black market has increased to disturbing levels. The result of all these factors has been a marked reduction in the number of away games attended by United's long-standing travelling support and a noticeable change in the make-up of support at away grounds. Neither are to the club's benefit. The criteria for applying for away games has not changed. If it had, supporters would expect to see increases in applications where, for example, the criteria was relaxed and more ST holders were able to apply. The change that has been introduced is the transfer system, meaning there is no penalty for being successful and not attending the game, such as the collections system, which despite costs to the club and possible inconvenience to some fans (once a season) rooted out ST holders whose membership numbers were being used by others to apply. It is obvious that the introduction of this transfer system has enabled people to increase their number of personal applications (applications for tickets they intend to use) by using eligible ST holders' numbers who have no intention of going to games. In simple terms, if I have access to ten ST numbers, each of which average 2 successful applications, I can transfer all 20 tickets into my name. This is grossly unfair to individuals who apply only in their name and are successful once or twice a season. The opportunity to do this without risk/penalty did not exist before the transfer system was introduced. The effect of this newer system is 1) the creation of an imbalance amongst applicants who meet the same criteria and 2) the opening of more ticket avenues for touts using other people's STs. The reasoning behind the introduction of the transfer system never made sense to anyone regularly applying for away tickets. The suggestion that fans were successful in ballots, decided not to attend but were stuck with the ticket is, frankly, nonsense. Given the lottery nature, it is fair to suggest that almost every ticket was accepted and used by those successful, with only a small number being allocated to fans whose situation changed and could no longer go. In this event, the option to return tickets to the club prior to their posting was always there and reallocation of those tickets was something done with ease due to demand. Transfers was a system brought in to solve a problem that simply did not exist. It has introduced significant issues for United's regular travelling support and is being widely abused to the benefit of touts. MUFC possess the data which will demonstrate that specific ST numbers are being used for applications despite always transferring those tickets to other ST numbers when successful. This data will clearly demonstrate that individuals are abusing the system to improve their success rates, even if correlating those same transfers to touting may be more difficult (although that too would be possible if MUFC were actually committed to stopping this abuse). So will MUFC commit to reviewing the away applications system, including mis-use of transfers, to ensure that it is fair and rewards loyalty, rather than rewarding those with the time and resources to over-apply?

5. What are the club doing about BOTS that are clearly acquiring the away ticket returns?

6. Last season the average success rate for the standard pot in domestic away allocations was 22.51%, equivalent to around 4-5 games. Over the past three seasons I've had no more than two games per season, which makes me wonder if the odds are truly even for all applicants.

Could you confirm:

- Whether the standard pot is completely random or if other factors are considered.
- Whether success rates for single, pair, and three ticket applications are recorded and available; and if not, whether the number of tickets requested in an application has a significant effect on success rates.

- Has a priority system ever been considered where, if an applicant has made a set number of consecutive unsuccessful applications, they are guaranteed an allocation? This could help ensure dedicated applicants, who are willing to attend any game, have a fairer chance of reaching the 4-5 game average success rate per season.
7. Why won't the Club review its away ticket eligibility in 25/26 given that many fans remain ineligible due to on pitch performance i.e. no Home Cup games until at least January, rather than their compliance with process this season. Would it not be reasonable to commence eligibility once the European fixture commence irrespective of our Clubs involvement?
  8. One of the benefits of Executive Club membership, long since gone, used to be 'guaranteed' away tickets if applied for. Whilst accepting that, without some form of control this 'carte blanche' may be open to abuse, the perception is that Executive supporters (as opposed to corporate hospitality 'users') who pay significantly more for their facilities get a diminishing number of successful away ballot results.  
Executive supporters recognise the importance of control to avoid abuse here and, crucially, support the importance of maintaining the unique nature of our away support and away day atmosphere – but Executive supporters (as opposed to corporate hospitality 'users') also contribute to that away day experience. It shouldn't be beyond the club to ensure 'true' Executive supporters who regularly attend away games see their increased contribution in financial terms reflected in an increased likelihood of being successful in away game ballots. Note: to put the above in context the Executive supporters who have raised this issue with me are successful an average of 2 to 3 times per season (which mirrors my own experience) despite being an applicant in every away game ballot.  
One idea proposed was that, if applying for away tickets as an Executive member, then a condition should be that one of your tickets cannot be forwarded on if successful in the ballot (the member must use the ticket and attend). Not sure how practical that suggestion is, and I am sure the club may have other ideas, but could this area be looked at please?
  9. My card declined during the Brentford ballot as Monzo wanted to confirm that the payment was genuine. I confirmed within moments, but it was too late and I was chubbed. It's rare we get tickets in the ballot, so the last thing we want is to lose out for such a silly reason - therefore can I ask if you could either a) change the way you process these payments so that it becomes a regular payment as with home cup payments or b) reserve tickets for x hours for declined transactions to allow the supporter to resolve? I know that the reservations section of our ticket accounts have been used previously.
  10. Why has the breakdown of away ticket allocation been removed? This is a useful figure for fans to see. Can you please confirm if for this season, the amount of sponsor/player tickets will be increasing?
  11. At the time of writing, September 2025, the information on the distribution of tickets by type, per game, normally published on the website, has not been updated since January. We ask that this be re-started to reduce concerns about the level of hospitality seating at games.
  12. How does the club plan to combat the queues getting into the ground?
  13. We hear very little detail on how effective the anti-touting strategy is at the Club, and it can feel more like the strategy is to catch out the ordinary fan who hands a ticket to friend rather than the larger operations being targeted. Can you provide an indication of key successes that have happened in exposing and censuring large scale touting operations that are very visible to many fans?
  14. Random Ticket Checks at Man City - whilst ticket checks may remain a necessary evil, why didn't the Club message out to fans that this may impact them at City game. Fans arrived close to kick off and without ID leading to significant frustrations around queuing and sadly meant that Club staff had to tolerate abusive behaviour from a small number of people. What will the Club consider doing differently moving forward?
  15. Is there any further update on the FAB governance and whether they will be adding specific youth representation? Could we also have clarity on what this process consists of and how this will be decided?
  16. Are there any extra engagement plans for this season in order to bring fans and players closer together? We've seen in the past players have fun playing with fans in the Arndale for example in the past.

17. Access to ground is sometimes challenging for an 'Executive' experience where you would expect easier access with minimal (if any) queuing and poor (mostly non-existent) Wi-Fi connectivity (needs action).
18. In United Road bar and Devils Bar there is a QR code which, once scanned, takes you to a checkout page – this seems to work intermittently (some weeks ok and some weeks not) so perhaps linked to wider Wi-Fi connectivity point. The website also implies table service when it is an order and pick up food service. This is fine but needs clarity on website and some instructions/signposting in the suite.
19. One-hour post-match limit on being in suite is not long enough (especially given challenge of car park exits). This hour limit in my own area is zealously enforced by staff. Appreciate that the International Suite is open for longer and you can relocate there but that requires pre-booking and an additional charge (rather than previously when you could just have access as an Executive member) and is open to anyone on the same terms. There is no problem with it being available to all at a charge, but Executive members should have access to their own lounge for longer (preferred option) or, at the very least, have open access to the International Lounge post-match without pre-booking or charge.
20. The volume of people in the suites at half time is too much for the size of suites (given what is supposed to be an Executive type of experience). The TV screens are always tuned to MUTV with no sound. When other fixtures are on Sky Sports (or other channels) before or after games supporters would like to be tuned into those (with sound). The sound element also applies to pre- and post-match interviews for our game (where relevant).