

Manchester United
Fans' Forum Agenda
Thursday 30 July 2026

Forum Members Present

Zygmunt Baranski	Loyalty Pot Rep
Luca Black	Under-21 Season Ticket Holder Rep
Su Buckley	Season Ticket Holder Rep
Duncan Drasdo	Covering ISLO Rep
Alex Hardman	Official Member Rep
Deborah Henry	Women's Team Rep
Dips Jandu	Season Ticket Holder Rep
Chun Yi Lee (Virtual)	Overseas Official Member Rep
Jamie Leeming	Covering MUDSA Rep
Carly Lyes	Local Resident Rep
Stewart Moss (Virtual)	UK Official Member Rep
Eric 'Naj' Najib	Rainbow Devils Rep
Thanos Oktoratos	Overseas MUSC Rep
Stephen Pember	UK MUSC Rep
Lily Quinlan	Under-21 Rep
Tony Veverka	Executive Club Rep

Club and Foundation Officials Present

Omar Berrada	Chief Executive Officer
Toby Craig (Chair)	Chief Communications Officer
Gary Hemingway	Chief Operations Officer
Rick McGagh	Director of Fan Engagement
Catherine Smith	Director of Communications
Nicola Wellington	Fan Engagement Manager
Chris Moss	Head of Commercial Operations, Venue
Alex Tatner	Supporter Liaison Officer

Agenda

- Introduction and Chair update
- Ticketing update
- Club and Working Group updates
- Pre-submitted Q&A
- Q&A with Omar Berrada
- AOB
- Close

Topic	Topic Notes
Apologies	Sam Kelleher, Bill Dixon, David Field, Chris Rumfitt
Minutes of last meeting	- The minutes of the March meeting were circulated, approved by reps, and published on the club website. - The next meeting is due to take place in October and information about deadlines for question submission will be advertised on our website manutd.com/fans.
Ticketing	<i>The minutes below are a summary rather than a verbatim account. The ticketing investigation and associated supporter sanctions were discussed in detail for around an hour and generated extensive contributions from across the forum.</i> The chair opened the forum and acknowledged the main topic for discussion would clearly be the investigations commenced by the club to tackle ticket touting and strong feedback from fans and fan reps. The chair thanked fan reps for their continued work in advocating on behalf of the wider fanbase and for engaging with the club so robustly, highlighting the huge amount of time reps have dedicated to supporting fans over the past fortnight and in holding the club to account. The club's intention would be to issue a further communication following the meeting and once reps had been given the opportunity to share their views. DD relayed the importance of the forum meeting to deliver progress in order to improve fan sentiment and to recover club reputation, highlighting the incredibly strong reaction this has caused amongst loyal match-going fans and the risk a further void in communication and the ability to demonstrate progress would bring. Reps raised that many fans do not share the club's understanding of what constitutes a tout and asked the club to address on record. The club clarified the purpose of the investigation is to identify ticket misuse, with the most severe sanctions (i.e. bans) only applied in cases of touting - where tickets are being sold above face value or where there is financial gain. Reps reiterated their support for strong action against genuine ticket touting and the resale of tickets for profit. However, they stressed that supporters should not be considered touts solely on the basis of unusual account or device activity and that affected supporters must be provided with sufficient information to understand the allegations being made and respond meaningfully before decisions are reached. The club confirmed that their request to supporters is for information to help clarify anomalies on an account. The club reiterated that supporters will only have received a request from the club where a high threshold of activity, consistent with behaviour utilised by touts, was identified on their account.

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	A large number of fans have already responded and supplied the requested information and had restrictions lifted. The club has also already seen many accounts which, once flagged, have deleted large numbers of relationships or sent falsified records, which is also further evidence of behaviour consistent with touting. DD stressed that unusual account or device activity may provide grounds for investigation, but should not, on its own, be treated as proof that a ticket has been sold above face value or for financial gain. He said representatives were not disputing robust sanctions where there was evidence of resale for profit; the concern was cases where patterns of activity were being relied upon to infer such conduct. Reps highlighted fans’ frustrations, anger and confusion with the communications between club and fans, with particular reference to the first wave of communications which were aggressive in tone, vague and anxiety provoking. EN pointed out the significant impact the initial communications had on the mental health of supporters, fearful of losing their season tickets. Reps added that despite the update to communications there continues to be a sustained inconsistency where a proportion of fans affected by the investigation are unaware of what transgression has occurred and uncertain what they are required to send to the club to absolve the touting enquiry. DD and other representatives therefore stressed that an affected supporter must be provided with the specific activity and evidence relied upon sufficiently early in the process to understand the allegation and respond meaningfully before a decision is made. DJ asked that where a supporter has submitted an initial response or appeal which is unsuccessful, they should then be informed of the specific data, evidence or activity being relied upon by the club before being expected to progress a further appeal. The club acknowledged and shared its intention for affected fans to be provided with clear information on the process and at a consistent level; the communications process has been improved following fan feedback and will continue evolving to ensure fans have the information they need to understand why their account was flagged and in order to supply accurate information to the club. DJ requested confirmation that cases are being reviewed by humans and individually and not by an AI platform. The club confirmed all cases are being and have been reviewed by humans, and a second human check has been added to ensure the investigation is even more robust. SP highlighted the negative knock-on effects impacting supporters’ club secretaries. SP asked in cases where the “perceived controller” has submitted

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	satisfactory evidence and the case is overturned, all linked accounts should be notified as dismissed. The club highlighted all cases are individual, complex and vary in nature which means there can't always be one answer. Each case is being reviewed thoroughly. But where cases can quickly be cleared up following the submission of information they are being resolved. DD questioned whether the investigation placed too much emphasis on 'catching' people rather than preventing the behaviour the club wished to stop. ZB highlighted in the case where a supporter has been notified of unusual activity, they have provided sufficient information and their case is overturned, education is needed to help inform fans of accepted behaviours to avoid unintentionally breaching the terms of their season ticket again. Reps urged the club to place greater emphasis on education and clearer rules for genuine supporters. The club agreed that supporter education should form part of the follow-up work. Reps argued that earlier engagement with fan representatives could have helped the club better understand genuine supporter behaviours, distinguish them from commercial activity and avoid some of the damage caused to supporter trust and relations. Reps stressed that fan engagement is not about seeking a veto over club decisions but helping the club make better decisions by identifying practical consequences and supporter concerns before policies are implemented. ZB raised that the club will be dealing with high numbers (hundreds) of appeals and asked the club to share how this process will be managed and how fans can be assured it is thorough, fair and just. The club urged supporters if they haven't already done so to respond with requested supporting information detailed in the email body within the 14-day window. The club made it very clear they want fans to reply with the information so cases can be resolved. Upon receipt of submission, cases will be reviewed and processed by the ticketing team in real-time. If there is no evidence of touting, or financial gain, bans will not be applied. Any action taken will be proportionate, and for lower levels of misuse, a final warning will be given. In cases where sanctions have been downgraded but not overturned, supporters can still request to appeal. DJ asked whether the club recognised the growing perception amongst sections of the fanbase that longstanding season ticket holders are being pushed out in favour of higher-yield hospitality and premium customers and requested assurance that the purpose of the investigation was not to reduce the number of season ticket holders or facilitate a shift towards hospitality sales. The club clarified the aim of the investigation is to tackle ticket touting, serious and deliberate misuse of the ticketing system and people making money from tickets. The club is not trying to reduce the number of season ticket holders or gain

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	financially from the investigation. Following the conclusion of the appeals process, any season ticket cancelled will be offered as a season ticket to the next fan on the waiting list. Refunds will be offered to any fan whose ticket is cancelled and completes the appeals process. CL shared examples of what appeared to be the same general admission seating being sold at materially different prices through member sales, hospitality products and official partners, in some cases with little or no material difference in the seat or matchday offering. CL explained that supporters saw an inconsistency between being investigated or sanctioned for suspected financial gain from tickets while authorised resellers were themselves seeking significantly higher revenues from packages including general admission tickets. CL said this wider commercial context was a major reason for the intensity of supporter anger and had contributed to a serious loss of trust in the club's ticketing policies. DD referred to the phrase 'the club are the biggest touts', which he said was frequently seen on social media, and illustrates the depth of supporter scepticism and the context in which the investigation was taking place. Reps stressed that whether the club agreed with that characterisation or not, it was important to understand why some supporters held that view and the impact it was having on trust in the investigation. DD stressed that, if the club wanted its action against touting to command supporter confidence, it needed to take supporters with it by demonstrating that the process was fair, transparent and being pursued for the right reasons. Reps argued that transparency, fairness and clear communication were essential if supporter confidence was to be restored. Reps urged the club to reflect on the investigation and engage with fan representatives at the earliest opportunity to avoid repeat circumstances, stating that the lack of consultation has damaged club reputation, fan trust and all the progress which the forum has collectively made via effective fan engagement. In addition, reps commented on the cost of this investigation – both in terms of time and resource – and if that investment could have been put to much better use to improve the relationship between the club and its loyal fans. Reps highlighted that supporter reaction to the investigation could not be viewed in isolation from wider ticketing issues. Concerns were raised regarding increasing commercialisation, access to tickets and supporter perceptions that loyal match-going fans are being displaced by higher-yield products. Representatives warned that these cumulative issues had significantly damaged trust amongst sections of the fanbase. The club reiterated the shared desire to tackle ticket misuse and that this was, and remains, the purpose of the process. Representatives also stressed that the meeting should not be viewed as the conclusion of the issue and requested that

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	the club review the exercise in full once concluded, including consideration of what lessons could be learned and how similar investigations might be approached differently in future. The club agreed discussions would continue. AH requested the club share results on the investigation when concluded including specifics around the number of accounts placed under restrictions, the number of appeals and the number of season tickets sanctioned. The club agreed to share this. The club and reps agreed that key points would be communicated with fans in order to improve understanding and trust. Following the meeting the club issued the below seven key takeaways and also linked to a full response to the fan rep letter. https://www.manutd.com/en/news/an-update-on-the-ticket-touting-investigation-july-2026-v1 1. The focus is on touts, not genuine fans • The investigation is aimed at tackling organised ticket touting, serious and deliberate misuse of the ticketing system and people making money from tickets. • It is not aimed at supporters who have simply used official ticket forwarding, re-sale systems or applying with friends for away games. • The club intends to work with the Fans' Forum to educate fans more broadly to discourage and avoid utilisation of tickets in breach of the club's terms and conditions. 2. This investigation was not done to reduce the number of season tickets nor to benefit the club financially • There is a significant ticket touting issue we want to address in order to protect fair access to tickets for genuine fans. Any season ticket cancelled will, after the appeals process concludes, be offered as a general admission season ticket to the next fan on the waiting list. 3. Season tickets cancellations will be reserved for the most serious cases • If there is no evidence of organised touting, financial gain or systematic abuse, season tickets will not be cancelled. Any action taken will be proportionate and for lower levels of misuse a final warning will be given. 4. Fans who have been contacted should respond • Being contacted does not automatically mean a supporter has done anything wrong. The club is reviewing every case individually and many restrictions have already been removed after supporters provided explanations. Please reply and provide the information requested within the 14 days deadline. Where additional information is required after the original response, the supporter will be given a reasonable period in which to respond. 5. Fans will be given information about why their account appears to have unusual activity in order to understand and answer their case

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	- The club has reviewed its approach and will share in full with fans at the earliest opportunity why their account has been flagged as having unusual activity (including the number of accounts accessed and device activity), making it easier for fans to understand the process and respond with the information requested. This information will be provided early enough to allow the supporter a fair opportunity to respond before a decision is made. 6. Every case is reviewed individually by people and supporters have a right to appeal - No decisions are made purely by software or automated analysis. Each case is assessed individually by a member of the ticketing team, taking account of the available evidence and the supporters explanation. - Any supporter who receives a sanction will be told the reasons for the decision and will have the right to appeal, with independent fan representation involved in the appeals process. 7. The club acknowledges this process may have caused anxiety and distress for some fans - Manchester United accepts that the process may have caused distress for some loyal supporters, underestimated how common sharing account usernames and passwords was, and recognises that some fans may have felt they were being treated unfairly.
Club update	- The chair welcomed the forum to the last meeting of 2025/26 season and thanked Zygmunt Baranski for his role as Loyalty Pot representative for the last four seasons. FAB update - The FAB met on 16 June at Carrington. - Club reps presented an update on, and discussed with fan reps, a number of key issues including ticketing, new stadium progress, club finances and financing, and women's team strategy. - Sir Jim Ratcliffe joined the meeting via video link as a representative of the owners and discussed a broad range of topics with fan reps including all the above. - Working groups are meeting again imminently to discuss new stadium progress, ticketing and the women's team.
	Key milestones and progress - We've had two significant moments in recent weeks: - Securing the land acquisition for our proposed new stadium. - The council-led launch of the Trafford Wharfside Masterplan. - Both are major milestones that demonstrate the tangible progress we're making and give greater clarity on the future direction of the project.

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Old Trafford Regeneration (update shared with reps ahead of meeting due to agenda focussing on ticket touting investigation)	Land acquisition • The land we acquired, approximately 350 metres north-west of Old Trafford, was our preferred option and represents the best location for a new stadium aligned to the wider regeneration of the area. • We approached the acquisition in a strategic and disciplined way, enabling us to complete the transaction efficiently and at market value. • That measured, disciplined approach is emblematic of how we are approaching this project and our wider work across the club. • There has been plenty of speculation regarding the Freightliner site. While we held discussions with a number of landowners across the area, we ultimately chose a different route that we believe is better for the club, the stadium project and the wider regeneration ambitions for Trafford Wharfside. Trafford Wharfside Masterplan • Following the acquisition, we were able to show the proposed location of the new stadium as part of the council's launch of the Trafford Wharfside Masterplan earlier this month. • Our proposed new home will sit at the heart of a new Stadium District – a destination purpose-built for sport, entertainment and year-round activity. • The new stadium will serve as the flagship landmark within the wider Trafford Wharfside development. • The Masterplan sets out a bold vision for the area, including: ◦ New and improved public transport links. ◦ Enhanced rail connectivity. ◦ Extensive walking and cycling infrastructure. • Building on the character and heritage of Trafford Wharfside, the vision is to create a diverse new neighbourhood that could deliver: ◦ 48,000 local jobs. ◦ 15,000 new homes. ◦ A £7.3 billion per annum boost to the UK economy. • The new stadium is intended to be the catalyst for that transformation. Community consultation • It's important to remember that this is a draft Masterplan. • A formal consultation period will run from 28 July to 22 September, giving communities and stakeholders the opportunity to provide feedback and help shape the plans. • Proposals relating to the current Old Trafford site will form part of that consultation process. Nothing has been decided on this. Stadium design

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	- For the club, the focus now shifts to the design phase of the new stadium in partnership with Foster + Partners. - Crucially, that design process will run alongside extensive consultation with supporters. - We remain committed to building this stadium with our fans, not just for them. - Atmosphere, affordability and accessibility will remain central principles throughout the design and development process. - We look forward to continuing engagement with all fans and other stakeholders as we move into this next phase. Fan consultation and survey data - We know there has been interest in the full results from the fan surveys conducted in 2024. - The topline results were published in November 2024 and showed: 52% of respondents preferred a new stadium. 31% preferred redevelopment of Old Trafford. - The remaining respondents were undecided. - The decision to pursue a new stadium follows the extensive work undertaken by the Independent Taskforce. - A redevelopment of Old Trafford is not considered a viable option for several reasons: - Significant disruption for supporters during construction. - Constraints on future capacity. - An inability to meet our long-term ambitions and the standards we set ourselves. - We intend to publish the full survey findings as we enter the next phase of consultation. Mayoral election - There will be a new Mayor in Greater Manchester, but we are confident this will not impact our plans. - The Mayoral Development Corporation is constituted by Parliament and overseen by Trafford Council, meaning the project is not dependent on the Greater Manchester mayoralty. Financing and timing - There's lots of questions and speculation about financing the new stadium. - The honest answer is that all funding options remain under consideration. - We will not know the full cost of the project until the design phase is complete. - Only once we have greater certainty on costs will we be able to determine and agree the preferred funding route. - Equally, we are not putting specific dates on completion at this stage.

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	• We have expressed a desire to host matches at the 2035 Women's World Cup and hope the new stadium will be operational before then. • Our priority is to get the project right and ensure it delivers a world-class home for the club, our supporters and the wider community.
Operations (update shared with reps ahead of meeting due to agenda focussing on ticket touting investigation)	Summer stadium works Pitch resurfacing • Over the summer we have completed pitch resurfacing works - the first time in 14 years, since the summer before season 2012/13. • The pitch has been stripped back to its foundation with waste materials being recycled or sent to be reused within the trade. • The turf is made from a hybrid surface combining 96% natural grass and 4% artificial fibres stitched into the soil, this creates a durable, even and well-draining surface. • In addition to the pitch, we have taken steps to improve safety around the surface. The grass has been extended to provide a consistent surface pitch side, in addition to a layer of protection added to the brickwork at the foot of the slope. Dugout • We have expanded the home and away dugouts at Old Trafford to comply with updates to article eight of UEFA's Stadium Infrastructure Regulations made in 2025. • Stadiums must adhere to the provision of "two team benches located either side of the halfway line, parallel to the touchline, each with seating for at least 20 people and positioned at least 4m from the touchline". • We have expanded both dugouts to facilitate 21 seats: with eight seats at the back, seven in the middle and six at the front. Levy • In April, we announced our multi-year agreement with Levy, global leaders in sports and entertainment hospitality. We are working alongside Levy to bring improvements to our food and beverage service for all supporters attending matchdays at Old Trafford. • We have collated fan feedback from post-match surveys and results shows a desire for an elevated matchday experience, in particular: ○ Better range of higher quality food and drinks served faster (inside and outside of stadium) ○ More draught beer ○ Better drinks service and more varied food options in hospitality areas ○ A fan zone • This summer we are investing to deliver upgrades across stadium in response to the above fan needs, including:

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	○ Up to 20 new street food vendors outside stadium ○ New kiosk menus which will evolve throughout season ○ New concourse graphics ○ Draught beer in every concourse, including new self-pour and frictionless kiosks ○ Refreshed hospitality offering in high potential areas ○ “The Paddock” – a 1.3k capacity fan zone behind the Stretford End • While we are investing in all concourses, we are able to deliver more change in certain areas than others due to space and facilities available. • We are installing 30 new wall graphics across the stadium concourses to improve the look and feel and celebrate our heritage • We are introducing 5 frictionless “tap and go” kiosks and 9 self-pour kiosks (where feasible) providing a significant improvement in speed of beer service. • In addition to draught beer, we will be introducing an elevated food offering at our concourse kiosks, offering fans better quality and better choice on matchday. • Investments in the concourse areas will incorporate digital screens to allow for menu flexibility, such as tailored products for juniors, women’s team fixtures and differing kick-off times. • All kiosk food suppliers are based within 60 miles of Manchester supporting local industries and our sustainability objectives. • We have engaged with our Fan Experience working group on the kiosk offering to ensure we can meet the needs of all fans including junior fans and those with dietary requirements. • Following the success of the Pop-Up Pub last season, we have also submitted a planning application to construct The Paddock, a 1.3k capacity fan zone for supporters to frequent pre- and post-match. • We are leveraging Levy’s experience at other venues to enhance our hospitality offer. The offer will remain unchanged in terms of how much food and drink is included, but we are working to increase the quality through greater menu variation; using better, seasonal ingredients; and organising food stations to increase the ease and speed of service. • In 2026/27 we will focus on sport bars, buffet areas and non-inclusive areas generally, in line with fan feedback. • Further communications on our stadium investments will be issued to fans over the coming weeks. Traffic & Transport • We’re pleased to confirm the post-match buses into the city centre will continue for Premier League home games next season. Metrolink

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	- Transport for Greater Manchester is undertaking a significant programme of work to boost capacity, reliability and resilience of the Metrolink network, and this will be taking place throughout the remainder of the year. While this is delivered, there will be some temporary periods of disruption for passengers which will affect home fixtures at Old Trafford. Deansgate-Castlefield & Trafford Bar - From Monday 13 July to Sunday 2 August, tram improvement works will take place at Deansgate-Castlefield and Trafford Bar. During this time, additional works will take place in the city centre and along the Eccles line. - The following changes will be in place across the network: - No trams will operate on the Eccles, Trafford Centre and Altrincham lines. - Services operating on the East Didsbury/Manchester Airport lines will terminate at Firwood. - Services operating on the Rochdale line will terminate at Exchange Square. - Replacement buses will operate between the affected stops. - During these works, maintenance work will be carried out on the lifts at the following tram stops: Brooklands, Dane Road, Sale and Timperley. Step-free access information can be found on Bee Network channels. - Tram services will resume as normal from start of service on Monday 3 August. Rochdale line - From Saturday 15 until Friday 28 August, track renewal works will take place on the Rochdale line, with the below service changes in place. - On Saturday 15 and Sunday 16 August only, no trams will operate between Victoria and Rochdale Town Centre. - From Monday 17 to Friday 28 August, no trams will run between Oldham Mumps and Rochdale Town Centre. - A bus replacement service will operate between the affected stops. - Tram services will resume from the start of service on Saturday 29 August. - Up-to-date travel information will be shared on Bee Network channels throughout the work schemes to keep everyone moving.
Ticketing (update shared with reps ahead of meeting due to agenda focussing on ticket touting investigation)	Publication of Ticketing Data - As discussed at the previous meeting, we intend to recommence publication of ticketing data on the club website during the 2026/27 season. This has since been discussed further with the Ticketing working group. - Publication remains subject to the necessary resource being in place and will commence as soon as recruitment for the role responsible for this work has been completed.

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	• There was discussion about whether the club should publish the initial ballot results, the final figures after each match has taken place, or both. The figures can change significantly between the ballot and the match due to further ticket releases, cancellations, resale, donation and forwarding activity. • Historically, the club published the final position as of the day of the match, once all ticketing activity had been completed. • We are now developing a proposed template for the information to be published. This will be shared with the Ticketing working group so that the format can be agreed and publication can begin promptly once the necessary resource is in place. European Away Games • As previously discussed in this forum, we recognise that supporters would like to see the return of a process through which credits are awarded only to supporters who attend the fixture. • As European away tickets are now generally issued digitally, they can continue to be sent by email or through the official app in advance of the match, depending on how the tickets are provided to the club. • The Ticketing working group agreed that tickets could continue to be distributed in this way, alongside the introduction of a new identity-verification process for supporters wishing to receive an away match credit. • Supporters would therefore have the choice of attending the designated verification location in order to receive their credit. Those who do not complete verification would retain their match ticket but would not receive a credit. • The club has committed to: ○ communicating clearly that completing verification is the only route to receiving a credit. ○ ensuring that appropriate accessibility arrangements are considered. ○ publishing the verification location and opening times well in advance. ○ and providing supporters with confirmation once verification has been successfully completed. Forwarding • The group also discussed the potential introduction of ticket forwarding for European away fixtures. However, there was broad agreement that the complexities (largely credits) involved mean this could not be introduced immediately. • The club has therefore taken no further action at this stage and will consider and respond to any future proposals or enquiries on the subject.

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	Travel • The club's partnership with Sportsbreaks has now ended, and we no longer have an official travel partner providing travel packages for European away fixtures. • This decision was based on the expectation that independent travel operators would be able to meet supporter demand, while competition between providers could potentially offer supporters greater choice and better value.
Fan Engagement (update shared with reps ahead of meeting due to agenda focussing on ticket touting investigation)	• We'd like to thank Zygmunt Baranski for all his work, time and commitment over the last four seasons as Loyalty Pot representative on the forum. • We are delighted to welcome Alex Tatner, who joins us as Supporter Liaison Officer on the fan engagement team and will be a dedicated support to matchday fans. • We'd also like to take a moment to pay tribute to the passing of Phil Downs MBE, both founder and secretary of MUDSA and former member of the Fans' Forum. Our thoughts are with his family, and we continue to honour his legacy with the Phil Downs MBE Ability Suite. • Following the earlier update regarding progress with the Old Trafford Regeneration project, we will soon commence our next phase of fan engagement to ensure all supporters can input into the future of Old Trafford and the construction of a world-class stadium befitting of our club and fans. Supporters' Clubs • We're delighted to welcome 5 new supporters' clubs since the end of last season to our global MUSC family: South Korea, Surat, Ottawa, Raleigh Reds and Enniskillen. This takes us to 366 supporters' clubs across 95 countries. • In April, we attended the Premier League Mornings Live fan festival in Tampa Bay which was attended by 30,000 fans at Armature Works in Lincoln Park. All Premier League fixtures were livestreamed throughout the weekend in addition to fan and media activations. It was a sea of red shirts for the Chelsea v Manchester United game, and we rewarded supporters with giveaways, competitions and meet & greets with Wes Brown. • We also hosted a Warm Up event with Tampa Bay supporters' club at their local screening venue joined by Orlando and Tallahassee supporters' clubs and travelling fans. • Wherever we go, we aim to build relationships with local communities and inspire the next generation of athletes. We partnered with major NFL giants, Tampa Bay Buccaneers for a special NFL x soccer crossover clinic programme. Over 60 children took part in an afternoon of flag football and

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	soccer skills, learning from professionals NFL linebacker Nick Jackson and United legend Wes Brown. • Back at home, ahead of United v Liverpool, we hosted our much-loved MUSC exclusive Warm Up event with Bryan Robson. It was amazing to see so many of our supporters' clubs, with over 350 supporters in attendance and raising £6,600 for Manchester United Foundation. Thank you for your support. • We are pleased to confirm our Warm Up events will continue for 2026/27, with the first event taking place ahead of United v Manchester City on Saturday 12 September. We look forward to seeing many of you there! • For the last game of the season v Brighton, the club hosted a special ILOVEUNITED event in Shanghai with club legend, Dimitar Berbatov. Hundreds joined for a special watch party, including our official United Fans of Shanghai supporters' club, and enjoyed the opportunity to win prizes via a series of giveaways, and interacted with club partners at booths put on by DHL, Doo Group and Mlily. Tour • We have already commenced 2026/27 pre-season tour activity this summer starting with a jam-packed weekend in Helsinki. • Thanks to everyone who joined us for our first men's team fixture against Wrexham. It was amazing to see so many supporters who travelled across Scandinavia and from the UK. • We hosted a series of events and activations with our official supporters' clubs including a supporter event with Wes Brown at the Helsinki Red Room, a community clinic with PPJ with over 40 young and aspiring footballers aged between 7-11, not to mention a Manchester United pre-match takeover of the official Coca-Cola FIFA World Cup Fan Zone! Hundreds of fans gathered for a Q&A hosted by Andy Mitten and Wes Brown, showings of iconic United games, bucket hat giveaways, game screenings and more. In addition, we rewarded three of our junior supporters to walkout with the team as mascots – creating memories for a lifetime. • We will be engaging with many more of our official supporters' clubs for our upcoming fixtures in Stockholm, Gothenburg, Dublin and Wroclaw – which will include the return of our “Warm-Up on Tour” event series hosted in our local supporters' club venues. • Across all locations, we will aim to build relationships with local communities and grassroots teams and inspire positive lifestyle choices via the vehicle of football. At each location we will be facilitating soccer school workshops with junior teams and inspiring the next generation of footballers! • We hope to see many of you across the pre-season fixtures ahead of the return of Premier League and Champions League football in August.

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	ED&I • Since our last Fans’ Forum, and in a club-first, we co-hosted an evening with 100 members from our Stretford Sikhs supporters’ club to celebrate Vaisakhi at Old Trafford. Supporters, colleagues and community members enjoyed live Kirtan music and learned about Sikh heritage. • As part of the Premier League With Pride campaign, Rainbow Devils hosted a competition for supporters to redesign their stadium banner. Thanks to all who submitted their designs, Rainbow Devils has selected a winner and their new stadium banner is now adorned across Tier 2 of the Sir Alex Ferguson Stand ready for the upcoming season. • We recently supported our official Jewish Supporters’ Club for the first Manchester derby against Blue Star OSC at the Maccabi Centre. Our Jewish supporters’ club claimed a hattrick victory across the walking, women’s and men’s team games – all under the watchful eye of United legend, Sammy McIlroy. • We have also recently attended the second annual Unity Is Strength walking football tournament at Liverpool FC Academy, hosted by the Hillsborough Survivors Support Alliance. Members from the Manchester Munich Memorial Foundation and our Local supporters’ club claimed fifth place against club counterparts, Liverpool, Burnley and Rangers. • We are delighted to confirm that following a combined application with Manchester United Foundation, we have been successful in obtaining a grant from the Premier League Fans’ Fund to supplement fan activations across our women’s, inclusion and accessibility engagement initiatives next season. We will be working closely with our fan groups across the funding period to deliver opportunities and value-adding experiences for supporters. • Ahead of the upcoming season, we have introduced Reasonable Adjustment Assessments for personal assistants attending fixtures at both Old Trafford and the Progress With Unity Stadium in addition to matchday Personal Emergency Evacuation Plans (PEEPs) for supporters with visible or non-visible disabilities. For more information, please contact accessibility@manutd.co.uk. Rewarding fans • We’d like to place on record our thanks to The Red Army for their iconic Casemiro tribute unveiled at the last home game of the 2025/26 season. • We invited members of The Red Army to showcase the banner to Casemiro ahead of the fixture, in addition to facilitating a fanzine interview with United We Stand. • In May, we welcomed over 150 fans to Old Trafford to fulfil a once in a lifetime experience; the chance to play for or manage a team for a full 90-minute game on the hallowed turf.

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	• The Old Trafford fan pitch day is a highlight of the season, rewarding fans for their incredible commitment and loyalty to the club and team. • Following an online competition, places were allocated to Season Ticket holders, Official Members, Executive Club Members, Women's Season Ticket holders and official Supporters' Club members. • On the day we were joined by the 'The Voice of Old Trafford', Alan Keegan, and United Treble winner, Wes Brown. • In addition, following supporter feedback, including members of this forum, we welcomed over 60 young fans (aged 7-12) for a dedicated junior pitch day - engaging with next generation of fans and strengthening the connection between club and supporters as well as supporting physical and mental wellbeing. • Two members from our Youth supporters' club were invited to Old Trafford for the Snapdragon pitch day – a morning which combined football, technology and all things United. Not only did our Youth supporters' club members meet United legends Dion Dublin and Wes Brown, but they also emerged as winners of the tournament. • We will continue to work alongside club partners to provide opportunities and reward fans. • We were delighted to invite fan representatives from this forum and the Fans' Advisory Board to attend and present awards to our men's and women's team players at our annual end of season Player of the Year awards. • We remain committed to rewarding our junior fans and to start off the school summer holidays with a smile, we recently invited 12 junior season ticket holders, supporters' club members and official members for another afternoon of skills and drills – attended by our men's first team players! Memories of a lifetime for our young fans.
MU Foundation update (update shared with reps ahead of meeting due to agenda	CEO Introduction • We're delighted to welcome Ashley Hackett, representing the Foundation as its new CEO. • Ashley is a lifelong Red and season ticket holder, and over the coming months, we're keen to collate ideas to help shape the future and the development of a new strategy for Manchester United Foundation, gauging ideas on how we might build on two decades of community work in the Greater Manchester area and beyond. • We have a responsibility to support our whole fan base, plus Greater Manchester and beyond, so getting ideas from the wider fanbase on how we can do this will be essential in this next phase of our development. • We also have a real task in increasing our revenue streams to allow this work to increase and progress.

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focussing on ticket touting investigation)	• We are very excited for this new chapter for the Foundation and believe we can do a great deal more moving forward. • Through our close working relationship with the club's fan engagement team, we have been granted funding by the Premier League Fans' Fund. This means that next season we will be able to increase our work with match going supporters, fan groups and local children by delivering inclusive football sessions in high schools, hosting community workshops, marking religious festivals with fan groups, and providing enrichment and activities for junior fans at the Progress With Unity Stadium. Charitable Delivery • As part of a busy end to the season, we were thankful to fans for throwing their support behind some really strong activations and events, including our Children's Book Appeal. • Working in collaboration with the Children's Book Project, we encouraged fans, staff and players to donate new and pre-loved books to children in need as part of two matchday appeals at Old Trafford, for one men's fixture and one women's fixture. We must pay a special tribute to our Muslim supporters' club and their amazing effort, donating a sizeable contribution which took our overall tally of books from fans, staff and players to over 4,500. • Our bi-annual Dream Day allowed supporters with serious and life-limiting illnesses to create precious memories, meeting the men's first team squad and watching a training session. Days like these demonstrate how special our club is, and what it means to so many people. It's clear the players buy into that and are always really generous with their time. • Another special day in the Foundation calendar is the annual MUDSA Cup. Representing United, players from our inclusive football project Ability Counts were joined by teams from across the country to compete for the MUDSA Cup and the Chas Banks MBE Trophy. • Another tournament supported by our Inclusive delivery staff was the CPC Inclusion Cup featuring college-aged teams, with the finals being held at St. George's Park - following preliminary rounds at The Cliff - where we were delighted to have Andy Cole with us to support the event and meet all the players. Halesowen College took home the trophy and also won tickets to United's Old Trafford match against Nottingham Forest. Operational Updates • Earlier this month we hosted a celebration event at Old Trafford for partners, local stakeholders and Foundation fundraisers. The event was a fantastic opportunity to demonstrate what we have achieved over the past 12 months, but also a chance for Ashley to meet everyone and look ahead to the future under his leadership.

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	• We've touched on player support already in our update and this season we were able to provide an amazing 489 player engagement opportunities with our participants. The players' contribution to elevating our delivery is invaluable, so we were delighted to crown Senne Lammens and Phallon Tullis-Joyce as Manchester United's PFA Community Champions for 2025/26. Both have been exceptionally supportive of our work, with Phallon also gaining wider recognition for her dedication to our Eco Reds programme – leading sessions on marine biology in our schools and supporting trips to Manchester Museum and Chester Zoo – receiving the WSL's Champion of Change award. Fundraising • As you know, it's not just our current players who are passionate about our community work and we can always rely on our club legends. • In April, a team featuring Dimitar Berbatov, Antonio Valencia and Wes Brown pulled on the red shirt once again to take on Southampton in a match to commemorate the 50th anniversary of our 1976 FA Cup final against the Saints, with proceeds going to support both clubs' Foundations. The lads emerged victorious, securing a 5-3 win in front of a 4,000 strong United away end! It's always heartwarming to see the players come back together and recognise how much the club means to them all, particularly as we know how important their contribution is to the Foundation. • Some of the team that took on Southampton also joined us for our annual charity golf day at Dunham Forest Golf & Country Club. Here, fans were able to play alongside Reds past and present, with the likes of Ryan Giggs, Denis Irwin and Lee Sharpe supporting the event. We were also thrilled to be joined by Harry Maguire, Mason Mount, Tom Heaton and Jonny Evans who, fresh from beating Nottingham Forest at the final Old Trafford match of the season, took time out to join us on a special day which raised over £50,000. • We must also acknowledge some of our supporters' fundraising endeavours over the past few months. Hunter, who attends our Ability Counts project, has channelled his passion for United into fundraising for the Foundation. He most recently completed the Great Manchester Run 10k and raised over £1200. Rick Clement, no doubt another familiar face to many of you, has been actively involved in our work over the years and, in May, took on the incredible task of completing a 5k open-water swim. Rick, who is a double amputee, raised over £2400 for the Foundation and for another charity, Scotty's Little Soldiers. We're hugely grateful for Hunter and Rick's continued support. • Moving forwards, we would also like to wish one of our own, Family Stand representative Dave Field, the very best of luck for when he takes on the Dingle Marathon in September. Hunter, Rick and Dave illustrate how important you all are to our community work. It is always humbling to know how invested you all are – thank you.

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	Looking Ahead - As the new season approaches, fan support is something we want to continue to shine a light on. It feels only right that we celebrate stories of how you support us and encourage more fans to get involved too. We'll also be releasing our annual Impact Report early in the new season, giving a detailed breakdown of the work we are able to do thanks to contributions from supporters. - It's an exciting way to start a campaign which will see us celebrate our 20th anniversary in March 2027. We'll be marking that milestone with a number of exciting events and activities that we will be reporting on very soon and which we would love you all to get involved with.
MUDSA update (update shared with reps ahead of meeting due to agenda focussing on ticket touting investigation)	- MUDSA would like to thank Rick Clement for his work as MUDSA's Fans' Forum representative. Jamie Leeming has taken over the role on an interim basis while the committee considers structure going forward. - Having served on the MUDSA committee since 2011, part of Jamie's current role is focused on ensuring the organisation's long-term continuity. MUDSA is looking at ways to distribute responsibilities more evenly across the committee, making individual roles easier to hand over when circumstances change, as well as modernising processes including event applications. - The annual MUDSA Cup was once again a great success, with 16 teams taking part at Carrington. Stoke City won the MUDSA Trophy, defeating Wrexham FC 1–0 in the final. - The MUDSA AGM is scheduled for 19 August, and MUDSA will also be co-opting a new Treasurer. A new committee member is also joining on a permanent basis with responsibility for membership. - MUDSA is working with Manchester United Foundation and the Premier League on an exciting new project, with further details to be announced. - MUDSA has also been liaising with the club regarding several issues raised by members relating to season ticket usage, and those discussions remain ongoing.
Working Groups	
- Thanks to all those who have contributed to our working groups across Atmosphere, Fan Experience, Inclusion, Supporters' Clubs and Ticketing. Updates from recent meetings are presented below. Atmosphere - The group is continuing to work with The Red Army on atmosphere initiatives for the upcoming season.	

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	Supporters' Clubs • Since the last forum, the group collectively reviewed a MUSC survey to supporters' club secretaries to collate feedback on ways to support growth, membership and the global MUSC community. • The club has hosted two MUSC drop-in sessions to support global secretaries where they have met the team and raised questions on a 1-2-1 basis. • The working group has encouraged the club to help improve perception of supporters' clubs amongst wider fanbase, including ways to recognise coach trips and celebrate global MUSCs throughout the season. • Ahead of the new season, the club agreed to continue rotating positioning of MUSCs seats at Old Trafford amongst supporters' clubs applying for tickets. • The working group collectively agreed to integrate further with Manchester United Foundation throughout the season. Fan Experience • The working group has met and fed into ongoing planning for stadium enhancements following announcement of a multi-year agreement with Levy. This has included feedback on graphics, kiosk offerings and the proposed fan zone, "The Paddock". • Members of the group attended a food tasting session with Levy to review range and quality of kiosk items ahead of the new season. • The group has agreed to review post-match surveys ahead of 2026/27 season. • The group collectively agreed to club creating stadium walkthrough videos to support first-time visitors. Inclusion • The group reviewed proposed inclusion priorities for next season, to be led by a relaunch of All Red All Equal and four "gold" campaign areas: mental health, women's health, accessibility, and discrimination reporting/education. • Mental health is planned as a season-long matchday and digital activation, potentially supported by Premier League funding and local counselling partners, with staff/steward training included. • The group agreed that campaigns should be practical, measurable, and connected to day-to-day club decisions around ticketing, access, customer service, and fan experience. • The working group will feed back on priorities, especially White Ribbon/violence against women and girls, discrimination education, and fan ambassador opportunities.
Q&A with Omar Berrada	
	• What are your reflections on the ticketing investigation and the cost implications on club reputation? We need to look at different ways, better processes and bringing supporters on board. • It was the club's intention to tackle touting – which is problematic for the club and our loyal supporters. There are no hidden intentions, the club is not trying to make financial gains from this process nor trying to reduce the number of season tickets available. We acknowledge there are

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	learnings to be made from this investigation, and the initial communications should have been better to explain to fans what we are trying to do, and we will improve on this as a club. The relationship with our fans is fundamental and we want to protect both them and the club. What is the future of fan engagement and division of responsibility between club and fan representatives? We are willing and want to help the club as reps and we could have helped in this process. - As a club, we really value the role of our fan bodies, I attend every Fans' Advisory Board and the dialogue we have is very robust, constructive and helps to shape the club's thinking. The challenge we have as a club is the scale and number of decisions we make on a daily basis. It is important for us to tap into your understanding to ensure we handle situations differently and we will reflect on how we can efficiently and effectively optimise our working groups and engagement with you in between these meetings. We care most about watching the team on the pitch and it's increasingly difficult for us when we are facing decisions being made from the ticket office and above such as sanctions, £66 tickets and season ticket pricing increases. These decisions are destroying trust again and again. How do we solve this together? - Many of the initiatives we put in place are for the wider benefit of the club to ensure we can be more competitive on pitch, invest in the squad, facilities and matchday experience. We recognise sometimes they are unpopular but the underlying intention is for the wider benefit the club. We need more dialogue, we want to hear from you and understand why there is a lack of trust and to consult on how we are communicating decisions. We want fans to be happy and proud of the club amongst a background where we are dealing with various challenges and we are trying to address them in different ways. We understand the need to drive revenue to invest in players, but as fans we want to be able to go to games with friends and family and they can't due to sanctions or affordability. Spending huge amounts in the transfer market to win games and trophies isn't worth it if we can't be in the ground to see it. That comes first. - We understand that. We know how important the support is from the fans for on pitch performance. We are facing inflation, increasing costs of service and labour in a very competitive industry and league (both domestic and international). We want all fans to be happy by investing in club at all levels and it's a balance we are navigating. We are seeing a decline in number of Manchester-based season ticket holders; the percentage has fallen since 2001 from 29% to 18% of season ticket holders. With stadium redevelopment coming up, how do we reconnect with fans in local area? - One of the reasons we want a new and bigger stadium is to have more seats available for our local community as well, and the regeneration project will have a positive impact across the area. In the short term, Manchester United Foundation continues to offer incredible programmes across Greater Manchester and we are working on initiatives to develop girls football which we will request your support with.

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	• To help grow the game, there are supporters and supporters' clubs who do offer to forward on tickets to local school children when they can't make it to a game but the barrier is they don't have membership or access to membership. Can we look into providing an allocation of free school memberships for local school children or local schools to allocate? • This is a great suggestion and positive initiative, and we will look into this. • It's been reported it's an aim for the new stadium to be ready for 2035 Women's World Cup. Is this realistic given the wider regeneration of local area and infrastructure? • We have received a tremendous amount of support from the MDC, TfGM and Manchester City Council and the new stadium will be a catalyst for the wider regeneration project. The Wharfside masterplan launch on 9 July indicates the wider momentum for the project. We are actively engaging with architects on the art of the possible to speed up construction. We believe 2035 is achievable and we are confident, which is why we submitted bid to host final of Women's World Cup in 2035. • The club has withdrawn / reduced significant funding from MU Foundation and AFMUP. Whilst that could be justified in a period where the club as losing significant amounts of money, as the club returns to being profitable will you commit to relooking at how the club financially supports its local community and ex-players? • Due to the financial position the club was in, we had to take tough decisions and to get the club back being financially sustainable. This is not a quick fix and whilst we have made good progress with controlling our cost and increasing revenues there is still a way to go. • Whilst we have made cuts in some areas, we have also continued to invest in others – for example our financial support for MUDSA has been maintained throughout this period. We will continue to keep all areas of spend and potential spend under review. And whilst we may not be in a position to hand over money whilst we are losing it as a club, we are fully committed to supporting our local community and our alumni of players and are we continue to do this in other ways. • How important is the vast network of supporters' clubs the club has to you? Are you committed to continuing this proud tradition and to supporting them to thrive? • It's hugely important. We're proud of our global following who travel to our games and watch us from all over the world. Having official clubs in 95 countries is truly remarkable and we endeavour to connect, engage with and reward our official supporters' clubs wherever we go – I know we have a lot of activity planned in Stockholm this weekend and across our pre-season fixtures. • We are also proud of our clubs based around protected characteristics which are real community hubs. We were delighted to work with them on important events such as Iftar, and club-firsts - Vaisakhi and Chanukah last season and will so again this coming season. And we're engaged with Rainbow Devils on plans for Pride this August. • We are also very grateful for the number of hours secretaries of our branches put in, especially those who arrange travel to games, all on a voluntary basis. Our fan engagement team continue to work with MUSCs to reward their loyalty and grow the network, and they have my full support. I am looking forward to us getting to the 100-country milestone soon!

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	• In the recent press releases and media interviews the club consistently talk about building the new stadium in collaboration with fans. Can you confirm there is sufficient resourcing in place to do this properly and it won't just become a rubber-stamping exercise? • Our fans are central to this project – we can't do it without them. We've already taken important steps, including two surveys that generated around 80,000 responses, alongside town hall sessions and targeted focus groups with representative segments of our fanbase which has informed our plans so far. • We have collated all feedback to identify what matters most to our fans: affordability, atmosphere, heritage, inclusion and the fan experience. We will continue to build on this engagement as we now enter the design phase and we'll be sharing more details on our plans for our fan engagement process soon. We will ensure that the process of consultation and engagement is done properly with the required resources. We encourage all fans to share their input into the new home for Old Trafford. • The Club talks about winning the WSL by 2028 and that it wants every team wearing the badge to compete for titles. But that can't be true when our investment in our MUW team is falling miles behind others including City, Chelsea, Arsenal and London City. Why aren't we being ambitious and supporting the team financially? • We want to win trophies, but we must do so in a way that is sustainable. I would also highlight how competitive we have been over the last 3-4 years, making several cup finals, winning our first major trophy and reaching the Quarter-Final of the Champions League in our first season in the competition. • During this time, we have also made a multi-million pound investment into the new permanent home of our women's team at Carrington to ensure start-of-the-art training facilities - and this week welcomed our Under-21 women's academy to the training base to support our developing young players. • We will prepare a competitively balanced squad that promotes homegrown talent to gain exposure and experience. We continue to make significant investments into our Academy with the aim of being the best youth development system in the country. We remain confident our sustainable model will lead to long-term success. • The transfer window has been relatively silent despite player departures which then impacts season ticket sales, atmosphere at matches and the club finances. Will we always be playing catch up to other clubs? • We want to avoid a negative spiral and want to be increasingly creative. Our long-term sustainable view will allow us to recruit top players and invest in our best-in-class academy programme and emerging talent. • Has the club done any analysis on the true cost of following the club to fans? It can feel like death by a thousand cuts when every element increases each year – tickets, beer, food, kits, museum tours, car parking etc. • We understand and hear your concerns about matchday costs. We'll always do what we can to control these costs, and this is why it's important that we continue to grow our revenues to

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	reinvest back into the club, supporting our ambitions to win major trophies and to give fans the best possible experience. • This is why revenue streams like hospitality and commercial partnerships are so vital. We benchmark our prices against competitors to ensure they remain value for money and we believe we offer strong value for money. We will keep pricing across all areas under review and work with the Fans' Advisory Board on ticket pricing as we have done this season. • What are your views on the affordability of following United for those who can't go to games? Currently you have to have multiple subscriptions to broadcasters (Sky, TNT, Amazon etc). are the PL considering a PL platform which would show all games and reduce costs? Would you support this? • Unfortunately, this is not something solely in our control and the broadcast agreements are discussed among all 20 shareholders. I know that the Premier League is launching its own streaming platform in Singapore this season. It will be interesting to see how that goes, but to my knowledge no decisions have been made as if they'll look to do that in the UK in future. • With the recent announcement of Amazon All or Nothing series – to what extent was this a football-first decision? • It's a great opportunity to showcase who we are. After an incredibly strong second half of the season and qualifying for the Champions League, it felt like the right time to open our doors and give our fans around the world an insight into how the club works, our purpose and the progress we're making. The reaction from fans, staff and players has been positive. One of our key principles is "football first" and we are working closely with the relevant teams in the club and football backroom staff to ensure performance is not impacted by any filming. • How is the club investing in the next generation of fans? Given performance over recent seasons and how spectator loyalty has changed due to online era - are there any initiatives with local grassroots teams and / or communities to strengthen connections to our great club? • This club has a long and proud history and association with youth, and it is something we are all keen to continue both on and off the pitch. I know a lot of work is underway on the women's team side to develop better links with the local community and schools and local clubs around Leigh. • I think this would be an excellent opportunity for this forum to work with the club and help develop our approach to this. I am sure we all agree we want playgrounds and schools to be full of kids wearing United shirts and not those of our rivals. • We welcome the reintroduction of Euro Away Collections and Data Publishing. But would also cite they should never have been withdrawn without consultation. Can you commit to proper consultation before more fan facing services are changed? • We understand the strength of feeling around European away collections and the importance they bring to the integrity of the ticketing system for these games. I am pleased that following the strong representations from this forum we will be re-introducing them for the coming season. The same with the publishing of data around ticketing allocations.

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	• We did however make these decisions during a period of significant financial challenge where we had to quickly make cost reductions without impacting the delivery of matchdays. So, it is not always possible or reasonable to consult on every change we make, but yes ideally, we would discuss the cost/benefit analysis of such processes with you before removing any service fans value. • We constantly hear that the reason for worsening customer service is due to the significant headcount reductions in the ticket office. That isn't our fault as fans! Will this level of resource be reviewed so we can be treated and loyal fans should be? • As you are aware we have been through two significant rounds of restructuring to put the club into a sustainable financial position. We now feel the workforce is the right size for our type of organisation. In terms of individual teams and levels of resource, that is of course something we continue to review and monitor to ensure we are set up for success and welcome any specific examples of where customer service has fallen short so we can review it. I agree and understand that it's important we provide level of services to our fans, whatever our internal staffing arrangements. • This forum played a key role in the fan pitch day initiative and particularly welcoming junior fans. This was excellent and we thank you for it. I do however see many pitch day experiences now being sold for vast amounts of money which local kids (and their parents) can't afford. Can you please commit to continuing the free day to reward loyal fans and young fans as well as making money on the paid for days? • Yes, the fan pitch day has been a big success and is a great way to thank and reward our loyal fans. We will always review this from year to year based on scheduling and any works needed, but our intention is certainly to continue with fan pitch days, which are a really lovely occasion. • Getting to Old Trafford on a match day has become more difficult over the years, and in order to get another 20000+ fans to and from the stadium the transport and access infrastructure will need radical improvement. Based on the evidence of the Etihad campus, where access and especially egress is very poor, how confident are you that Greater Manchester Combined Authority can provide the infrastructure required given • their failure to do so at the Etihad, • the likelihood that Andy Burnham will not be mayor • the announcement of another major civil new town development project at Manchester Victoria North which will stretch their finances and resources. I personally would prefer a perfect 80,000 seater to an imperfect 100,000 seater. • Trafford Council have unveiled a masterplan for the regeneration of the Old Trafford area which details how the site will be transformed, including new and upgraded transportation that means it'll be easier for fans can get to and from the new stadium. This is currently open to public consultation, and we encourage supporters to raise questions and concerns about transport and mobility via these forums available to you. • Only around 20% of STH actually voted for the new stadium project in the club survey. Not to mention this was before fans knew much about the project. We still don't know much,

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	but after seeing some of the ideas floated about like personal seat licenses, and even some of the figures for ticket prices on the recent survey - even a portion of those fans who did vote in favour of a new stadium regret doing so. Surely a mere 20% of ST holders cannot be an endorsement for building an entirely new stadium? Why can't we have a one question SMS text message sent out to all STH asking once and for all whether they want a new stadium or not? • That figure is not accurate, the actual % of season ticket holders who completed the survey was around double that. The survey was one piece of insight, amongst many, used to inform the independent taskforce ahead of their recommendation to the club about the best way forward. • We are fully committed to building a new, world-class stadium for 100,000 fans. This is based on the insights the surveys provided and will not be re-entering the debate around new build v redevelopment. Our focus and energy are now very much on the design phase and working with you all to deliver the best stadium and fan experience possible. I am aware that requests have been made for us to share more of the data from the first survey and we will be doing this ahead of commencing our next round of fan consultation and engagement activity. • We announced that we'd acquired land important for the new stadium to be built - however this is not the land that was originally mapped out for the stadium to go on. How does this change things? Surely all the concept images and master planning becomes null and void when we've got completely different land? • Trafford Council has unveiled a masterplan for the regeneration of the Old Trafford area which details how the site will be transformed and the location of our proposed new stadium. This is approx. 350m to the north west of where Old Trafford sits today. We've opted for the best site for our stadium, which is fully aligned to the wider masterplan in terms of transportation, accessibility and facilities. The original drawings were only ever conceptual and we're about to start the design process with the architects which will run alongside a thorough fan consultation programme. We will keep fans updated every step of the way. • What do you think are the key characteristics of Old Trafford that would need to be carried over into a new stadium? • We're about to start the design process with the architects which will run alongside a thorough fan consultation programme. One of the key themes we'll tackle will be how we retain the heritage and traditions of Old Trafford. Obviously, there is the physical aspects of that – the Munich Clock, the Trinity Statue for example, but there are also the more intangible elements that we are keen to understand and capture or reference in our new home. We want the stadium to feel like a Manchester United stadium and be in keeping with its surroundings. • Manchester United continues to carry substantial debt and associated financing costs. From a leadership perspective, do you believe it is acceptable for the football club itself to bear that burden, and can fans expect a credible pathway to materially reducing debt rather than simply servicing it indefinitely? • We have shown that with debt, we can not only profitable, but more importantly, win trophies with the current structure that we have. And our aim is to do that again.

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	• The club is reportedly refinancing around \$425m of debt, with reports suggesting the new facility could be larger than the amount being refinanced. Can the club confirm: is any of this additional headroom earmarked for stadium costs? And separately - with total debt near £1.3bn and speculation that the stadium project could scale down or cost significantly more than the original £2bn estimate, can you guarantee this refinancing won't translate into further cost-passing to supporters through ticket pricing, the way redundancies and cost-cutting already have this year? • With PSR being replaced by SCR/SSR from next season, stadium infrastructure spending itself won't count against squad limits, but the new Positive Equity and Liquidity tests will scrutinise the club's overall balance sheet. Given the club is refinancing debt with a facility that reportedly could be larger than the amount being replaced, can the club confirm whether this increases total liabilities, and how that sits against the incoming Positive Equity Test threshold? We want reassurance this isn't being used to bankroll the stadium while quietly increasing balance-sheet risk that could constrain squad investment down the line. • Can you help fans understand why debt created through ownership structure should continue to sit on the club's balance sheet rather than being addressed by shareholders? • How do you avoid repeating the mistakes seen elsewhere, where major infrastructure projects constrain football competitiveness for years? • Our role as management is to be able to operate competitively with a financial structure that's sustainable. We also aspire to build a new stadium, but we have to do it in a way that allows us to continue being competitive. We need to stay very disciplined and continue to take the right decisions on the pitch and put us in a position where we can do everything, where we can sustain the debt, aspire to build a new stadium and importantly, try to win as many trophies as we can. Despite financial challenges we have managed to keep any increases to season ticket pricing to a minimum during this period. • Should fans assume the stadium will be funded primarily through new borrowing, new equity from owners, or some blend of both? • We're keeping all options on the table when it comes to financing the stadium. We will only know the true cost once we have completed the design process – then we will look at our financing options. • Manchester United has always stood for more than just results – on or off the pitch – and it has always been bigger than the people temporarily running it. Many supporters feel that decisions are often made without a deep understanding of the culture. So, notwithstanding the FF and FAB: • What concrete steps have the leadership team taken to ensure that the people making football decisions truly understand and protect what makes Manchester United unique? • What does Manchester United culture mean to the leadership team? • Given Manchester United represents such a diverse and international community, how does the club ensure that those associated with it (including significant

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	shareholders) publicly reflect the inclusive values supporters feel the club stands for? • What does accountability look like for the executive team if the current strategy fails—whether on football performance, fan trust, or financial sustainability? • It is a huge responsibility and privilege to be a custodian of Manchester United. On my first day, I had a tour of Old Trafford and the museum and that was my first introduction to life here. I have encouraged every member of our leadership team to do that, and I believe they all have, as well as reading about the club’s history and past. We care deeply and passionately about the traditions of the club and we all know that our role is to look after it and leave it in a better place than we found it for our successors. In the past two years we have made really hard decisions – which have often been unpopular – to get the club back on track. But they are working. And we believe we have got the club in the right direction. We will never shy away from being accountable for the club’s success. • Please can you justify the clubs ticket pricing strategy, and do you believe that tickets remain accessible for supporters from Manchester and the surrounding area? • We have a clear objective to return Manchester United to the top of domestic and European football. We want to keep investing in the team and improving our facilities so fans get the best possible experience. We also need to make sure the club stays financially sustainable taking into account inflation and rising costs. This means that while we’ll always try our best to keep costs down for match going fans, we do need to keep growing our revenues. • It is within this context we made the decision to increase prices by around 5 per cent across all areas of Old Trafford for the coming season. This equates to just over £2 per game on average for adult Season Ticket holders, and £1 per game for under 16s. The lowest price for an adult general admission season ticket at Old Trafford will be £646 – working out at £34 per match across 19 Premier League home games. • Our Youth Supporters Club has always relied on the club processing our ticket allocation manually, because - unlike adult run supporters clubs - we cannot open an organisational bank account, so we can’t collect money and pay for a block allocation upfront like other MUSCs. We were told this support has now been withdrawn due to staff resourcing, following the redundancies. This has been an issue for a long period of time now and stretches out across a lot of issues. Can you confirm: what alternative process will the club put in place for the youth supporters’ clubs who are legally unable to hold a bank account, so we aren’t simply excluded from ticket allocation altogether? • I completely understand the point – this is one I will commit to take away and give a full answer to in due course.
Fan submitted questions	
Atmosphere	• Will a fan zone at Old Trafford have TVs or at least one large screen in the area? Supporters like to see lineups announced on the coverage.

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	- The decision on a permanent structure fan zone which would be open on both match day and non-match day is still to be decided by the club. If we decide to progress with this investment, multiple screens are in the scope of the project. - We have recently approved "The Paddock" which is a 1300 capacity space 30m from the Stretford End which will have food trucks, some undercover canopy, 2 x bars, a small stage very similar to the Pop-Up Pub that we trailed at the start of last season. As it stands there are no plans for a large screen here and will only be open on match days. Ahead of the new season, does the club have any plans to improve the atmosphere at Old Trafford? - We will continue to work to support TRA in their efforts to improve the atmosphere at Old Trafford. We are also opening a fan zone (The Paddock) in coming months. We are improving service points on the concourse making it easier for fans to get served pre-match and at half-time. Will they be keeping the international suite open in the Stretford end? Any chance they could open it before the game as it'd be a goldmine We can confirm that the International Suite will be open at half time, but this is on the proviso that fans are respectful and there are no safety concerns. We did have some small issues when we first opened, but since then the atmosphere has been excellent and there have been no safety concerns. We don't foresee any recurring problems this season, but we do reserve the right to remove this facility if deemed necessary. The suite has been sold for hospitality pre- and post-match, so will be unavailable this season other than at half time.
Junior fans	Are there plans for more family seating support at matches? - It's unclear whether this is a request to extend the family stand, or provide support to fans within the current location, but there are no plans to extend the family stand at this time. I don't think season ticket holders should have to pay for a membership when they want to apply to sit with their children. You also then have the issue of when you're successful you then need to shift your season ticket seat. - Season Ticket holders are not required to purchase membership to attend with a child. If you spot tickets together on the website, add them to the basket and telephone us. Our staff members will be able to "take over" the transaction, process the ticket for your child and relocate you to sit beside them. - Unfortunately, there is no way for a fan to self-serve in this scenario at present. How can supporters move out of the family stand when older? What does this look like? Will the seats from those who are reallocated go to families who want to enter the family stand? Are there any concessions for family stand members with regard to usage policy for schoolchildren? In this latest update, two of the old trafford games in April have been moved to 8pm kickoff on a school night, when many schoolchildren will be busy revising for

Topic	Topic Notes
	upcoming GCSE or other exams. Along with other challenges that may prevent usage, these two games alone would make up over 66% of the allowable misses. • The current policy can still be applied in this scenario. A Season Ticket holder has to ensure that their ticket is scanned, forwarded, donated or resold for at least 16 out of 19 home Premier League games. Listing a ticket for resale at least 2 weeks still counts towards usage, even if it has not been resold. • Therefore children who have school events, exams etc. can use this policy to retain their usage, along with any other fans who have life events or difficult circumstances – we're aware of some fans who have used this for almost every game last season whilst undergoing treatment for medical conditions etc. • It is also blatantly unfair to align family stand pricing with other sections in that stand. We didn't want to be moved to this area, which is far less accessible and creates a massive divide between the youngsters who will drive the next generation of fans and the players - when the family stand was located around the tunnel, children had the opportunity to see players much more closely, whereas now they are miles away and instead the tunnel is surrounded by adults who are encouraged to drink alcohol because it is cheaper in that section than other areas of the ground. If pricing fairness is a concern for the club, will there be a move to return the family stand to a more accessible and child-friendly area and away from the current location which seems to be the main area for day tripping fans from around the world, some of whom are rowdy, often drunk and sometimes smoking in the stand. • There are no plans to relocate the family stand at this time. • Consideration to locations of our varying supporter groups will be taken when considering the layout of a potential new stadium.

Stadium investment

- **As we go into the new season will the club be putting prices up in the kiosks yet again. How many seasons in the bounce have the utilised increases?**
- As with all stadiums and city centre bars / restaurants, there will be an annual price review to reflect inflation and an increase in quality. We appreciate how sensitive this is and aim to ensure we strike the right balance. There will also be a continuation of the early bird offer with a 25% discount on food and drinks for the first hour when turnstiles open.
- **Is there any update on catering options, more healthy choices and better options for kids. The food offerings are really poorly priced and the quality is terrible**
- There has been a full review and elevation of the food options. Unfortunately, we are very limited with the space in some of the kiosks, so there will be a tiered approach depending on what we can actually do. We have kept the traditional and popular pies, and we have elevated the remaining products. We hope that the fans will be happy with the new additions.
- **It would be good if they had some allergy friendly food options. (Gluten/dairy free) thanks. I know it won't happen before new stadium,**

Topic	Topic Notes
	- We have reviewed and introduced where possible, but we are extremely limited with space. - All food products sold within stadium kiosks will have a QR code to view allergens, calories and nutritional information. - We are also introducing up to 20 external street food vendors around the stadium footprint which will ensure variety and choice for all supporters. Can they do some GF options regards beer thanks - We won't be stocking gluten-free products at every kiosk. Instead, we will continue with the current process, where they will be stored in an accessible storeroom for each stand and can be collected as required. - As demand is currently very low, this will help us manage stock efficiently while still ensuring the products are available when needed, in terms of abv and volume it won't be on the digital screens however it will be available on a full tariff listing which can be accessible via our safety culture system on tour tablets. - If fans want to tell us in advance, we will be able to arrange in particular kiosks. Sometimes I'm so focussed on the game that I miss the announcement of added time at the end of the half. It'd be useful to put the added number of minutes up and leave it on the scoreboard throughout the added time? Surely easy to move the score slightly to the left and indicate the added minutes on the far-right hand side please! - We have no plans to introduce this at this time, nor does the existing score board have this capability currently.
Supporters' Clubs	Members used to be able to see the MUSC they were linked to when logging into their profile in the ticketing portal, but this is no longer available. It was a small detail, but it gave members a real sense of belonging, something that has gradually been chipped away at — first with the removal of membership cards, and then with the standard membership packs as well. Could you let me know if there's any consideration being given to bringing this back, even just showing the name of the linked MUSC within the account? - Thanks for sharing your feedback, we will look to restore the affiliated supporters' club to MUSC member accounts.
Under-21s	Could the club consider entering the EFL Trophy in future years, even when the men's first team are competing in Europe, given the valuable opportunities it provides for supporters and families to attend local away fixtures with the Under-21s. Fixtures such as Rochdale and Stockport were really positive experiences for supporters taking children to games, offering the chance to visit different grounds in a more accessible setting.

Topic	Topic Notes
	With our return to the (under-19s) UEFA Youth League, further enhancing our games programme, we will not take part in the EFL Trophy or National League Cup this season. We have enjoyed various development benefits from both competitions and continue to be extremely supportive of the formats. We will review our games programme again ahead of the 2027/28 season and decide whether to 're-enter' the competitions. Our Under-21s will continue to compete in the Premier League international Cup.
Ticketing	Have there been any changes to the percentage of the stadium sold at different rates within each category for general admission tickets? - No. Regardless of the match category, each general admission seating location remains within the same price level. - A stadium diagram is available on the home tickets page, showing the price level assigned to each seating block. - The number of tickets made available to Official Members online may vary from match to match. This depends on the requirements of other allocation holders, including official club partners with contractual ticket rights, players, matchday hospitality and visiting supporters. - However, these variations are not linked to the categorisation of the match. How does the club decide the game categorisations? I specifically wanted to question the inclusion of Aston Villa in category A. Match categorisation and ticket pricing takes into account a range of commercial and operational factors. Would the club consider giving members who have attended a high proportion of games priority access to Cat A games such as Manchester City and Liverpool as a reward? (I know this links to a proposed loyalty scheme so I'm not sure if you want to answer that at this stage, if not it would be good to have a talk about it separately) - There are currently no plans to change the way tickets are allocated for home matches. - A similar approach to that suggested was trialled during the 2022/23 season. However, it tended to reward supporters who had previously been successful through a "fastest finger first" process for other ticket releases (see other complaints submitted). With the increased use of automated software, we believe introducing attendance-based priority could further disadvantage supporters who already find it difficult to secure tickets. - For the most in-demand fixtures, the club believes a fair and random ballot remains the most equitable method of allocation. - A significant number of tickets are also returned by Season Ticket holders in the days leading up to a match, either through resale or donation. Members who have been unsuccessful are therefore encouraged to check the website regularly during the week of the game, as additional tickets are made available as soon as they are returned.

Topic	Topic Notes
	• Access and affordability- how sustainable is increasing ticket prices for younger supporters, could there be a cap in the future? • We're pleased that after over 10 years of price freezes, where Under-16 tickets in dedicated areas of the stadium were priced at £10 per game, that despite small price increases they now cost £12 per game. • Similarly, Under-16 Season Ticket holders who choose to sit elsewhere are charged a maximum of £22 per game. • For members, ticket prices are either 50% (Under-16 and 16-17) or 25% off (18-20) full adult price, which we feel reflects good value. • Can we get an update on their plans for Euro aways please? Aware of the stance on credits and collections, but how do they plan to run it with regards to digital tickets - and when will they re-publish the updated list of credits on the website? • We hope to be able to use digital tickets at all games, as we did successfully when participating in the Europa League in 2024/25. • The website page will be reinstated with credits in advance of the draw. • Mine is also around the euro aways. Would they consider some form of amnesty to allow the seasons prior to non collections which ruined the fairness? So many people abused the non collections. Away credits are now inflated for some and diminished for those who followed the rules • No, this will not be considered. We understand the frustrations around non-collections but we will stick to the three-year rolling credits system (seasons of games participating). • Completely omitting these seasons would in trying to solve one problem, negatively impact other supporters who did legitimately obtain credits. • Can we have categoric confirmation that ticket data published in 26/27 will include away tickets, and the breakdown of where those tickets are going. Currently there are clearly tickets going missing, which is not acceptable, given they're already at a premium. • As discussed at the previous meeting, the publication of ticketing data has been considered with members of this forum and the Fans' Advisory Board, alongside a review of the resources required to deliver it. • We are pleased to confirm that away-ticket data will be published during the 2026/27 season. We are currently working with fan groups to agree the final format and presentation. • To be clear, tickets are not "going missing". All tickets are accounted for and allocated through established channels. We would therefore encourage supporters to treat claims circulating on social media with caution, as these are often based on incomplete or inaccurate information. • The published data will show the number of applications received from each allocation pot, including Loyalty, Standard, Accessible and Executive Club, together with the number of tickets allocated to each pot. • There will also be an "Other" category. This will include complimentary tickets allocated to the club, tickets for players' families and a small number of other contractual entitlements. This category will not be broken down further.

Topic	Topic Notes
	• For European away games - are 23/24 & 24/25 credits going to count throughout the campaign, or will 23/24 drop off after the first away fixture? • As previously discussed in this forum, we will honour the three-year rolling cycle as three years of the team competing in Europe. • So for 2026/27 ticket access, credits considered will include those awarded during 2023/24, 2024/25 and for any games played in 2026/27. • Domestic away applications are at an all-time high, with no sign of slowing down. Are there any other measures that can be put in place to stop people 'playing the system' i.e people putting in ludicrous amounts of applications across various Season Tickets? • This remains an important and ongoing area of discussion. As previously confirmed, no changes to the away-ticket application or ballot methodology would be introduced without first being discussed and agreed through this forum. • To date, there has not been sufficient appetite to undertake a wider redesign of the process, particularly given the complexity of any changes and the potential for unintended consequences. • However, the club is carrying out significant work to identify the use of automated software, linked accounts and potential misuse of multiple ticketing accounts. While this work applies across the ticketing system, it also helps protect the integrity of domestic away ticket applications and ballots. • It is important that supporters recognise that this work will occasionally require the club to contact individuals and request further information where account activity triggers an investigation. These checks are not undertaken lightly, but they are necessary if the club is to identify and address abuse effectively. • We would therefore ask supporters to bear this in mind before drawing conclusions or sharing incomplete information on social media. The club cannot tackle a widespread and increasingly sophisticated issue without carrying out appropriate checks and, where necessary, asking supporters to explain activity linked to their accounts. • Is the abuse of the away tickets returns system going to be addressed? Currently the only way to be successful, for 90% of them, is to have 'bot' technology hooked up. It's happening, and is no secret. The system needs to be looked at, as currently - genuine fans do not stand a chance. • Could you please ask ... when you go in the ballot for aways & don't get drawn out, can you not just be re-entered into another ballot for any returns instead of having to sit on your computer or phone all morning against 100s of bots trying to get one on return • Yes we are well aware of the use of bots, as has been discussed at this forum. We are continuing to increase our efforts to tackle this and will update this forum accordingly. • As you may be aware we are already using AI Agent 'John' to deal with enquiries and support fans and we are exploring using this technology to assist in the reallocation of returned tickets via outbound call that's only transferred to a live agent if the call is answered and the fan wishes to purchase and will collect their ticket with ID at the away ground. • This will help us with productivity, as well as better managing this process despite significantly reduced resource. However, fans will need to proactively opt-in to receive any 'sales' calls using AI – we will send updates on this to fans shortly.

Topic	Topic Notes
Safety & Security	
	• Given we are back in Europe, I just wanted to get clarification on what the club does to ensure the fans are treated fairly by both the opposition club and by local police at European aways? I think many fans are still concerned by what happened in Lyon back in 2025. • The safety of fans is paramount wherever we play. We work closely with our UEFA counterparts, home club teams and police to ensure safety provision for our travelling fans. With regards to staffing, we send a club safety officer to European away games in addition to a Supporter Liaison Officer and stewarding team. UK/GMP Police also travel with a Dedicated Football Officer. We are also looking to provide enhanced communications to supporters across the season to keep fans informed. • A major issue is people going to other gates just pushing through the middle of the queues rather than having the common sense to walk around the queue especially going into J-stand. Could the club help by putting down walkways or utilising stewards to stop this? • We deploy stewarding staff to keep aisles and gangways clear on match day, and our teams continually monitor congestion and flow to ensure the safety of all fans.
	• With euro aways next season, would there be a possibility to have a focused showcase of all the incredible amount of teen/ young adult fans that make the trip on club platforms? This would help us show that there's a community within the young fans so that all feel confident they'll be included whether they know people on the trip or not. • We are always on the lookout for great fan stories and to celebrate our fans travelling out to support the club and team.
	• Have the season ticket holders who were relocated from S124 (by the dugout) been moved due to the new Champions League dugout regulations, or was the change made to create additional hospitality seating? • Fans impacted by relocations from S124 were advised in their renewal communication email sent on Friday 6 March that this was: <i>“due to the installation of additional hospitality seats, reflecting the high value of this unique location, as well as being required to undertake dugout works ahead of our next European campaign.”</i>
	• Is there a particular reason why there is a black out, in terms of showing live/highlights of women's academy games on MUTV, or even the app • We review all of our content regularly and make decisions based on overall demand, quality, and the best way to grow the game long term. Our priority is to build the women’s programme sustainably and ensure that as interest grows, we are investing as much as possible back into the playing squad and football operations. We will continue to assess opportunities to increase

Topic	Topic Notes
	visibility for the women's academy, in a way that supports that long-term growth. Our women's academy operation has moved to Carrington and this is an important step forward as we continue to grow and develop young talent.
	• I have noticed that when the manager makes a potentially controversial or a critical comment, the official app edits it out. Usually the full video is published - however v Leeds, just edited comments, and no mention of what Carrick called the “shocking” refereeing decision (Martinez hair pull). I have seen similar in previous games. Please show the full video in future - you are depriving the fans • We aim to share content that gives supporters real insight into the team while maintaining consistency across our platforms. The club retains editorial control over its channels, and decisions on what is included are taken on a case-by-case basis that reflect the overall approach of the club, whilst providing content and access that our fans want.

Appendix

We received 22 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. Season ticket name change amnesty. Will there be one again in the future?
2. When are they going to release accurate results from fans survey on a new stadium?
3. Why do the club want to get rid of season ticket holders? Can't you see the value in us? Without us, there would be no atmosphere then how would you sell your hospitality?
4. The club rightly pushed complained about the number of Monday nights we played last season. Have they come up with further contingency plan should the league and the people take such liberties again.
5. W12/11 the queue managements non-existent tbh, deffo could be a quicker more efficient system with barriers etc
6. Time queuing in W12 i understand the need for security and the safety of supporters staff etc but it's very frustrating
7. There are ongoing issues with W205. Always overcrowded and no stewarding. At one of the last games at the end of the season, when we scored a young lad was pushed and hit his head on the handrail due to the overcrowding in the aisle. I think this definitely counts as a near miss and the club need to do something. I'm not sure how we get them to act as sadly it's been left to be self-policing for too long.
8. Maybe ask how people can hack your account, steal your tickets get away with it and then the club ban the ticket holder for alleged touting even when they had all the evidence. That might be a good one to bring up although it was brought up last season, and nothing was done!
9. Do they find some of the latest money making schemes like allowing a family to have a picture with the captains minutes before kick off bit crass and definitely a distraction to the teams focus.
10. Given the lack of investment in non-premium areas why were season ticket prices raised? In n48, where I sit, I have paid more interest in the facility since I joined the Fans Forum and cannot imagine a more inefficient or inconsiderate design for spectators. The most egregious example is placing a popup bar at the exit between seating and concourse meaning so that beer customers actually queue in the corridor where fans are trying to access the concourse. Will you commit to continuing investment to improve existing spectator facilities even though the new stadium is planned?

11. Is the club concerned about the feasibility of the new stadium project, including the regeneration of the wider area, given changes to leadership in Greater Manchester?
12. Will having a new Manchester Mayor affect the stadium plans in any way?
13. What is the new realistic date for the new stadium to be completed?
14. What type of finance is being used to finance the new stadium?
15. What steps have the club and contractors made in the planning process of the new ground for younger fans?
16. Who has final sign-off on design changes - the club, Foster + Partners, the Mayoral Development Corporation, or investors?
17. Why build a new stadium 350m away rather than redevelop the existing one, given refurbishment was costed at £1-1.2bn versus £2bn for new build?
18. Why have the club not released any more information on the fan survey completed regarding the new stadium?
19. In a previous forum, it was confirmed that the contract for the masterplan and conceptual designs of the new stadium was given to Foster&partners, we know this. Where do we stand regarding the main contract for building/construction of the new stadium?
20. Is OT now being retained for Women/Academy?
21. How does that parcel of land purchased make sense for a new transport hub If the Freightliner land isn't being used?
22. Looking to the new stadium with recent developments, is there a planned pathway of communication between the club and fans moving forward, so there's transparency for the younger supporters who want to know if they'll have their own fan sections in the ground, affordable prices and accessibility as comfortable as they currently have at old Trafford?