

**Manchester United
Fans' Forum Agenda
Wednesday 10 December 2025**

Forum Members Present

Zygmunt Baranski	Loyalty Pot Rep
Su Buckley	Season Ticket Holder Rep
Luca Black	Under-21 Season Ticket Holder Rep
Rick Clement	MUDSA Rep
Bill Dixon	Over-65 Rep
Duncan Drasdo (Virtual)	Covering ISLO Rep
David Field	Family Stand Rep
Alex Hardman	Official Member Rep
Deborah Henry	Women's Team Rep
Dips Jandu	Season Ticket Holder Rep
Chun Yi Lee	Overseas Official Member Rep
Carly Lyes	Local Resident Rep
Lily Quinlan	Under-21 Rep
Stephen Pember	UK MUSC Rep
Eric 'Naj' Najib	Rainbow Devils Rep
Tony Veverka	Executive Club Rep

Club and Foundation Officials Present

Toby Craig (Chair)	Chief Communications Officer
Gary Hemingway	Chief Operations Officer
Rick McGagh	Director of Fan Engagement
Sam Kelleher	Director of Supporter Services
Rebecca Newton	Manchester United Foundation – Head of Communications
Andrew Ward	Director of Media Relations & Public Affairs
Nicola Wellington	Fan Engagement Manager
Ericka Williams	Disability Access Officer

Agenda

- 09:30: Arrival and breakfast
- 10:00: Introduction and Chair update
- 10:15 –10:45: Club updates
- 10:45 - 12:00 Rep agenda items
 - Report from subgroups
 - Queuing, stewarding and safety issues
 - Crystal Palace (A) ticket issues
 - Away ballot results email issues
- 12:00: Pre-submitted Q&A
- 12:25: AOB
- 12:30: Close

Topic	Topic Notes
Apologies	<ul style="list-style-type: none"> • Thanos Oktoratos, Chris Rumfitt, Stewart Moss
Minutes of last meeting	<ul style="list-style-type: none"> • The minutes of the October meeting were circulated, approved by reps, and published on the club website. • The next meeting is due to take place in March and information about deadlines for question submission will be advertised on our website manutd.com/fans.
Club update	<p>Fan engagement</p> <ul style="list-style-type: none"> • The Chair thanked forum representatives for their time and contribution to the working groups outside the meeting, all of which have been set up and met since the last forum. • The club noted that the Independent Football Regulator is now up and running and restated the club's commitment to the governance structure shared and discussed at the last meeting. <p>Football update</p> <ul style="list-style-type: none"> • A football and business update was provided. <p>Fixture scheduling</p> <ul style="list-style-type: none"> • One of the issues where both this body and the FAB have made strong representations is on fixture scheduling. • Whilst the club is completely aware of its obligations under current broadcasting arrangements, it acknowledges how frustrating and disruptive schedule changes can be for fans. This is particularly true when weekend games are moved to weekdays, or when decisions are made late. • The club has raised this concern in meetings with senior counterparts at both the Premier League and broadcasters in recent weeks, noting the importance of match-going fans and urged them to make earlier decisions on scheduling around December fixtures to make it easier for fans to plan. <p>Ticketing/sanctions</p> <ul style="list-style-type: none"> • The club noted the ongoing work around reviewing the sanctions process. • The club also noted the social media conversation around attendance at the Wolves game and reiterated that no processes or rules were altered and the abuse of club staff was abhorrent and unacceptable. <p>Financial regulation</p> <ul style="list-style-type: none"> • Another governance matter in the spotlight has been the debate over Premier League rules on spending and financial sustainability, with clubs voting to adopt a new Squad Cost Ratio system but reject Top to Bottom Anchoring. <p>AW</p> <ul style="list-style-type: none"> • The Chair also thanked outgoing Director of Media Relations & Public Affairs, Andrew Ward, for his immense contribution to the club and Fans' Forum over a number of years and wished him well for the future.

Topic	Topic Notes
	<p>FAB update</p> <ul style="list-style-type: none"> • FAB met on 4 December. • The club provided an update on key developments on the football and business performance of the club and recent Premier League and Independent Football Regulator meetings and discussions. • FAB was updated on the current status and next strategic steps for the Old Trafford Regeneration project. • FAB discussed and agreed the process for consultation between the club and fan reps regarding general admission ticket pricing for the men's first team for the 2026/27 season including an indicative timeline and information to be made available to inform discussions. • The principles underpinning the ticketing discussions were discussed and agreed. • FAB discussed the latest draft of a revised Terms of Reference aligned with the governance principles shared with FAB and the Fans' Forum at the last meeting. The aim is to agree and finalise this before the first FAB meeting of 2026. <p><i>LB enquired into incorporating youth representation onto FAB. The club highlighted the structure of FAB and the Fans' Forum as two representative bodies, differing to other clubs with one all-encompassing fan body. The club recognises the value of youth representation and actively encourages all supporters to apply within the application windows for FAB appointments. The Working Groups (made of up FAB and Fans' Forum reps) will also serve as optimum forums to feed in ideas and recommendations.</i></p>
<p>Ticketing</p>	<p>Away Games</p> <ul style="list-style-type: none"> • As outlined in the last meeting and pending the review being undertaken by the Ticketing Working Group, we will not discuss or take questions on away game methodology until that process is complete. • Therefore, until this time, there have and will be no policy or methodology changes, and we will: <ul style="list-style-type: none"> ○ Keep the existing away ballot process, which is entirely random with no human intervention. ○ Maintain current fan "pot" allocations. ○ Allocate no fewer tickets to Executive Club Members or Season Ticket holders than agreed previously with this forum. ○ Cap any internal allocations at 200, which are largely released in the lead up to the game. • We are aware of social media claims suggesting this is not the case, which we categorically deny. Using a well socialised example from the last away game: <ul style="list-style-type: none"> ○ All tickets MUFC received were allocated digitally. ○ We had no ticket checks in place at the game, and no tickets were deactivated by either club. ○ Further to reports that we had allocated paper tickets to people who didn't qualify to apply in the ballot, we have raised this with Crystal Palace and conversations are ongoing.

Topic	Topic Notes
	<ul style="list-style-type: none"> ○ The full MUFC allocation entitlement was received and allocated to Seasonal facility holders - we would never approve or support any clubs allocating tickets in our section, given the obvious safety risks, as well as fairness to our fans, and have challenged this in the past with the Premier League. ○ We will escalate this formally at the next opportunity. ● The club passes on away tickets at face value and has no commercial interest in their allocation. We do not use away tickets to incentivise other product sales. In fact, we invest £250k each season by covering all admin charges within the allocation process. ● Claims to the contrary are unsupported and intentionally misleading. ● Recent online comparisons relating to Nottingham Forest fixtures used data pulled from two different datasets and therefore reached incorrect conclusions. ● Ongoing staffing reductions mean we remain unable to produce regular published analysis. However, internal review has identified that Executive Club Member ticket allocation has fallen slightly below the agreed 11% this season. We will correct this for the remainder of the season to honour the agreed allocation and thank supporters for raising this. <p>Home Games</p> <ul style="list-style-type: none"> ● Given the volume of matches which were changed to midweek (spanning October to January), some fixtures have gone to general sale this season, but we are pleased to confirm that all matches have been sold out. ● Over 10,000 Season Ticket holders have returned tickets for at least one game, and up to 27,000 have not attended certain fixtures. We have successfully resold all returned tickets, which was not possible last season, and reiterates the high demand for match tickets. ● One thing we have noted is that the sales curve has shifted. Games remain on sale for longer but see a spike in demand in the two weeks before kick-off. We believe this reflects reduced bot activity driven by pricing changes, ticket categorisation, and improved bot prevention. ● Given the prolonged period without weekend fixtures, several games were later scheduled midweek. We will use this to inform our match categorisation process for next season and review options with the Fans' Advisory Board. <p><i>SP requested clarity with regards to ticket checks being conducted at away fixtures. The club confirmed:</i></p> <ul style="list-style-type: none"> ● <i>Staff have only been present for around half of the fixtures this season.</i> ● <i>On all but one occasion, that was supporting with ticket checks at the police 'spot search' area.</i> ● <i>The other occasion was Tottenham Hotspur; following speculation from social media channels around the security of digital tickets at away games, we undertook additional checks, which resulted in 75 tickets being deactivated due to abnormal activity on the accounts. Of these 75 checks, 25% of tickets were in the possession of the registered holder.</i> <p><i>Given the increasing amount of online debate in relation to this topic, the club provided some further context on sanctions issued so far this season:</i></p>

Topic	Topic Notes
	<ul style="list-style-type: none"> • <i>Over 10,000 sanctions (suspended accounts with active ticket purchases, not e.g. attempted visits to the website) have been placed on accounts this season – it should be noted that the vast majority of these accounts appear to be held in false names / controlled via automated software</i> • <i>Less than 3% of these sanctions have been to Season Ticket holders</i> • <i>Less than 10% have appealed the initial sanction</i> • <i>Less than 0.5% have been reviewed by the appeals panel based on the evidence held</i> • <i>Less than 1% (93) of sanctions relate to away game checks</i> <p><i>DF asked to clarify the level of ID required for ticket checks. The club confirmed if supporters are not able to provide physical proof of ID, they would accept a photo of ID or give people other ways to verify they are the registered holder.</i></p> <p><i>DJ asked the club to publish away ticket allocation data on club channels. ZB added the distrust of the club is increasing amongst supporters, particularly with regards to tickets and sanctions. The club acknowledged the growing volatility of the online social landscape and propensity for misinformation. The club reiterated the intention to utilise the Fans’ Forum as a way to share regular updates and provide transparency where possible, however reiterated that post-match publication of home and away ticket allocations would not be reinstated at this time.</i></p> <p><i>CYL and AH highlighted frustrations from Official Members facing higher price brackets for match tickets, with reference to the recent Black Friday offer which offered lower price tickets for Bournemouth on general sale. The club explained that:</i></p> <ul style="list-style-type: none"> • <i>This was feasible (to participate in a national discounting window) due to Bournemouth releasing 2,000 tickets at short notice, which would have otherwise been capped at £30.</i> • <i>A key driver was to guarantee the resale of Season Ticket holder listings, which were at a record high for that game. Despite the resale of a seat being at 25% less due to the discount offered, Season Ticket holders all received a full refund.</i> <p><i>Fan representatives questioned the Crystal Palace away ticket allocation process and raised concerns during discussions. The club confirmed that conversations with Crystal Palace are ongoing regarding reports of paper tickets being allocated to individuals who did not qualify under the ballot system. The forum stressed the importance of transparency and fairness in away ticket distribution.</i></p>
Fan Engagement	<p>Recruitment</p> <ul style="list-style-type: none"> • We are delighted that Ericka Williams has joined us from Nottingham Forest as our Disability Access Officer. <p>Supporters’ Clubs</p> <ul style="list-style-type: none"> • We are delighted to have onboarded two new supporters’ clubs into our global MUSC family, Barcelona Red Devils, our first official supporters’

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	<p>club in Spain and Red Devils Maldives. This takes us to 353 supporters' clubs across 95 countries.</p> <ul style="list-style-type: none"> • It was fantastic to see so many supporters' clubs at our Warm-Up event ahead of United v Brighton. We welcomed Lee Sharpe as our United legend and our MUSCs collectively raised £3,500 for Manchester United Foundation. We will be hosting our next Warm-Up event in the New Year – make sure to keep an eye out on your emails for the next one! • In October, the Manchester Munich Memorial Foundation hosted their annual gala dinner – a fantastic evening which raised £18,806 for charity partners, including Francis House Children's Hospice, Depaul UK for the Homeless and Derian House Children's Hospice. • It was great to see so many of our supporters' clubs and fan reps in attendance, in addition to honorary guests from Bishop Auckland FC and many former player families of the Busby Babes. • We recently welcomed 20 MUDSA members and personal assistants / guardians to a watch team training experience at Carrington. Supporters arrived bright and early for an exclusive meet & greet with our men's first-team players - including a surprise appearance from head coach Ruben Amorim - followed by a chance to watch the squad train. • In addition, 330 guests attended MUDSA's annual gala dinner, a seasonal highlight celebrating MUDSA's active community of supporters and fundraising for Manchester United Foundation. • In honour of Remembrance, we welcomed members from our Armed Forces Supporters' Club to take part in our commemoration activation ahead of United Women v Aston Villa at the Progress with Unity Stadium. We'd like to place on record our thanks for their support. • We recently donated our men's and women's teams match worn and signed shirts from the games around Remembrance Sunday to raise funds for the Royal British Legion. In collaboration with MatchWornShirt, we are delighted to have raised £42,200 and thank everyone who contributed. • Our official Muslim Supporters' Club collected 350 coats for Manchester United Foundation Coat Appeal. Thanks to everyone who contributed. • You may have noticed the fantastic flag displays that have taken over the Stretford End this season as the players walk out on to Old Trafford's hallowed turf. These flags are designed, produced and funded entirely by fans, an initiative led by The Red Army and feature many of our first-team players. • We recently invited members of TRA to Carrington to showcase player flags to Mbeumo, Amad, Cunha, and Sesko. Find out what they had to say here. • Supporters can get involved with the crowdfunding campaign by visiting the TRA website or social channels. • We'd like to place on record our thanks to TRA for supporting the matchday tribute to Stone Roses bassist and lifelong friend of the club, Mani. • In November, our Malta Supporters' Club celebrated the acquisition of their screening venue; a fantastic milestone event attended by Nemanja Vidic and Martin Buchan, club representatives and travelling fans. The weekend was jampacked with events supported by Visit Malta, including a Soccer Schools programme for over 50 local children (and aspiring

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	<p>footballers!) and an away screening to watch Crystal Palace v Manchester United with a special meet & greet with Vidic for 1000 fans.</p> <ul style="list-style-type: none"> We were also delighted to work with our partner adidas on a fan event in Thailand with our Bangkok supporters' club. United legend Andy Cole travelled over and joined our fans from the MUSC for a screening of the win away at Crystal Palace. <p>Rewarding fans</p> <ul style="list-style-type: none"> We are continuing to work closely with our fanzines to recognise their commitment to United, our supporters and the club. We recently organised player time with Red News, United We Stand, Scandinavia Supporters' Club and MUDSA with Dalot, Dorgu, Mazraoui, Mount and Phallon, respectively. We teamed up with JustGiving to present finalist, Henry Moores, with The Social For Good award, honouring his incredible fundraising efforts, walking from Manchester to Ibiza in flip flops and raising over £57,400 for Be More Fab Children's Cancer Charity. Henry was invited to watch United v Sunderland and meet some of his heroes. Official Members were embedded into our 2025 Christmas campaign, joining men's and women's team players to celebrate "Christmas At Ours". <p>MUW</p> <ul style="list-style-type: none"> Our United Women's team made history playing the first UEFA Women's Champions League game at Old Trafford on 12 November. Our home supporters certainly brought the atmosphere in the stadium, starting with the pre-match fan zone in the International Suite. Over 1100 United fans joined us for a player Q&A with Millie Turner and Dominique Janssen, photos with the Women's Euro trophy, live music, face painting, signed shirt giveaways, Fred the Red, street food and more. Thanks to everyone who attended, and we will continue to update the forum with fan engagement initiatives. It has also been fantastic to see, hear and feel the support from our travelling fans throughout Europe. Your continued support is a real boost to the team and atmosphere when playing away from home. We look forward to seeing many of you in Turin next week! We are always looking at ways to further engage and integrate our women's team fanbase in our content across web and social. Recently we have introduced features, such as: <ul style="list-style-type: none"> Live watchalongs: we've hosted live watchalongs for all UEFA Women's Champions League away games on YouTube incorporating supporters to join in with match commentary and provide fan voice. Small Talk: we recently rewarded three junior fans with an invite to Carrington for a Q&A with Marc Skinner; future journalists in the making! Watch the edit here. Overheard at LSV: fans brought an authentic insight into matchday at Leigh Sports Village and how the women's games bring communities together. Watch the edit here. <p>Fan Choice and Alcohol in the Bowl Trial</p>

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	<ul style="list-style-type: none"> • Following four home Barclays WSL fixtures, post-match surveys have revealed over 92% of supporters are aware of the Fan Choice and Alcohol in the Bowl trial and that they can choose to drink alcohol or non-alcohol alternatives in sight of the pitch or in the stadium bowl. • Of which, 29% shared this had a positive impact on stadium atmosphere, 63% no impact and 3% negative impact. • Respondents shared 34% positive impact on social aspect, 63% no impact, 3% negative impact. • 34% positive impact on the match, 63% no impact, 3% negative impact. • We are continuing to monitor supporter feedback and trialling initiatives on matchday, such as Baileys hot chocolate across December fixtures. • We are also listening to and working alongside WSL and WSL2 clubs on the wider impact across the league and experiences at away fixtures. <p><i>DF thanked the club for facilitating a fan zone at the United Women's team fixture at Old Trafford and highlighted the long queues and high demand meant some fans missed out on getting their picture with the Women's European Championship trophy. The club confirmed demand on the day exceeded forecast, possibly impacted by dismal weather and free entry. Fan zone capacity was increased on the day (where it was safe to do so) and the feedback has been very positive. The trophy was on display from opening and hundreds of fans got their photo taken free of charge. Around 30 minutes before closure we stopped any more fans joining the queue to ensure all those in the queue got their photo and no one who was queuing missed out. The club confirmed it will look to see if they can host another fan zone at future United Women's team games at Old Trafford.</i></p>
<p>Operations update</p>	<p>Actions from last forum</p> <ul style="list-style-type: none"> • Illegal car parking compromising supporter safety: TMBC are aware of these issues and meet regularly with GMP local neighbourhood teams. Work such as this forms part of a wider response to matchdays that sits with our partners. For example, whilst slightly different, there have been a number of prosecutions of unlicensed taxis being undertaken by TMBC to protect match going fans. • Review of egress from Sir Bobby Charlton suites which are blocked post-match due to player exits: We are aware of the challenges presented by egressing over 70,000 people from the stadium who travel in different directions. We do not place any barriers or physical security out for at least 15 minutes post-match to allow supporters to safely egress prior to managing player departures. Throughout the departure period we manage the flow of spectators to ensure we maintain both safety and security at all times. A safety officer monitors this location throughout the egress period. <p>Stadium updates</p> <ul style="list-style-type: none"> • Safe-standing expansion at Old Trafford: We have installed 6,000 additional rail seats in the second tier of the Stretford End since September. The work is complete, and the section has been officially certified by the Sports Grounds Safety Authority for safe standing.

Topic	Topic Notes
	<ul style="list-style-type: none"> • The new section adds to existing safe standing areas in all four quadrants of Old Trafford and brings the total number of rail seats to 13,577, or 18% of total capacity. • We will continue to invest in the safe operations of the stadium. • We are trialling additional beer self-serve points to ensure we have the best quality offering. We have trialled E-BAR (which is installed at City), and we will also be trialling BOXBAR to see which is the best experience for fans. • This service will be trialled for Bournemouth, Newcastle & Wolverhampton in North Stand lower concourse. We will look at other areas of the stadium also. • We are developing a programme for the summer works at the end of the season and can share that in coming months. A few of the more significant jobs are to: <ul style="list-style-type: none"> • Upgrade the symphonic drainage system to ensure we don't have the roof gutter backing up and water fall of stand rood • Pitch renovation • Dugout upgrades to comply with new UEFA rules • The list will develop further, and we will update this forum accordingly. <p>Pop-Up Pub</p> <ul style="list-style-type: none"> • 7,300 fans frequented the Pop-Up Pub over the 3-game trial which included a warm and sunny and wet day. • The trial was well received with 84% rated atmosphere excellent or good and no reported safety issues. • Food and drink sales were less than forecast/expected, and sales seemed to be additive to normal kiosk sales with Pop Up Pub selling average 3,700 units per game. • Commercial viability of the Pop-Up Pub was compromised by the cost to erect, hire and dismantle the tent. The trial was limited to 3 games otherwise we required planning permission and authorisation. • The trial provides useful information for our plans to have a fan zone. <p><i>SP advised engaging with reps and supporters' clubs to feed into wider fan zone planning which the club thanked him for and agreed to do.</i></p> <p><i>DJ asked if the club will reopen the International Suite for supporters at half-time on matchday. The club acknowledged the value of the International Suite for fans, easing congestion and pressure on concourse kiosks. The club confirmed it is undertaking reviews to ensure a safe experience for both supporters and staff and will update the forum on plans to reopen the suite at upcoming fixtures.</i></p> <p>Traffic & Transport</p> <ul style="list-style-type: none"> • We are reviewing our road closure times to make sure they remain proportionate for ingress and egress. <p>Rail Services</p> <ul style="list-style-type: none"> • Between 25 December and 25 January, eight major engineering projects will impact rail travel in various locations across the UK rail network. Please visit the National Rail website before planning your travel.

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	<ul style="list-style-type: none"> • 14 – 22 February 2026. There will no rail services in/out/across Manchester from the south/east for these 9 days and a significant rail replacement operation will be in place. <p>Christmas Fixtures (26 & 30 December):</p> <ul style="list-style-type: none"> • There will be no National Rail services on Christmas Day. On Boxing Day most train operators will have no service - however, there will be a very limited train service operated by a small number of train operators (Chiltern Railways, London Overground, Merseyrail, ScotRail, Southern and Stansted Express). • Metrolink will operate a reduced frequency (7.5 and 15-minute intervals). Bus and rail services will also run on reduced timetables. Supporters should plan ahead and check schedules. • The Trafford Centre is expected to be extremely busy during this period, highways around the Trafford will be extremely busy, supporters are urged to plan ahead and leave plenty of time for journeys to these two fixtures. <p>Highway Schemes</p> <ul style="list-style-type: none"> • Chapel Street Works (East Phase 1 & New Bailey Gateway Phase 2) began in May and will continue until Spring 2026. A westbound one-way closure is in place; eastbound traffic towards Manchester remains unaffected. <p>Major Events</p> <ul style="list-style-type: none"> • Manchester Christmas Markets opened on 8 November and will close on 22 December. Circa 9m additional visitors will be in Manchester, roads and transport will be busy. <p><i>SB asked the club to liaise with highways and council stakeholders to coordinate planned roadwork maintenance within known fixture breaks. The club acknowledged frustrations and the impact this has had on ingress and egress. The club agreed to liaise with local stakeholders and feedback to the forum.</i></p>
<p>MU Foundation update</p>	<p>Operational Updates</p> <ul style="list-style-type: none"> • Player visit to Meadowbank It was wonderful to have the support of Safia Middleton-Patel, Anna Sandberg and Rachel Williams on a recent visit to our partner primary school, Meadowbank Primary School, which is located close to The Progress With Unity Stadium in Wigan, home of our women’s team. The players took part in games of dodgeball and benchball, helping to show the children the value of physical activity. In support of our coat appeal, which you will hear more about shortly, the players also brought a bag of coats to the school which will be given to identified children in need from the school, after donations were made by fans at the Brighton game. • Eco Reds launch In a similar vein, we were delighted to have Phallon Tullis-Joyce with us for the launch of our Eco Reds project for the 2025/26 season, taking place at Manchester Museum. Eco Reds is the Foundation’s environmental and sustainability initiative, giving young people the knowledge and skills to develop a passion for the planet, and protect the environment for generations to come. Phallon is the perfect ambassador for Eco Reds; not

Topic	Topic Notes
	<p>only as someone with a passion for the environment herself as a certified marine biologist and deep-sea diver herself, but as a role model for our young people who has over the last two years, consistently demonstrated her desire to share her knowledge and experience in this space.</p> <ul style="list-style-type: none"> <li data-bbox="411 277 1487 622"> <p>• The Children’s Book Project The Foundation has teamed up with the national charity, The Children’s Book Project, who aim to tackle book poverty by giving every child the opportunity to own their own books and develop a love for reading. Eligible schools partnered with the Foundation will have the opportunity to receive up to £7,000 worth of books, and our office will also become a drop-off point for supporters and members of the public to donate books - all of which will then be collated for distribution across the Foundation’s school network.</p> <li data-bbox="411 629 1487 898"> <p>• Cyber Fun Day More than 200 female students from across the Foundation’s partner secondary school network took part in a day of cyber themed activities in an event hosted alongside technology group IN4. Industry leaders including GCHQ, BT, Adobe and DXC Technology all delivered activities for the young people, allowing them to learn about opportunities and career avenues in cyber and technology industries.</p> <li data-bbox="411 904 1487 1290"> <p>• Ireland and Northern Ireland delivery From the start of the current academic year, the Foundation has formed a new school partnership with Rosses Community School in County Donegal, signalling our first move into the Republic of Ireland through our delivery. In November, our chief executive John Shiels visited the school for the first time, meeting school staff and pupils. We look forward to formally launching this partnership in 2026. Meanwhile, our delivery in Northern Ireland continues, and pupils took part in an exciting Next Move event recently, providing information about a range of career opportunities.</p> <p data-bbox="363 1335 539 1368">Fundraising</p> <ul style="list-style-type: none"> <li data-bbox="411 1375 1487 1800"> <p>• Sleep Out On 7 November, we held our fourth annual sleep out at Old Trafford, raising funds and awareness for those facing hardship in Manchester. For the first time, Manchester United Foundation was the sole charity benefiting from funds raised from the event. More than 120 fans spent the night sleeping rough on the stadium’s disabled platform, and collectively, they have raised more than £30,000 to support the Foundation’s community work. Wes Brown was among those who slept overnight to support the cause, while Michael Carrick, Phil Jones and ex-kitman Albert Morgan all appeared on the evening to meet supporters and take part in a Q&A.</p> <li data-bbox="411 1807 1487 2076"> <p>• Peaks and Pubs fundraiser The Foundation was the beneficiary of another fundraiser led by a fan, Sam Matthew, who runs the ‘Peaks and Pubs’ Instagram page. He challenged himself to run 74.3km around Old Trafford on a continuous loop, matching the capacity of Old Trafford. After hundreds of laps of running from 9am until after 7pm, the challenge was complete with almost £1,000 raised for the Foundation.</p>

Topic	Topic Notes
	<p>Charitable Delivery</p> <ul style="list-style-type: none"> • Dream Day As part of our twice-a-season initiative, we recently welcomed supporters with serious and life-limiting illnesses to Carrington for our first ‘Dream Day’ of the season. Travelling from all over the UK for this memorable experience, fans had the opportunity to watch a men’s first-team training session, before later meeting head coach Ruben Amorim and his squad, including Bryan Mbeumo, Matheus Cunha, Benjamin Sesko and Senne Lammens taking part in a Dream Day for the first time. • Coat Appeal Our thanks go to all of you and the wider fanbase for again supporting our coat appeal this year, now in its third year. Along with donations from staff, players and coaches, we expect that your donations – made at the men’s game v Brighton and women’s game v PSG – will amount to nearly 2,200 donations, which are currently being redistributed to identified young people in need from our schools and projects, as well as local poverty charities. We’d like to give a special mention to the Manchester United Muslim Supporters’ Club, whose efforts in driving an appeal at Cheadle Masjid led to an additional 350 donations being made to our appeal. <p>Looking Ahead</p> <ul style="list-style-type: none"> • We look forward to helping our young people celebrate the festive season, with seasonal parties organised across our schools and projects. We will also spread festive cheer to those experiencing a tough Christmas with the support of our players, by visiting local hospitals in Manchester, honouring our annual tradition. • Finally, we are excited to deliver a kindness campaign in the new year. It is in the nature of our charity to be kind, and carry out acts of kindness, but this initiative will centre on how we can encourage our young people to be kind; to themselves and to one another. We look forward to bringing this initiative to light and demonstrating the outstanding qualities of our young people, and how their development is supported by staff from Manchester United Foundation.
MUDSA	<ul style="list-style-type: none"> • MUDSA AGM was held on 14 October. Online attendance was an option for the first time and James from Football Supporters’ Europe attended to speak. • Updated MUDSA Constitution, policies and code of conducts have all been voted in. • The annual MUDSA dinner was held on 7 November with 330 in attendance. Thank you to those who attended. Over £1,000 raised for Manchester United Foundation. • Successful Carrington trip held in November with members watching the men’s first team train and interacting with them. • Sue Rocca has been voted in as the new chair with Ann Marie now vice chair. • 2 new committee members have been appointed after successful recruitment.

Topic	Topic Notes
	<ul style="list-style-type: none"> Member issues still focus on stewarding and some concerns around the away ballots.

Sub-groups

- We have now set up x4 Working Groups across Ticketing, Atmosphere, Fan Experience and Supporters' Clubs, with an additional Working Group to launch in January on Inclusion.
- All four Working Groups convened prior to this forum and updates are presented below.

Ticketing (Sanctions)

- The first topic under review by reps is away game sanctions, particularly around the level of punishment for minor offences and quality of evidence for the more serious ones.
- Away sanctions which come through to appeal make up a tiny fraction of the number of sanctions the club issues but create a disproportionate amount of noise and discontent. We hear many complaints about the low availability of away tickets, but the reality is this stems from significant excess demand over supply, rather than any form of ticket abuse at scale.
- Subgroup members have put forward initial proposals on away sanctions reform for club review.

Atmosphere

- The group discussed current state of play, including what works and doesn't work in relation to building an organic, fan-led atmosphere across the stadium.
- Reps highlighted the positive visual impact of TRA flag displays on walkout and future plans to encompass additional areas of the Stretford End. The group discussed the importance of building relationships between players and fans.
- In addition, the group considered extending the display of colour and identity from the stadium bowl to the concourses and agreed to share ideas for concourse redesign.
- Reps discussed at length the purpose, role and place for music pre- and post-match.
- The club noted that Season Ticket holders and Executive Club Members were surveyed on views towards music at the start of the season (results published [here](#)) but accepted the strong recommendation from fan reps to trial no music post-match for the next three home games which result in a win for the team (starting from the Bournemouth home game on 15 December).
- Following the trial, the subgroup will reconvene to review impact on atmosphere and discuss next steps.

Supporters' Clubs

- The group fed back positive developments which have improved the MUSC ticketing experience.
- Reps agreed to feedback ideas to improve flow of communication between club and MUSCs via the Supporters' Club Tunnel.
- Reps highlighted continued demand for MUSC allocation and acknowledged members choosing to buy online due to better availability or seat location.

Fan Experience

- The group reviewed post-match MDEX survey reports from across men's and women's team fixtures for 2025/26.
- Reps agreed to review datasets and priorities for the remainder of the season. Dissatisfaction with concourses identified as a key area to improve (speed, variety, pricing).

Topic	Topic Notes
	<ul style="list-style-type: none"> The group agreed to bring forward ideas and learnings from other stadia and sports.
Rep agenda items	
	<p>Stewarding / Security</p> <ul style="list-style-type: none"> The forum had a lengthy discussion about queues and entry delays. It was strongly raised by reps that the data the club holds does not align with fan experiences or the pictures and messages received every matchday, which consistently show significant congestion and frustration. This disconnect needs urgent review and resolution. The club reiterated the safety and security of all supporters is the primary consideration on matchday and agreed to raise an extraordinary Working Group to review current stewarding resource, crowd movement and efficiencies at the earliest opportunity. The club also acknowledged impact of ticket repurposing and seat utilisation increasing the number of new supporters less familiar with stadium entry on a match-by-match basis. A proposal was made by fan reps that the club will communicate with season ticket holders for gates where there are noted entry issues - in particular W11 - and make them aware that they can use their ticket to enter at adjacent turnstiles and select the best one to use at their convenience. <p>Away ballot email</p> <ul style="list-style-type: none"> Our ticketing system provider recently made some improvements to the ballot application pages which generated new URLs. The 'apply now' links hosted on Crystal Palace, Wolves and all future games direct fans to the new application journey. It transpires that they didn't fully close down the old links, and therefore if someone visited the wrong page (i.e. they had bookmarked the ballot flow specifically), they would be able to make what looked like an application via the old link, but the information wasn't passed through in the system to the ballot. We have been identified c200 applications were made for Crystal Palace and Wolves through this route. We have added an unsuccessful application for each of these manually, and for Wolves they will be eligible to purchase returned tickets as per the usual process online. Our system provider has since redirected the old ballot page link, so that any fans using a bookmark is now directed to the new pages. This fix was in place in time for the Aston Villa ballot, so no fans were impacted for this game. <p>Bereavement Policy</p> <ul style="list-style-type: none"> To be reviewed within the Ticketing Working Group.
Fan submitted questions	
	<p>Sanctions</p> <ul style="list-style-type: none"> What are the sanctions when away tickets aren't collected for; a. attempted collection with no ID b. non-attempted collection? No sanction is placed in either of these scenarios – this is being reviewed with the subgroup. Everyone wants to make sure away tickets are used by season ticket and season ticket holders only. But when tickets are cancelled at the turnstile and the holder has to go to a

Topic	Topic Notes
	<p>pop up ticket office for a reprint. Why does the club see fit to punish the person who has travelled hundred of miles to the ground? Admittedly they should not have bought the ticket but the problem should dealt with at source and refusing people entry at the ground achieves nothing and can be quite a spiteful measure.</p> <ul style="list-style-type: none"> • 19/20 fans who visited the ticket office at Tottenham Hotspur (the only game where we have conducted this type of check), were appreciative and supportive of the action, the majority of the online complaints around this issue is from the 55 fans who were not at the game, and social media accounts. • Will the club consider overhauling the sanctions and appeals processes? (Very punitive and assume guilt immediately.) Will the club release data on sanctions applied to STHs each season? (And therefore what happens to their tickets?) • As has been discussed in previous meetings, our sanctions and appeals process is widely regarded as being industry leading and many other clubs have followed our lead in applying a fair and transparent process for fans. Every fan has the right to appeal their sanction, which ends with an independent appeals panel process containing members of this forum. If their initial appeal is submitted before a home game, we make a commitment to hearing it in advance of the match. Fans who still wish to contest a sanction can then write to the Independent Football Ombudsman, who is also very complimentary of our process. • We will work through this with the subgroup.
<p>Forwarding</p>	<ul style="list-style-type: none"> • Don't know if you're able to help on this one, but it's an issue we've had with season ticket forwarding (and I'm sure we're not the only ones). There are a group of 6 of us who all have STs including me and my son (who is on a 17/18 discount). 4 STs are in Stretford End T1 and two in ST tier 2. If my son can't go, we'll obviously try to move the ticket on using the forwarding option. However, the issue comes from the fact that depending on who we pass the ticket to, it may mean that we need to move one of the ST holders as well. However, the system here treats the ST holder as a non-member. So transferring my son's seat in T1 to a ST holder is applying a ticket price of £53 - whereas if you are transferring to a member, it charges the normal price of £32. It doesn't seem right to me that Season Ticket Holders are treated worse than members here. We're trying to do the ""right thing"" and use the system provided. The system obviously allows forwarding so it would seem an easy fix to allow for tickets to be forwarded to ST holders (in the same way as members) if they have given up their seat for the game. • We are aware of this issue and are happy to honour the Season Ticket holder price in the rare instance that a Season Ticket holder has already repurposed their ticket and then wishes to receive an alternative forwarded ticket. Unfortunately, there is no solution within the app, so fans are asked to contact us in this scenario, where we'd be happy to help. • What is the club's stance if someone is unable to attend when the Friday deadline for forwarding has passed for a weekend game, and the ticket goes unused? • Can we get specific and detailed clarification on why you can't forward an away ticket after a certain deadline- why can't it be up to the start of a game? • Both relate to away games only and is noteworthy that the vast majority of clubs do not enable ticket holders to share their tickets onwards at any point. The deadline for our forwarding functionality to be turned off is determined by the home club. We are governed by their terms and conditions and therefore their desire to enable this.

Topic	Topic Notes
	<ul style="list-style-type: none"> • Additionally, Premier League rules stipulate that we must provide the home club with the match reconciliation the working day before the game. Once this has been submitted, we cannot make changes to revenue so for example changing the price category and cost of a ticket isn't possible. • We are working through this complex matter with the subgroup.
Broadcast selection	<ul style="list-style-type: none"> • Does the club understand and acknowledge the impact the movement of games from weekends to Monday evenings has on fans? particularly younger fans for who evening kick off are not appropriate with school or those travelling longer distances? • The club does understand the impact on match-going fans of moving games from the weekend to weekday evenings. We must also acknowledge that we, along with the rest of the Premier League, agreed to an increased number of Monday and Friday slots in the new broadcast contract. However, we share the view that we received a particularly unfavourable run of fixtures between October and December from the perspective of match-going fans, and we sympathise with the difficulties this created and have raised this with all relevant parties. • Does the club make representations on behalf of fans against these changes for tv schedules? • We have made representations on behalf of our fans to the highest levels of the Premier League, urging that fixture schedule changes should be made and communicated as early as possible, and that the interests of match-going fans should be factored into scheduling decisions. • What ability does the club have to refuse the scheduling change? • We do not have the power to refuse schedule changes if they are consistent with Premier League rules, and the terms and conditions of its broadcast contracts. It is important to recognise the vital role that broadcast revenues play in maintaining the Premier League's success, and the benefit to fans around the world of this season's increased number of live slots. However, we will continue to remind the Premier League and broadcasters of the crucial importance of match-going fans to the fabric of the English game – and to the unique atmosphere which contributes so much to the global appeal of our league.
	<ul style="list-style-type: none"> • What third parties (for example Sportsbreaks) do the club partner with to sell standard tickets? • Only Sportsbreaks. • Why are the club allowing tickets on general sale via Selling Sites? • We don't partner with or permit any other third parties to sell general admission match tickets.
	<ul style="list-style-type: none"> • Can the club consider a fairer approach of their assets when it comes to visiting areas to host watchalongs with legends, visits by the club, promotional events held in different rates. The focus on pushing the club in America and Asia has long been seen, but those closer to home have been forgotten about Ireland, for example, sees none of these events, yet is home to a huge section of match going and non-match going fans. It would be nice to see the club make an effort to payback the loyalty shown, by organising some events in Ireland.

Topic	Topic Notes
	<ul style="list-style-type: none"> • Fan events including watchalongs are something we know fans and supporters' clubs across the globe are keen to participate in. We only have a finite amount of budget and time to run such events, and to ensure they are done to the required standard and with the most fans in attendance we often do these in collaboration with a partner. A good example of this is last week's events in Malta (supported by Visit Malta) and Thailand (supported by adidas). • We need to ensure the locations work for the partners, club, fans and legend and appreciate that many clubs will be disappointed if we don't visit their location. We greatly value the support we have across Ireland and hope to return there soon. • We also put on events at Old Trafford for members of our official supporters' clubs who travel over for home games, and we always have a strong Irish presence at those.
MUSCs	<ul style="list-style-type: none"> • MUSC ticketing habits have had to adjust to the new pricing approach the Club has adopted. This has led to a more blended ticket approach off website and allocation, but demand is still being proactively driven by MUSCs. Will the Club commit to maintaining the MUSC allocation levels given data will show that utilisation by branches remains extremely high overall? The overall branch activity has not reduced but its ability to source better seating is more a sign of general demand for Club tickets reducing. A MUSC member is rightly attempting to source a better seating location as pricing has created that availability. Also - would the data highlighted around MUSC purchases indicate that availability of better seat locations would accelerate sales? • We greatly appreciate the support of our MUSCs and also understand the challenges they and their members face around ticketing. We will be reviewing – as we do every season – our approach to the dedicated pot of tickets for MUSC as part of our ticket strategy discussions with FAB. • Can the club consider reducing the amount of weeks that are required for MUSC branches to apply for tickets for games - there is no realistic need to be ordering tickets 2-3 months in advance, given the fixture is not set in stone. This is causing undue workload and annoyance, including potential empty seats for games as a result, it should not be an issue to do these requests once the game is set for TV and any unused from the overall allocation go back into GA sales, why is it necessary to do it so far in advance? • MUSCs receive a high volume of 1st tier seats, particularly after we worked hard ahead of the 2025/26 season to improve seat locations, therefore removing these tickets from general public sale to members. Any changes to deadlines need to be made to suite the majority of members rather than being weighted to prioritise a minority - the balance currently feels correct.
Fan experience	<ul style="list-style-type: none"> • What plans do the Club have to provide non-alcoholic beverages such as Guinness Zero and non-alcoholic beers at games? • There are plenty of non-alcoholic beverages (hot and cold) available. Alcoholic beer is by far and away the most popular beverage in the stadium, and we have been focussing on improving the offer there with additional draft beer and now Guinness. If there is a demand for non-alcoholic beers we would like to understand more about that and put in place some plans to make this available.

Topic	Topic Notes
	<ul style="list-style-type: none"> • Can better options be put forward for food on the concourse, it's really poor compared to other clubs. • We are constrained by having no extraction in our kiosks and can only keep food warm and not cook. That said we are looking at improving the offer in our kiosks and will provide more details as our plans develop. We would very much welcome some feedback as to the sorts of foods/ offer our fans would like. • Why have prices in the concourse increased again out of line with the rise of previous seasons? If the selection was more interesting in terms of snacks and drinks for children, being in the concourse would be less overwhelming. • We would be interested to know what snacks and drink our younger fans would be interested in. • Are there plans to upgrade TVs for more concourse pints? • We will look at this as we look to redevelop our kiosks/concourses. • Why is the international suite being closed at HT? This was a huge success and alleviate the pressure on the concourse! One of the best ideas we have had in ages! • The International Suite is open pre- and post-match for hospitality guests and is set up accordingly. We trialled opening the suite at half time to provide fans with another option to purchase drinks in a larger space knowing that the concourse is quite narrow and sold on average an additional 1.2k drinks. • For the first 3 matches of the season, we utilised security from the Pop-Up Pub, however when this trial stopped, we had to utilise security already on post within the stadium to manage the area. At the Brighton fixture, security staff were deployed to deal with another situation in the stadium, which meant they arrived at the doors to the International Suite a few minutes late. We had fans banging on the doors chanting abusive/ obscene language and when the doors opened these chants continued and we had physical aggression. Another staff member was nearly crushed and had to be taken away. The aggression continued throughout half time and staff felt unsafe. The above events showed that we need a dedicated security presence to operate this area for the enjoyment and safety of our staff and fans. • We are considering how we might be able to make this facility available again as we know it is popular and would very much like to work with our fans to find a viable solution that is safe. • Apologies if I've missed it in the minutes somewhere but I was wondering if the club could comment on the use of Country Roads pre-match. For me, using the original song as is, without the United-specific lyrics feels a bit commercial. Is the "United Road" version available? Would it be possible to play that version instead? • Since introducing the pre-kick off anthem moment we have used the original version of Country Roads by John Denver. This has received overwhelmingly positive feedback from fans and players, and we have no plans to change this.
<p>App tickets</p>	<ul style="list-style-type: none"> • Is it possible to make a system where you must approve ticketing relationships. At the minute anyone can add your tickets and take them? • Following the answer to a similar question in June 2025 (pasted below for ease), unfortunately our work has been halted due to leak on social media which has presented further and more genuine security concerns. We will provide an update in this forum once we are able pick this back up.

Topic	Topic Notes
	<p><i>Yes, there certainly is, however we understand that fans need to be able to see each other's tickets within the app – especially given this process applies to all match ticket purchasers as well as Season Ticket holders. There are several examples where removing the App Ticketing relationship option would be problematic for fans such as family groups and elderly fans who are unwilling or unable to use the app but are able to enter the stadium with a family member having access to their ticket and scanning them in. We are aware that there will be misuse of this functionality and sanctions will continue to be applied to any fans who are misusing tickets, or ticket touting. If this reaches an unmanageable level, we will ultimately be able to very quickly restrict tickets to a single device with no relationships.</i></p>
	<ul style="list-style-type: none"> ● What policies/procedures do they club have for season ticket holders who are pregnant and/or have become new parents? Do the club offer a one season break for women who are late-stage pregnancy/just given birth? ● We don't offer 1-year breaks, but all Season Ticket holders can make use of the repurposing options. We are delighted that parents of new babies continue to attend games and retain their Season Tickets and would encourage use of these, to receive a refund or facilitate another friend or family member to attend.
	<ul style="list-style-type: none"> ● Is a legal form of ID legally required for everyone to bring to every game (home/away)? Is it legally allowed to be requested if you haven't made it clear fans should bring it? For younger fans, most of them carry ID on them and so most of the time it won't be an issue, but for older fans- they don't need to carry ID and therefore most of the time won't do that. This has become a big issue, and there must be some clarity on this. ● Carrying ID is not compulsory other than where e.g. a duplicate ticket has been requested, and fans are advised at the time to ensure they have ID ready for the collection. However, where there is a ticketing issue, ID is the quickest and most convenient method to check we're dealing with the ticket holder, so we'll always start by asking for this. If ID is not available, we can of course identify a fan by asking questions relating to the account. ● It's important to add here that the away game checks that we were regularly conducting were a result of this forum asking us to do so based on fan feedback, as a result of diminishing success rates and awareness that tickets were being passed on to non-eligible fans. When conducting these checks, we do then run into the problem that fans are not happy about being inconvenienced. This should all be considered as part of the subgroup's review – what's more important? ● Final point, at Tottenham away, 1.17% of ticket holders were asked for ID so we could help them, if they didn't have this, and were genuinely there, they were enabled access.
	<ul style="list-style-type: none"> ● What are the clubs plan regarding Youth season tickets going forward? Both in TRA and to the right side of TRA? ● We no longer issue any new 'Youth' priced Season Tickets. This has been covered in previous meetings.
	<ul style="list-style-type: none"> ● Do the women's supporters have a disability contact for this seasons Women's UCL games?

Topic	Topic Notes
	<ul style="list-style-type: none"> We have a dedicated accessibility inbox where supporters can contact us across men's and women's team fixtures. Please email accessibility@manutd.co.uk and a member of the team will assist. In addition, we have recently recruited a Disability Access Officer who will be our club liaison and point of contact on matchdays.
	<ul style="list-style-type: none"> Has the club considered doing an 'all in one' bundle for our overseas fans - combining a package of museum tour, Carrington, and match ticket? Would make it easier for the overseas supporter coming over. Currently everything needs to be purchased separately. We have recently launched a brand-new Carrington Training Complex Tour product, which combines a tour of Old Trafford and Carrington Training Complex, including travel. Unfortunately, it's not possible to add a ticket to this single product, due to the way they are configured within our ticketing system, however, we will review options for next season.
	<ul style="list-style-type: none"> Will there be a Manchester United basketball team. Are the reports true? We have no plans to launch a Manchester United basketball team.
Family Stand	<ul style="list-style-type: none"> When is the Family Stand going to look and feel different for the benefit of the children who attend? At the moment it feels like any other stand / concourse. The concourse is shared with general admission blocks which limits how much we can change in the Family Stand. We encourage supporters to send in feedback and will work with the Family Stand Rep to submit ideas around how to improve the area. Vaping is an issue in the Family Stand. I appreciate that we are encouraged to talk to stewards, but the general feeling is that nothing then gets done. Is there anything that can be done in the Family Stand specifically about this please, other than simply relying on reporting to a steward or texting a number? Up to Everton – there have been 12 vaping ejections in the Family Stand this season and we have only received three calls to the Virtual Steward (2 for vaping, 1 for blocking view). We encourage supporters to use this service if they are experiencing any issues. To contact the Virtual Steward, text HELP to 66777 followed by the stand, row and seat of the offender and the nature of the problem, and the completely anonymous service will do the rest. You will not be identified at any time. Can the club confirm that from 2025-26 onwards, there will be no parties sitting in the FS that don't have an U16 in their party please? There are quite a few of these at the moment as you know, and it dilutes the whole reason the Family Stand exists. As it stands, the Family Stand is not 'sold out' seasonally. As was communicated with the Family Stand rep over the summer: We telephoned all Season Ticket holders in the area without an Under 16 in their booking to see if they would like to relocate out of the area and explained the reason for the request. Due to the large number of forced relocations from elsewhere in the stadium, and very limited choice of seating, we did not mandate a relocation.

Topic	Topic Notes
	<ul style="list-style-type: none"> • We invited qualifying Cup Season Ticket holders with Under 16s in their booking the chance to buy Full Season Tickets (but let them choose where to sit from available seats, which was not limited to Family Stand). • We offered Season Ticket holders already sitting elsewhere in the stadium with an Under 16 in their booking the chance to relocate into the area. • Despite all of this, we didn't fill the area – people chose seats elsewhere. • We have around 500 Under 16 Season Ticket holders in the Family Stand, of which only 27% have not used any repurposing options for any of the opening five home games (analysis completed before Everton). • With all other Under 16 tickets being repurposed for at least one game – forwarded, donated or returned for a refund – and therefore making the tickets available for any fan to purchase, this does dilute the number of Under 16s. • With seats available in the area, we feel that imposing forced relocations on groups not containing an Under 16 would cause more disturbance, frustration and dissatisfaction for impacted fans. This is bearing in mind that even if we did manage to fill all seats with groups containing Under 16s, they could all technically be repurposed and sold to adults for each game therefore resulting in the same match-by-match demographic. • Forced relocations therefore doesn't feel like the right thing to do for the fanbase as a whole, but we will let this forum discuss and consider any alternative opinion and can communicate that any forced relocations are a request of this group if required.
	<ul style="list-style-type: none"> • Has the club considered a drop-down on our website to change languages, to make it easier to read in a language other than English for our global fanbase? • We do currently offer this function on the club website in the top left of the main website navigation. The primary .com website is in English, and we also currently offer language variations in Chinese, Korean and Arabic. We continue to monitor engagement globally and adapt where and how we engage with fans in their native languages based on interest and interactions.
<p>Old Trafford Regeneration</p>	<ul style="list-style-type: none"> • What's the newest update on the new stadium, where is everything up to regarding the actual engineering contract, is a deal getting closer? • Constructive discussions are continuing with landowners around Old Trafford as we seek to assemble the land required to build a new stadium. Design and planning will follow once we have clarity on the size and location of land available to build on. • Can we have an idea of how the youth will be a focus point for the new ground in terms of tickets, with the increased capacity an ideal world would be the opportunity for young fans to be able to sit next to their friends. Could youth zones with members over a certain age be an idea if they were managed properly? • Building a 100,000-capacity stadium will allow more fans to attend games, and attracting young fans will be one of our priorities. We will consult with fans throughout the design phase to ensure that a new stadium delivers what fans want, and this will include a focus on young fans.

Topic	Topic Notes
Youth games	<ul style="list-style-type: none"> • Please can we have more youth games on MUTV? • Please be assured that we appreciate the strong interest in our Academy that exists among Manchester United fans, and that our club media channels remain committed to regular coverage of Academy games. That said, there are various reasons why Academy games are sometimes not shown, and club media resources need to stretch across our men's, women's and Academy teams. Demand for content from all these teams is growing, whilst resources must be managed responsibly to manage costs. This results in hard choices about what to cover and we cannot always capture everything. • Will the club start to promote or least show the scorelines of the girls' youth teams? • Women U21s fixtures and results are displayed on the Fixtures page of the app/web.
	<ul style="list-style-type: none"> • Why do the security at the turnstiles not use the metal detectors they have and only use them on females? • The most effective search is a physical search (think the airport after you trigger an alert at security you are then hand searched). Handheld devices are only used by security on juveniles and male security operatives on female attendees. We place female security operatives at turnstile blocks to hand search females or to search if a handheld device is triggered by a male operative searching a female.
	<ul style="list-style-type: none"> • Does the club monitor social media channels dedicated to the club and does it take any steps to ensure these are not damaging to the reputation or negatively influencing players or the team in general? E.g. player pile ons. Does it ever consider revoking access to players? • The club has tools in place to monitor social media for abuse against players and, where appropriate, action can be taken against any individuals or groups responsible.
	<ul style="list-style-type: none"> • Where does the ticket office actually get it's information to direct to fans who have queries. There is a constant discrepancy in answers which leads to more confusion. • We would need more information to answer this question in full – is this a matchday specific query? If the fan who raised this can email feedback@manutd.co.uk with some specific examples, we'd be happy to look into further. Reading anything displayed online by unofficial channels (i.e. not manutd accounts), propagates this issue significantly.
	<ul style="list-style-type: none"> • This is very specific but very impactful for the club to raise with PL. Rules mean subs warm up left of tech area. This means 10 subs are often warming up at same time, effectively creating a wall from those in south stand lower. European games enable subs to warm up on left and right of technical areas (eg semi final vs Bilbao at Old Trafford). As seats are below the pitch in 1st row, could MUFC request Premier League consider home and away subs warming up either side of technical areas.

Topic	Topic Notes
	<ul style="list-style-type: none"> Regarding sub warm-ups, the standard approach used to be for 3 subs from both teams to warm-up behind the Assistant Referee to the right of the bench. The Premier League then adopted a change requested by the Match Officials to move the subs to the left side touchline due to the limited space in many grounds. The reason being that the subs would often get in the way of or distract the Assistant Referee when warming up to the right. English clubs have often raised this as a proposal to UEFA for them to adopt a similar approach but to date they have refused. Instead, since Covid, UEFA have split the home and away subs so that they warm-up along the touchline adjacent to their respective benches, hence both the left and right touchlines are used. With the increase now from 3 to 5 subs being permitted during play, the Premier League revised their rule on sub warm-ups last season to enable 5 players to warm-up at the same time (10 in total across both teams). Prior to implementation of the rule change, we did question the feasibility for the reason that has been raised in that it would potentially obstruct the view of supporters. We have subsequently raised with the Premier League the possibility of a fitness coach warming-up the subs (as they do in UEFA competition) with one potential benefit being that the warm-ups would be better co-ordinated and could reduce the time spent by players standing on the touchline obstructing the view of supporters. We will continue to raise this with the Premier League in the hope of it being introduced as a rule change for next season.
	<ul style="list-style-type: none"> A young lad had to go to the ticket office at Chelsea (H) as his ticket had scanned red in W12. I tried to help him at the time. He seemed to get it sorted as he messaged me on social media after. Since then, he's had 6 games in a row where he's been denied entry into the stadium, subsequently having to go to the ticket office to prove it's him using the ticket. I understand that the club try and catch out touts with suspicious behaviour. However this lad has proven he's using his own ticket for the last 4 home games, he got denied entry at Nottingham Forest (to which there was an envelope with his name on with a replacement ticket) where there was meant to be no checks; and once more at Tottenham where he also had an envelope with his name waiting. That's 6 games this young lad has had to go out of his way to prove he's the right ticket holder. He phoned up the ticket office, to ask if they could please stop now he's proved it 6 times in a row. They said they can't stop it and he must expect more red scans and ticket checks going forward. It seems as though there's a lot of good actors who are getting increasingly caught up in the anti-touting processes. I've heard of more and more stories recently. Why could this be the case? Is this the right protocol for a fan who's proved his innocence 6 times in a row? We are aware of the specific circumstances surrounding this supporter and have improved our processes to ensure they are not impacted again. Whilst the intention by the team was good, the execution was not. However, it's not appropriate to share any more personal information here.
	<ul style="list-style-type: none"> As part of fan engagement initiatives, through United can local youth supporters be involved in charity work? Committed fans giving back to their community with their club could help decrease the growing disengagement with youth supporting United. city do similar projects in schools around Moston and Failsworth. What could this look like? We actively encourage our youth supporters to get involved with local community and charity work, particularly integrating with Manchester United Foundation initiatives supporting disadvantaged young people in Greater Manchester and beyond.

Topic	Topic Notes

Appendix

We received 32 questions which have been answered today or in previous meetings, or we have referenced that we cannot answer, within the updates so far. These will not be read / answered individually now but will be published in the minutes.

1. I have enjoyed a number of away trips watching United abroad including European finals. I am shocked to see that despite not playing in Europe this season, fans like me will still lose credits on a rolling basis. This is unacceptable and does not reward our loyalty for following the team across the continent. Please may it be pushed that existing holders of credits should have the right to have their credits frozen until we are back in Europe - otherwise the loyalty is not rewarded and fans risk being unable to access European away tickets since their credit numbers become diluted with no opportunity to increase or replace them this season. Please reward European away fan loyalty. I would also like to raise that long term season ticket holders should retain priority and the right to travel abroad. Those who are members only should not have the same rights as season ticket holders. If they want to travel abroad to support the team, they should support them at home too.
2. We need to look into bringing back souvenir season cards if we are bringing in souvenir one off match tickets.
3. Please can you reinstate the away ticket breakdowns in light of reduced ballot success and less ST holders
4. Can the club give any indication whether they will revert back to releasing the allocation distribution
5. Furthermore, why is the Head of Sanctions checking tickets at turnstiles?
6. Can the club push back more strongly on games being moved. United's next five home games not being on a weekend has already been widely criticised. While the scheduling may not be the club's fault, they should be showing more leniency given the circumstances. They know many supporters aren't local and often have to take time off work to attend midweek matches. Yes, fans can resell, forward, or donate their tickets — but the club also knows these fixtures are far harder to shift, even as they push them onto members. There needs to be some protection or rule for supporters when games are moved off weekends, rather than everything defaulting to protecting club revenue. And let's not forget: when a fixture is rescheduled for broadcast, the club receives a multi-million-pound facility fee for the inconvenience.
7. In terms of away games - surely it's time we have a credit system that takes into account home attendance, away apps and euros. There must be 500+ of us that go everywhere
8. Are there any plans to tackle the huge queues for ticketing on a matchday? If you don't turn up 45 minute before KO you're missing KO 99% of the time. It never used to be this long with the standard QR code tickets.
9. Supporting and following your football club should be a joyful and straightforward experience - something fans look forward to each week. Yet increasingly, it feels like the club's rules and processes are making it unnecessarily complicated and stressful. From having to contact the club if your phone breaks, risking sanctions and a tedious appeals process if your car breaks down on the way to a game due to minimum attendance requirements, or being randomly selected to prove your identity just to attend an away game, something you aren't aware of until being turned away at the turnstile. These measures seem to add layers of anxiety and misery to what should be a simple and enjoyable hobby. Even entering Old Trafford has become a frustrating experience due to app-related delays causing lengthy queues. Is the club aware of how these policies are affecting the matchday experience for loyal supporters? And is fan enjoyment ever considered when designing these systems?
10. Further to my question on game categorisations, the price rise is continuing to hit members. Just to highlight this, my ticket for Bournemouth at home last year (3pm on a Saturday) was £51 the same ticket this year would cost £68. This is a 33% increase on last year. Does the club consider this a fair price increase for members?
11. Can you ask why i was knocked back when i asked can my grandson be mascot v Sunderland to celebrate my 1,250th consecutive game a few weeks ago, fairness was mentioned but who am i competing with exactly, you can pay thousands for the privilege i was just after recognition and have my grandson walk the team out on the day, i got a resounding NO, thanks
12. The recent round of tv changes are a significant imposition on match going supporters. The West Ham game was always scheduled for midweek but I see no reason for why the Everton and Bournemouth games need to be moved to Monday night. The question can also be extended to what consideration is

given to those travelling to away games. Crystal Palace away at 12pm on a Sunday is a new low on this front.

13. It appears that the club are finally acknowledging that there is a risk in allowing App and Strong relationships to be added without the receiving member being notified. Can it please ensure that any additional security is not extended unnecessarily to standard relationships where there is zero risk. This will prove particularly challenging and cumbersome for branch secretaries who support thousand of branch members every season and adds no value.
14. What do you want people to do with away tickets if all of a sudden, they cannot go on the day of the game for example due to illness? Forwarding is off at this point so what should they do?
15. Again the price for the youth games at Old Trafford seem excessive. Surely there is more value for the players in having a larger crowd and if the club doesn't agree then it would be cheaper to just play them at Carrington.
16. Why weren't alternative arrangements made for those supporters over-65 whose smartphones don't have NFC, e.g. use of a QR code? We are being unfairly disadvantaged.
17. Between LP members there appears to be a significant increase in number of knockbacks that Loyalty Pot members are getting for away tickets. We have had 3 knock backs for aways last season, yet has had 4 already this season alone and says others are reporting similar.
18. Whats your thoughts on reducing the success rate of the loyalty pot? Currently there are approx 400 in the loyalty pot. They have a success rate of approx 87%. Do means on average they don't get 3 games a season. The pots been in place since 2002, so over that time loyalty has certainly been rewarded. So reducing success rate to say 47% still gives them a much higher percentage success rate than a standard pot member. There's a lot in the LP who pick and choose games now and pass on a lot of tickets to others. The lp is allowed to miss 2 applications a season and retain status, so most apply for every game just in case something comes up and makes them miss one or two applications. The number of games they can not apply for should maybe be increased to 5. Changes won't throw a great deal of extra tickets into the standard pot per game, but any extra helps. The success rate between LP and Standard pot is huge. You've 12,000 people applying for standard pot with a success rate of 20%.
19. What triggers tickets being put on general sale?
20. With the club resorting to discounting tickets for `flash sale` windows and putting West Ham and Everton on sale to all fans months in advance. Will the board accept that the categorisation of games and extortionate members pricing has not only a failure but has priced out a lot of young and local fans from attending these games?
21. There is clearly an issue with the game categorisations. For example, Bournemouth is already not an attractive fixture, but this is made even less so by the rescheduling to a Monday night. If this had always been scheduled for the Monday surely there would be a much higher chance of this being a category C game. So you're charging a lot of money for a game that doesn't warrant the price, and you can see that in the ticket sales as it stands now. I appreciate you can't see into the future, but this was foreseeable given the lack of European football and this is the issue with categorising games and having an almost non existing c category. Are lessons being learnt from this year to inform next seasons policy?
22. For games where ticket sales aren't as good as you expect, what strategies do you use to sell remaining tickets?
23. Shortly after Spurs, the club was quick to release stats on the collection/scanning of red tickets. Can they now share the information for the other away games this season?
24. It is evident weekly that away return tickets are going to the same people and this is highly likely through the use of BOTS. What is being done to a) stop BOTS completely and b) to find a better, fairer way of domestic away returns being made available to all who are eligible?
25. With the recent speculation online and the large amount of people complaining about lack of aways and people getting "chubbed" on applications this season. Can you provide us with the breakdown of applications for each away game like you have done on previous seasons and the success rate among the various groups of season ticket holders who apply? If this not forthcoming than it would lead us to believe that the rumours online are true and that aways are being siphoned off to third party companies in large numbers.
26. If you pay more for an executive facility as an executive club member, does that increase your odds in the away game ballot?

27. Are all away game ticket distributions independently audited?
28. It's been 9 months since MUYSC requested a FAB governance update. Since then, we've just been told it's being reviewed. How much longer is it going to be reviewed for and what's the expected outcome regarding adding youth representation like other clubs have done?
29. What were the outcomes of the pop-up pub experiment? What is the future intent in this space?
30. Has the club looked at opening a shop in the Trafford centre as an alternative to the megastore?
31. Before each away game there is a meeting between the two police football liaisons, the heads of stewarding for both clubs, fans reps (disabled travel etc) and club reps from both sides. It's an advisory meeting to raise issues to be fed back to traveling fans from road closures to away pub etc. Why at these meetings have MUFC not informed the stewards of the home club, or the police, of the checks/cancellations of numbers of tickets which causes disruption & potential disorder? At city/Liv the FIO's did not know even on the day.
32. The club has introduced a flexi ticket option whereby a fan/branch can pay an additional £5 for the pleasure of being able to sell their ticket back without taking a financial loss, if they need to - given that the TV companies persistently change our fixtures from weekend to midweek (Monday nights) can the club consider allowing a free pass on tickets for games that are affected by these changes? It's not right or fair to punish fans that cannot attend due to the decision to put a game on midweek vs weekend.