

**Manchester United
Fans' Forum Agenda
Thursday 12 March 2026**

Forum Members Present

Su Buckley	Season Ticket Holder Rep
Luca Black	Under-21 Season Ticket Holder Rep
Duncan Drasdo	Covering ISLO Rep
David Field	Family Stand Rep
Alex Hardman	Official Member Rep
Deborah Henry	Women's Team Rep
Dips Jandu	Season Ticket Holder Rep
Chun Yi Lee	Overseas Official Member Rep
Carly Lyes	Local Resident Rep
Stewart Moss (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
Chris Rumfitt	MUST Rep
Tony Veverka (Virtual)	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
John Shiels	Chief Executive Officer – Manchester United Foundation
Catherine Smith	Director of Communications
Nicola Wellington	Fan Engagement Manager

Agenda

- Introduction and Chair update
- Update on sanctions review
- Update on entry times to stadium
- Club updates
- Working Group updates
- Pre-submitted Q&A
- AOB
- Close

Topic	Topic Notes
Apologies	<ul style="list-style-type: none"> <li data-bbox="405 152 1066 185">• Zygmunt Baranski, Jamie Leeming, Bill Dixon
Minutes of last meeting	<ul style="list-style-type: none"> <li data-bbox="405 259 1469 331">• The minutes of the December meeting were circulated, approved by reps, and published on the club website. <li data-bbox="405 342 1390 450">• The next meeting is due to take place in June and information about deadlines for question submission will be advertised on our website manutd.com/fans.
Club update	<ul style="list-style-type: none"> <li data-bbox="405 539 1469 611">• The chair welcomed the forum to the first meeting of 2026 and introduced Catherine Smith as Director of Communications. <li data-bbox="405 622 1493 824">• The club thanked John Shiels for his dedication, time and commitment over the last 18 years as Chief Executive Officer of Manchester United Foundation; delivering football, education and personal development programmes for young and disadvantaged people across Greater Manchester and beyond. <li data-bbox="405 835 1465 943">• The forum thanked Rick Clement for his work as secretary of MUDSA over the last two seasons, with a new secretary to be announced over the coming months. <li data-bbox="405 954 1474 1061">• <i>On the 3rd anniversary of his passing the forum paid tribute to Ian Stirling who was an immense figure in the history of this forum and a great servant to MUST and all supporters of the club.</i> <li data-bbox="405 1072 1485 1368">• <i>Fan representatives collectively challenged and placed on record their anger, frustration and disappointment regarding recent public comments from club ownership. Reps highlighted lack of genuine contrition, potential implications for the club with a diverse and global fanbase, impact of ownership on club culture and values, and risks to new stadium plans and commercial partnerships. The reps also acknowledged the club statement that was issued and the sentiment within it.</i> <p data-bbox="357 1424 528 1458">FAB update</p> <ul style="list-style-type: none"> <li data-bbox="405 1469 1469 1541">• FAB met on 2 March at Old Trafford. The primary focus of discussions was regarding ticket prices and accompanying policies for the 26/27 season. <li data-bbox="405 1552 1426 1624">• It was agreed that the announcement for regarding 26/27 ticket pricing would be shared with FAB members in advance of release. <li data-bbox="405 1635 1414 1742">• It was agreed that discussions would continue with the working group including FAB and Fans' Forum members regarding various areas of ticketing policy and operations. <li data-bbox="405 1753 1458 1787">• FAB were updated on progress regarding the club's commercial strategy. <li data-bbox="405 1798 1465 1870">• FAB were updated on the latest situation and indicative timings regarding the Old Trafford Regeneration. <p data-bbox="357 1904 579 1937">Season Tickets</p> <ul style="list-style-type: none"> <li data-bbox="405 1948 1469 2020">• The chair thanked FAB for their time, feedback and consultative input into season ticket plans for 26/27; and relayed: <li data-bbox="405 2031 1469 2110">• Seat usage policy will remain unchanged for the 26/27 season at 16 out of 19 Premier League matches. Season Ticket holders unable to attend a

Topic	Topic Notes
	<p>match should forward, list for resale or donate the cost of their seat through our official channels.</p> <ul style="list-style-type: none"> • Following discussions with this forum and FAB, we intend to reintroduce the publication of ticketing data on the club website from next season. • To maintain the integrity of the credit system, the club intends to reintroduce collections for as many European away games as possible from next season, should we qualify. We will work with FAB and the Ticketing Working Group to review collection operations. • The 1000 ticket allocation ringfenced exclusively for our official supporters' clubs for men's games at Old Trafford will be retained for the upcoming season. • Match by match pricing will be communicated aligned with the on sale date of next season's fixtures and the club will work with FAB on the match categorisation process. • The club is continuing to work with forum representatives on a bereavement policy and will update again at the next meeting. <p>Fixture scheduling</p> <ul style="list-style-type: none"> • The club acknowledged match rescheduling continues to be a source of frustration for supporters, with further Friday and Monday night fixtures scheduled since the last forum. The club will continue to advocate on behalf of fans but also acknowledges without European games, our fixtures are available for broadcast picks at times when other clubs are not. • In recognition of supporter inconvenience due to midweek scheduling and subsequent limited transport options, the club has provided free return coach travel from Old Trafford for ticket holders attending AFC Bournemouth on Friday 20 March. • <i>Reps thanked the club for efforts arranging free return travel for Bournemouth on Friday 20 March.</i> • <i>DD asked if, when it comes to the negotiation of the next Premier League broadcasting contract, the club can request a limit to the number of times in one season, any one club can be selected for broadcast rescheduling to anti-social kick off times (e.g. Monday nights), especially where public transport is not feasible post-game. The club confirmed this is unlikely to change due to the number of Premier League teams playing in Europe.</i> • <i>SP enquired as to whether supporter security and safety is considered for broadcast selection, particularly in light of high profile games such as Leeds moving to a weeknight, leading to later stadium entry. The club confirmed all fixtures have been independently reviewed and approved by Safety Authority Groups prior to announcement.</i> <p>Sanctions</p> <ul style="list-style-type: none"> • The club shared an update on approaches to sanctions with an aim to: • Learn from best practice across Premier League and wider organisations. • Engage with FAB and Fans' Forum across current policy and, where necessary, evolutions to policy.

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	<ul style="list-style-type: none"> • Ensure a fair, proportionate, justifiable process, policy and communications related to the behaviour of Manchester United supporters. • Next steps: <ul style="list-style-type: none"> ○ Map best practice against current policy and identify areas for process improvements. ○ Engage with FAB and this forum to share feedback and perceived improvements. ○ Review and update all documentation and communications. ○ Finalise and publicise new policy ahead of next season. • <i>DD asked the club to consider the complexity of individual cases versus a standardised approach and requested consideration of sanction tiers based on transgression committed. CL highlighted the revised sanctions process should encourage positive behavioural change. SP suggested communicating consequences (intended and unintended) to supporters to prevent escalation on social media. Reps asked the club to provide more information to supporters at the start of the sanction process on what transgression has been committed. The club acknowledged feedback and relayed the aim of the sanctions review is to develop a clear, proportionate, transparent and robust process which will help to keep the stadium safe, reduce misinformation online and align with best practice in the Premier League.</i>
<p style="text-align: center;">Operations</p>	<p>Stadium entry</p> <ul style="list-style-type: none"> • Following previous forums and fan feedback, the club shared an in-depth review on stadium entry and flow rates across 25/26 fixtures. • Over recent seasons, the introduction of digital ticketing (QR codes) and NFC ticket entry, has impacted the flow of supporters into the stadium as people adopt and learn how to use the technology. • There are many factors which impact stadium entry: supporter arrival time, kick-off time, local travel and transport network, weather and significance of fixture. • Historically, slower entry times are associated with mid-week fixtures where people arrive at the stadium later post-work. • Turnstiles are kept under constant review on matchday. Where longer queues are identified, additional teams are redeployed to assist in queue management and searches. • The advice the club gives to fans is to arrive at least an hour before kick-off and the data shows that supporters arriving 30 minutes before kick-off will get into the stadium before kick-off. • Late walk-up affects flow rate at turnstiles and increases congestion. • Generally, the peak loading rates into the stadium are in the last 10 minutes before kick-off. • To incentivise early entry, the club advises ticketholders to arrive at least one hour early and has trialled discounts at concourse kiosks to support that initiative.

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	<ul style="list-style-type: none"> • The data shows that from a selected number of turnstiles (flagged as problematic by the Fans' Forum) queuing times are generally 10 minutes or less except for the West Ham and Everton games, both of which were 8pm evening kick-offs. For these two games, the maximum flow rates into the stadium were at kick-off due to people arriving later than usual. For the Everton game the weather was very bad and there were significant travel delays due to accidents on M62 and M6 motorways. • In general, it was accepted that the current arrangements are working well, but the club committed to continually reviewing the situation and thanked the Fans' Forum for their feedback, suggestions and areas of concern to look at. • <i>The club asked reps to share what is considered a reasonable queuing time at Old Trafford. The forum agreed 10 minutes or less was satisfactory and discussed differences in perception of queuing, particularly events versus retail and the impact of searches on flow of entry. DD encouraged the club to deploy more stewards at uncovered areas during inclement weather. The forum discussed introducing digital signage or extra marshals to provide real-time queuing information to supporters.</i> • <i>The club highlighted the positive impact of early stadium entry easing flow rates and highlighted the ongoing 25% off kiosk offer available to supporters until one hour before kick-off. Reps asked the club to consider extending the kiosk trial until 30 minutes before kick-off. The club agreed to trial at Aston Villa fixture on Sunday 15 March.</i> • <i>SB highlighted the need for security staff to be trained on ways to help support fans struggling with NFC tickets at turnstiles. The club agreed to review.</i> • <i>CL highlighted positioning and depth of queue also impacts perception of queuing in addition to speed of entry – particularly within the North Stand tunnel. CL asked the club to review positioning of searches directly in front of turnstiles at W11. The club relayed search lines are ideally situated in advance of turnstiles and agreed to review identified areas.</i> • <i>The reps thanked the club for the comprehensive review of this issue and for the significant improvement since December.</i> • <i>The club and reps agreed to remain in regular contact regarding this issued and to keep reviewing and improving where we can.</i> <p>Traffic & Transport</p> <p>Metrolink</p> <ul style="list-style-type: none"> • To boost capacity, reliability and resilience of the network, there will be a significant programme of work taking place throughout the remainder of the year. While this is delivered, there will be some temporary periods of disruption for passengers until autumn. • Up-to-date travel information will be shared on Bee Network channels throughout the work to keep everyone moving. • From Monday, 30 March until autumn a revised timetable will be introduced across the tram network. There will still be reliable and frequent tram services running every 15 minutes, (previously every 12 minutes) supported

Topic	Topic Notes
	<p>by a peak service running every 7.5 minutes at the busiest times on the most popular lines (previously 6 minutes).</p> <ul style="list-style-type: none"> Friday 3 April – Monday 6 April: No trams on the Altrincham, Eccles and Trafford Park lines all weekend. The East Didsbury and Airport lines will run to Firswood only. A full and comprehensive replacement bus service will operate for the duration of the works. <p>Highway Schemes</p> <ul style="list-style-type: none"> Chapel Street Works (East Phase 1 & New Bailey Gateway Phase 2) began last May and will continue until Spring 2026. A westbound one-way closure is in place; eastbound traffic towards Manchester remains unaffected.
<p>Ticketing</p>	<p>Season Tickets</p> <ul style="list-style-type: none"> Season Ticket and Executive Club renewals information including pricing was communicated to fans on Friday 6 March. Season Ticket holders can now confirm whether they intend to renew or not online. Supporters will be invited to make the renewal purchase when their Season Ticket has been used (personally scanned, forwarded, donated or resold) for 16 games. Invitations to renew will therefore commence following our home game against Leeds United – communications will be sent to eligible fans on Thursday 16 April. Fans impacted by stadium changes or required to relocate will all be telephoned to discuss alternative seating options. We will continue to work with impacted fans throughout the course of the renewal period, and afterwards, and ensure that they have the first choice on suitable alternative seating in Tier 1. Any new Season Tickets, subject to non-renewals, will be offered to 24/25 Cup Season Ticket holders who did not obtain one ahead of the 25/26 season. <i>DD highlighted supporter feedback regarding forced relocations around the dugout breaking up groups/communities of fans. The club relayed affected supporters are being contacted by the club as a priority and to be offered lower bowl seating in the first instance.</i> <i>DD highlighted supporter feedback regarding 5% season ticket increase communication as an average figure and not inclusive of individual discrepancies. The club confirmed this was due to the rounding and that it was a range between 4% - 6%.</i> <i>DF challenged the removal of Family Stand concessions for those relocated from West Stand Lower in 2018 and asked the club to clarify the change in policy. The club acknowledged feedback and highlighted historic significant disparities in pricing throughout the designated family area and the club's aim to ensure fairness and parity across supporters located in the Family Stand. This was communicated to affected supporters last season, so they had 12 months' notice. The club acknowledged they identified (prior to comms going out) a small group of c50 fans who didn't receive the advance notice communications last season. To ensure fairness this group have been given 12 months' grace until their prices move in line with the rest of the section.</i>

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	<ul style="list-style-type: none"> • <i>AH and DF urged the club to improve the experience for supporters in the Family Stand. The club agreed to continue reviewing the experience for junior supporters attending matches at Old Trafford.</i> • <i>CYL asked the club to prevent availability of hospitality tickets in the Stretford End. The club confirmed that we do not plan to sell hospitality tickets in the Stretford End, is aware of an isolated instance where a small number of seats were made available due to an error, and that has been resolved and won't happen again.</i> <p>Away Games</p> <ul style="list-style-type: none"> • As per the club update 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 or collections until that process is complete. • We can however clarify a question that was received in advance of this meeting, as previously agreed in the October 2025 meeting, European away credits are frozen and only count in a season where European games are played. <p>Potential Reinstatement of Removed Processes</p> <ul style="list-style-type: none"> • Conversations have continued with members of this forum, as well as FAB, to recommence publishing ticket allocation breakdowns on the club website for home and away games. • Reinstallation of European away game collections has also been requested, to protect the integrity of the credit system. • We have agreed to review resource with the view to being able to deliver on these points. • We hope that we'll be in a position to recommence both from 26/27. <p>Touting / 'Bot' Operation at Crystal Palace</p> <ul style="list-style-type: none"> • Through consultation with this forum, as well as the FAB, we understand that there is some scepticism around our proactive work to identify tickets being bought using automated software / 'bots'. • At our recent home game against Crystal Palace, we conducted ticket checks on 403 tickets which we believed to have been purchased in this way. • Only 9 of these tickets were being used by the named fan, all of whom were resolved very quickly and entry admitted to the stadium before kick-off. • 64 tickets were not used/scanned on the matchday. • 330 tickets were found to have been sold or transferred in an unauthorised manner.
Fan Engagement	<ul style="list-style-type: none"> • As mentioned earlier this morning, we'd like to recognise Rick Clement for all his work, time and commitment as MUDSA representative on the forum, inspiring positive change throughout his tenure as secretary. We will be working alongside Jamie and the MUDSA committee to support the new Chair. • We are looking forward to welcoming our Supporter Liaison Officer, Alex Tatner who will join us on 16 March from Nottingham Forest.

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	<ul style="list-style-type: none"> • In recognition of the views raised by supporters, within this forum and the Fans' Advisory Board, in relation to the high number of games that have been played midweek this season, we are pleased to confirm return coach travel from Old Trafford will be provided free of charge for ticket holders attending our Premier League away fixture against AFC Bournemouth on Friday 20 March. <p>Munich</p> <ul style="list-style-type: none"> • We'd like to share on record our thanks to all those who contributed to our Munch 68th anniversary tributes, both here at Old Trafford and at Manchesterplatz in Munich. • All three services were extremely well attended with thousands of fans gathering to pay their respects. Many fans joined us in the International Suite after the Old Trafford service to share their memories. • We'd like to thank Manchester Munich Memorial Foundation for leading an impeccable service in Munich and The Red Army for their support with the new drop-down banner which was displayed across Tier 2 of the Stretford End in addition to the We'll Never Die surfer banner. • We surprised four junior supporters with mascot places at our Munich fixtures; two women's and two men's season ticket holders had the chance to walk out with our teams during the pre-match tributes. They also joined us at Old Trafford to learn about the Munich Air Disaster and the importance of ensuring we can carry forward the legacy of the Busby Babes. <p>Supporters' Clubs</p> <ul style="list-style-type: none"> • We're delighted to welcome 7 new supporters' clubs to our global MUSC family: Bury, Shanghai, Xi'an, Mid West, East Cavan, River City Red Devils and Turks & Caicos Islands. This takes us to 361 supporters' clubs across 95 countries. • We will be attending the forthcoming and much-anticipated Premier League Mornings Live fan festival in Tampa Bay from 18-19 April. We will be joined stateside by United legend, Wes Brown, and hope to see many of our supporters' clubs and travelling supporters over in the US! We will be reaching out to supporters' clubs and announcing upcoming events over the coming weeks. • In December, over 90 MUDSA members joined us for the annual Christmas party at Old Trafford, a tradition that has been taking place since MUDSA was founded in 1989. Men's first team members met with supporters and joined for some festive fun! • On 26 February, we also welcomed 20 MUDSA members and their personal assistants for a second watch team training experience at Carrington, with a surprise Q&A with United legend, Wes Brown. <p>ED&I</p> <ul style="list-style-type: none"> • Since our last Fans' Forum, we have organised several equality, diversity and inclusion initiatives in collaboration with our non-geographic supporters' clubs: • We celebrated the first Chanukah event at Old Trafford in December, in partnership with our official Jewish Supporters' Club. The evening laid tribute to those affected by attacks at Bondi Beach in Sydney and the Heaton Park synagogue in our city of Manchester, in addition to the

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	<p>traditional lighting of the menorah, reflections and a Q&A with director of football, Jason Wilcox.</p> <ul style="list-style-type: none"> ● On 24 February, over 170 attended our second Iftar gathering at Old Trafford, co-hosted with our official Muslim supporters' club. We opened the breaking of the fast with a pitch side call to prayer and Noussair Mazraoui and several academy players attended the celebration and met with supporters. ● Rainbow Devils has joined Canal Street Blues (Manchester City), Claret & Proud (Burnley FC), Proud Rovers (Blackburn Rovers), and Proud Bluebirds (Barrow AFC) to co-found the North West LGBTQ+ Supporters' Club Alliance, a regional network designed to increase visibility and inclusion within the game. The alliance will provide meaningful regional collaboration, helping clubs to create more inclusive matchdays. ● As part of the Premier League With Pride campaign, Rainbow Devils has launched a competition for members to redesign their stadium banner adorned across Tier 2 of the Sir Alex Ferguson Stand. ● For this season's Unite For Access campaign throughout February and March, we have worked closely with Level Playing Field to champion access and inclusion for disabled supporters and raise awareness for provisions and adjustments available to supporters on matchday. ● At the women's fixture against London City on 15 February and the men's home fixture against Crystal Palace on 1 March, we hosted pop-up sessions with Level Playing Field and MUDSA to outline support on offer for match going fans. ● In addition, we have undertaken an Equality Impact Assessment of the Megastore to provide an improved in-store experience for disabled supporters and MUDSA will be taking part in an employee training day with a focus on pan-disability accessibility. ● At the men's Manchester derby and for our upcoming women's Manchester derby on Saturday 28 March, we have collaborated with Greater Manchester Police and several partners across Greater Manchester in a combined effort to tackle violence against women and girls. For the women's WSL fixture against Manchester City, supporters can head to a pop-up stall on East Stand forecourt to speak with safeguarding staff and find out more about recognising the signs of violence and what to do if you witness it. <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 Barmy Article and Fridolina Rolfo and Red News with Amad Diallo. We have also arranged an additional player interview for United We Stand in the coming weeks. ● Across our December festive fixtures, we created memorable experiences for 15 junior season ticket holders, surprising them with mascot places for our men's home game fixtures against Newcastle and Wolverhampton Wanderers. ● Our women's supporters' club officially welcomed our new January signings, Ellen Wangerheim, Lea Schüller and Hanna Lundkvist with an exclusive fan presser at Carrington. ● We recently invited our official Youth Supporters' Club committee members to Carrington for a Q&A with Sesko, Dalot, Zirkzee, Malacia and Mee.

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	<ul style="list-style-type: none"> • Following the success of our previous junior football workshops, during February half term, we invited junior supporters to Carrington for a session with our Manchester United Foundation coaches. Our men’s first team players <u>surprised our young fans</u> and put them through their paces with skills and drills, inspiring our next generation of footballers! • We are continuing to work with our commercial partners to reward our loyal fans. TeamViewer recently hosted a surprise and delight at Carrington for a junior fan to meet men’s head coach, Michael Carrick and meet with men’s first team players. • Last week, we teamed up with Cadbury for a special surprise for our reminiscing members! <u>Gary Neville joined our February session</u>, an active discussion selecting the all-time English Manchester United 11. Our reminiscing sessions take place monthly and in-person at Old Trafford with our senior supporters and we encourage anyone who wishes to join to contact SLO@manutd.co.uk to be added to our mailing list. • The Old Trafford Megastore has been a hub of player activity! Over the last month, we have hosted two meet & greet events for supporters’ clubs and fans. The first event featured meet & greet with Dalot, Mbuemo and Zirkzee. The second event was in partnership with Topps trading cards for supporters to join a Q&A and meet & greet with Andy Cole. • Ahead of the United Women’s Subway League Cup Final game against Chelsea at Ashton Gate Stadium this Sunday, two of our young local supporters’ club members will join the team walkout moment as our club mascots – an experience of a lifetime! • We are also pleased to confirm the <u>pre-match fan zone</u> will return for our upcoming UEFA Women’s Champions League fixture against Bayern Munich in the International Suite at Old Trafford. Join us from 16:30 until 19:15, we will once again have the Women’s Euros Trophy on display, live music, face painting, giveaways and more. Please note, subject to demand, last entry is 18:45.
<p>MU Foundation update</p>	<p>Charitable delivery</p> <ul style="list-style-type: none"> • We will start with a lookback over our activity during the festive period, always one of the busiest and most heartwarming times of the year for the Foundation. It is a time of year that demonstrates how effectively the club and the Foundation work in sync to use the magic of Manchester United to create some special, lifelong memories for our participants. • Thanks to the players, club and partners we were able to give toys and gifts to hundreds of children across the region, with the men’s first-team squad also attending the Royal Manchester Children’s Hospital, The Christie Hospital and Francis House Children’s Hospice as part of the annual Christmas hospital visits, spreading festive cheer amongst young people who were spending Christmas on the wards. The Foundation also funded a Christmas party experience for 425 of our participants which included a silent disco and trips to Total Ninja and the Everyman Cinema. • Six very deserving Foundation participants were also afforded an unforgettable experience, meeting players from the men’s and women’s team when they were invited to take part in the club’s Christmas campaign advert. During the shoot, after being gifted United kits by the club, the

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	<p>youngsters were also told that they would be mascots for the men's team's matches against Newcastle and Wolves.</p> <ul style="list-style-type: none"> Through no fault of their own, many of the young people we engage with in our schools and communities aren't afforded the same kind of Christmases that others in their age group get to experience. The Foundation and the club remain committed to supporting local young people throughout the whole year, but we feel that particularly at Christmas it is important to demonstrate a keen presence in the community and we are pleased to have done that once again. <p>Operational updates</p> <p>Sir Bobby Charlton Foundation – Nicky Butt Street Reds visit</p> <ul style="list-style-type: none"> Also in December, Nicky Butt visited our Sir Bobby's Street Reds project in Moss Side to give away over 60 footballs on behalf of the SBCF, with whom the Foundations works very closely. It was great to have Nicky along for the evening, a player synonymous with youth football at Manchester United, just like Sir Bobby. The former midfielder visited the session and gave out footballs before getting involved in some physical activity, reflecting both organisations' ethos of believing in the potential of young people and giving them opportunities to thrive. <p>Munich Air Disaster anniversary</p> <ul style="list-style-type: none"> We were once again invited by the club to take part in the commemorations for the 68th anniversary of the Munich Air Disaster. Manchester United Foundation can trace its roots back to an idea, nearly 19 years ago, to create a lasting legacy to the trailblazing, exhilarating and, most importantly, youthful spirit of the Busby Babes. Established to provide support and enrichment to the young people of Manchester and beyond, the club's associated charity leans heavily on the ethos embodied by Sir Matt Busby and Jimmy Murphy's fabled team: give youth a chance and it will flourish. Foundation participants who continue to benefit from that ethos were present at both memorials, here at Old Trafford and also at Manchesterplatz, in Munich. There, six participants laid a wreath and read a poem at the ceremony before enjoying a cultural experience of Munich. We would like to put on record our thanks to our friends at Bayern Munich who were once again extremely gracious hosts, inviting our participants for a stadium and training ground tour. Back in Manchester, we selected Florence – a 13-year-old student from our partner school Middleton Technology School – to represent us at the commemorations under the Munich clock. Florence wrote a beautiful speech that illustrated what the legacy of the tragedy means to a young Mancunian and United fan in 2026. Despite the daunting prospect of addressing a crowd of hundreds, Florence read her speech flawlessly, receiving compliments from Michael Carrick and Marc Skinner, and even the Mayor of Greater Manchester, Andy Burnham. An incredible experience for all of the participants. <p>Eco Reds</p>

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	<ul style="list-style-type: none"> • In a time where the environment is one of the most important issues of the day, our Eco Reds programme enables us to introduce our participants to ways that they can care for the natural world and provide knowledge and skills that they need to protect the planet for future generations. • Working with the Faculty of Science and Engineering at the University of Manchester, we have been able to take of our participants to enjoy the amazing Manchester Museum, and in January they were joined by Reds keeper and Marine Biologist Phallon Tullis-Joyce. • A degree-educated marine biologist and certified deep-sea diver, Phallon has previously led sessions focused on environmental subjects at our partner schools, including at Stretford High School, close to Old Trafford. • As someone so passionate about celebrating the diversity of the various organisms and ecosystems of our planet, she is the perfect embodiment of the values of Eco Reds. The inaugural celebration for the new season saw pupils from more than 30 different schools take part in workshops with Sow The City and the University of Manchester, as well as exploring the museum, including the vivarium, where a range of wildlife resides. • Eco Reds is a Players' Project Pilot, supported by the Premier League and Professional Footballers' Association, it aims to build stronger connections between players, communities and football clubs. <p>United in Kindness</p> <ul style="list-style-type: none"> • Throughout the month of March, we will be celebrating a month of kindness. In an increasingly negative world, we feel it vital to empower our participants to spread joy and positivity in their communities and amongst their family and friends. • In our schools and community projects we will be delivering fun activities and workshops to help to create a movement in our community and demonstrate how the simple act of kindness can have a transformative influence on personal and social wellbeing. • There will also be some familiar faces involved with the players taking part too, so make sure you're following along on our social media accounts throughout the month. <p>Book appeal</p> <ul style="list-style-type: none"> • In the last Fan's Forum meeting we referenced our work with the Children's Book Project and some of our partner schools receiving book donations up to the value of £7,000 and this work continues. • As part of the aforementioned month of kindness, we will host a Children's Book Appeal encouraging fans and colleagues to donate new and pre-loved books to children in need. • Working with national charity the Children's Book Project, the donated books will be sorted and distributed to partner primary schools of the Foundation, impacting young people through reading, education and imagination. • Book collection points will be located across the Old Trafford and Carrington sites, and there will be a dedicated appeal to fans attending the men's game vs Aston Villa and the women's team derby match against Manchester City, both fixtures being at Old Trafford. <p>Senne's support</p>

Topic	Topic Notes
	<ul style="list-style-type: none"> • In keeping with this theme, we were delighted to welcome Senne Lammens to our partner Partington Central Academy Primary School last month, with the Belgian keeper on hand to support our World Book Day activity, which fell on 5th March. • Senne spent time chatting with pupils and also handing out books donated by the National Literacy Trust – who over the years have donated thousands of books to our primary schools - before taking part in a pre-recorded quiz which celebrated the National Year of Reading 2026. Senne helped read out questions that were live streamed to 1 million+ children on World Book Day via schools and also spoke about some of his own favourite books. • This kind of player engagement is so vital to our delivery, and it was great to see Senne so invested in the day’s activities and the participants were so excited to have him in their school. <p>Fundraising</p> <ul style="list-style-type: none"> • We have some exciting activities coming up over the next few months and we were delighted to see our ever-popular Legends Golf Day sell out, along with our maiden padel tournament that will also feature some famous ex-Reds. • Other former players will be helping us out once again when we head down to Southampton on 28th March for a Legends match to join the Saints’ commemorations marking their 1976 FA Cup final victory over us. That day was one to forget for Tommy Docherty’s Red Army but we’re sure this will be a memorable one, with 2,500 tickets already sold in the United away end and the likes of Dimitar Berbatov, Louis Saha and Ronny Johnsen turning out for United once again. • We’d also like to take this opportunity to thank executive supporters who without fail continue to contribute to our fundraising by buying a matchday lottery ticket, with signed shirts and footballs up for grabs. Up to the end of February our total was over £200,000 and although there are fewer home fixtures this season, we are averaging £2000 more in ticket sales each game which is fantastic and so important to our fundraising endeavours. • The Foundation is currently looking at ways of digitising and expanding a match day lottery to all Manchester United supporters. <p>Looking ahead</p> <ul style="list-style-type: none"> • And finally, you will have no doubt seen the news reported in January that John Shiels, our CEO, will be retiring from the Foundation at the end of the season after 18 fantastic years at the helm. • During his time leading the organisation, John has developed an operational delivery model that is based in the most socially deprived areas of Greater Manchester, and has led the growth of Manchester United Foundation to become one of the largest football club charities in the UK and a leading organisation for youth impact across the North West. • Delivering football, educational and personal development programmes, the Foundation directly engages upwards of 42,000 young people across every borough of Greater Manchester and other areas of the UK. • John’s passion for both the football club and for the children the Foundation serve will be much missed and we are so grateful for his leadership and the way in which he has shaped the Foundation into the organisation into what it is today.

Topic	Topic Notes
	<ul style="list-style-type: none"> As a lifelong Red, John will of course be keeping in touch, and the search is currently underway for his successor, and we will provide an update in due course.
MUDSA update	<ul style="list-style-type: none"> Rick has now stepped down as Secretary of MUDSA and from the committee. An announcement will be made on new Secretary in due course with Jamie Leeming acting as interim. We organised another successful trip to Carrington Training Centre for 20 of our MUDSA members on 26 February, meeting the men's first team and Head Coach before watching them train. We were also joined by Wes Brown throughout the morning. MUDSA is continuing to work with Ericka towards Level Playing Field's week of action event at both men's and women's fixtures.

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.

Ticketing

- The group discussed the return of European away collections and agreed to ideate on how to deliver in a way that both protects the integrity of the credit system and ensures cost-efficiency.
- The group agreed to review best practice and learnings from other clubs and consider the implications of digital ticketing.
- Members will review reintroduction of ticket allocation breakdowns, including cadence and granularity.

Atmosphere

- The group is continuing to work with The Red Army on atmosphere initiatives and expanding pre-match flag displays into Tier 2 of the Stretford End.

Supporters' Clubs

- The group reviewed housekeeping to ensure ticket applications and individual supporters' club queries can be resolved efficiently.
- The group reviewed ticket application data for last 5 home games and aligned on continued demand for tickets from the MUSC allocation.
- There was a consensus to create a refresher guidebook or video tutorials to assist with onboarding of new supporters' clubs and to remind existing supporters' clubs of ways of working – microsite, members and Supporters' Club Tunnel.
- The Working Group will work with club to co-create a MUSC survey to understand needs of clubs and how to support with events, operations, member growth.
- The Working Group encouraged club to incorporate supporters' clubs into wider fan zone planning.

Fan Experience

- The Working Group reviewed current Fan Satisfaction (FSAT) scores across men's and women's games at Old Trafford and the Progress With Unity Stadium.

Topic	Topic Notes
	<ul style="list-style-type: none"> The group agreed to holistically review matchday information / guides / videos available to fans on club channels (website/app) to help support fans attending games. The group agreed to input into post-match surveys ahead of 26/27 season. <p>Inclusion</p> <ul style="list-style-type: none"> The group discussed the implementation and oversight of the PA Code of Conduct and Wheelchair User Code of Conduct, including what controls will be in place to ensure they are understood and followed by supporters. Members also reviewed General Emergency Evacuation Plans (GEEPs) for the stadium and the availability of Personal Emergency Evacuation Plans (PEEPs) for supporters who require additional assistance. The group also discussed supporters bringing medication into the stadium, with emphasis on maintaining supporter privacy and ensuring stewards receive appropriate training. Members highlighted the need to ensure diversity and inclusion across club campaigns to prevent siloed events or initiatives.
Fan submitted questions	
<p>ED&I</p>	<ul style="list-style-type: none"> Before games fans often hear the reminder that the club supports equality diversity and inclusion but a lot of feedback I have is that this is only for PR purposes. Is the club going to do anything to rebuild the trust of fans who feel betrayed by the recent controversy? We want to be clear that Manchester United is committed to being an inclusive and welcoming club. Our diverse group of players, staff and global community of supporters, reflect the history and heritage of Manchester; a city that anyone can call home. Following the events referenced, we released a statement reiterating this commitment. Our statement also highlights the many EDI initiatives we promote to ensure we're living by our values. Man Utd official club statement 12 February 2026 Manchester United Our most recent event was an Iftar held at Old Trafford in partnership with our Muslim Supporters' Club. Old Trafford welcomes fans for second annual Iftar celebration Manchester United
<p>Season Tickets</p>	<ul style="list-style-type: none"> Could we have more data for the number of holders that get banned or sanctioned, many find it a hassle to forward within their age category, and it would be helpful to know if this is something that needs encouraging more to prevent unnecessary bans. This isn't an issue contributing to sanctions. Only 4 Season Ticket holders have been suspended following ticket misuse at a home game. Will cup season tickets return should the men's team qualify for European competition and, if so, how will these be distributed? Yes! We'll need to wait to see how many Season Ticket holders opt-out of all cup competitions before we can see how many seats we'll have to sell as Cup Season Tickets before we can then determine a sales criteria. Previous 24/25 Cup Season Ticket holders who did not purchase a Full Season Ticket will be given priority on sales over other fans. Any news on moving STs out of family stand where none of the group are eligible for child tickets? Was talk of forced moves, but think that's been binned?

Topic	Topic Notes
	<ul style="list-style-type: none"> A comprehensive update on this was provided at the December 2025 meeting, where we advised that forced relocations didn't feel like the right thing to do for the fanbase as a whole. It was left that this forum would discuss and consider any alternative option, that we could communicate to impacted fans on your behalf.
	<ul style="list-style-type: none"> Spurs fans were criticised for singing during the Munich tribute however I think it seems as though they were unaware of what was occurring. Does the club inform the away team of plans and give them the opportunity to pass this message on to ticket holders. If not, is this something that can be done in future? We made several announcements in the ground in the lead up to kick off, and we also included details of the tribute in the matchday programme. The away club is always made aware of our Munich tribute as they often participate in the ceremonies, E.g. wreath laying and black armbands. We also share details for travelling supporters with the visiting club's Supporter Liaison Officer. We appreciate this information may not always make its way to away supporters attending the match. The playing of the Flowers of Manchester is a regular feature. This season many fans chose to mark this as a period of silence whilst some others joined in the singing.
	<ul style="list-style-type: none"> Given the dismissal of another head coach and his coaching staff costing a significant sum, are fans again going to pay for decisions made by the club? We reluctantly made the decision part ways with Ruben to give us the best chance of finishing as high as possible in the league. 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 is why it's important we continue to drive revenues.
<h3>Old Trafford Regeneration</h3>	<ul style="list-style-type: none"> Is the club concerned about the possibility of a deteriorating relationship between government at both a local and national level and the impact this will have on the development of a new stadium? Our strong relationships with local and national government have been built over many years. The Old Trafford Regeneration project has strong stakeholder support. It's a once in a lifetime opportunity to build not only the world's best football, but also a transformational programme supporting national economic growth at scale: <ul style="list-style-type: none"> Delivery of 15,000 new homes, including affordable housing. Creation of 48,000 local jobs and over 90,000 nationally. A long-term economic contribution of £7 billion per year to the UK economy. Is there concern about the clear slip in United's financial standing and the club attracting lucrative sponsorship? And how do the club expect to build a new stadium etc should this slide continue? We continue to see strong commercial performance – we are one the world's biggest clubs and are a very attractive proposition for sponsors and partners.

Topic	Topic Notes
	<ul style="list-style-type: none"> • This is reflected in the regular conversations we have with brands from around the world, • This season our revenues have dipped due to fewer matches at Old Trafford and our men's team not playing in European competition – it's important we stick together and support the team in finishing as high as possible in the Premier League. • Our proposed new stadium will be financed privately, and we continue to have positive conversations with potential investors and all stakeholders. • Where does the input of the young fans come into the development of the new ground? • We're very clear that we'll design and build a new stadium with our fans, not just for them. • Consultation with fans of all backgrounds and ages will be right at the heart of the project. • Our ambition is to build a world-class stadium worthy of Manchester United's history and fit for its future. • The legacy of Old Trafford will be protected and celebrated, ensuring continuity of identity and heritage. • Fan experience – atmosphere, accessibility, connectivity and affordability – will be central to the design. • What's the newest update on the new stadium, and can you shed some light on Collette Roche's new role as Chief executive officer of new stadium development? • Collette joined Manchester United in 2018 as Chief Operating Officer. • She has been closely involved in the progress we've made so far on the pathway toward a new stadium, and her appointment as CEO, New Stadium Development formalises that work. • The new role gives Collette and the club a much sharper focus on what we need to deliver: the world's best football stadium. • It's a clear signal of commitment, and an important step forward as we move from vision into delivery.

Hospitality

- **Why did the club issue hospitality tickets in the Stretford end for Aston Villa and Leeds? This feels contrary to the idea of removing Exec seats only to issue matchday hospitality tickets?**
- **Can the club clarify their position on hospitality in the Stretford End? There were instances of matchday hospitality cropping up against Villa/Leeds home games. Can the ticketing office place a block on that area to ensure no hospitality trickles into that area?**
- **What are the benefits to adding extra hospitality to the more perceived to be "hard core" fan seated areas for the average supporter? It seems only to create hostility and a wedge between the club and dedicated fans? Could there be benefits to Stretford End ticket holders for example that coincide with these changes? E.g.(discounted items in the kiosks or family food deals) to account for it, to help mask the circulating belief being taken that "the club are the biggest touts".**
- **I have never seen as many hospitality tickets for sale-I assume the club are flipping returned season tickets, given the randomness around the ground. Is there formal process when STs are returned? If it isn't STs then how are there so many available seats scattered around. Thanks**

Topic	Topic Notes
	<ul style="list-style-type: none"> Hospitality is always on sale and always has been until the matchday for many years, although hospitality was not previously visible within the seating plan on the website. The ‘always on’ position of matchday hospitality becomes more obvious to fans browsing the website when there aren’t any general admission tickets on sale for people to buy. This is a new issue so far this season, since the change in head coach and run of form. We are not ashamed of, or attempting to hide, our sales of hospitality packages. We are proud of the improvements we have made to the range of products for fans, as well as the purchase journey, and dynamically price hospitality intentionally to keep it on sale right up to the game, and available at a lower price than tickets being sold on third party websites. We will continue to intentionally vary pricing by the minute to permanently give fans a safe and secure option. Hospitality sales are also a key revenue driver, which we leverage to keep match ticket price rises as low as possible. Hospitality has always been sold in a mix of seating areas, with only certain packages having dedicated padded seating. Packages such as Victoria Warehouse and Lancashire Package can be sold with any seating so we’re more flexible with where these are located as there’s no internal route from suite to seat required. However, we appreciate the concerns raised and we have already committed to providing this group with visibility of what areas will be sold with hospitality coupled next season.
	<ul style="list-style-type: none"> Fake profiling on platforms such as Facebook- could it be looked into more thoroughly? It is a policing matter, however fans broadly don't see it this way especially if they're the victim of a fake profile being made in their name. They'll instantly worry more about their own account being flagged and sanctioned rather than the wider issue of touts trying to exploit first time match goers. Could there be something added to the website that directs fans in the right direction when this happens to them purely so its an easier experience for all involved and there is a greater awareness of the issue? There have only ever been two instances of fake profiling, that we are aware of. If a fan is impacted by this they need to contact the Police and Facebook to remove the fake profile. Given the low volume of occurrences, we don’t feel this warrants a dedicated website update at this stage. Please also rest assured that fans impacted by this were provided with information advising what to do next.
Ticket usage	<ul style="list-style-type: none"> Recently a young lad had purchased a ticket for a match. He had every intention to go until the evening before where a family member unfortunately passed away. The lad was worried about being penalised for leaving a ticket unused and put it up for resale. He spent £66 and said he only got £33 of that back due to the late resale charges. Do the club think this is fair? Do the club understand that it is incredibly infrequent someone knows they won't be able to attend until a few days or a week before. Therefore, this late resale charge does barely anything in ensuring people put up their ticket for resale early and becomes nothing more than a money making scheme rather than a behavioural changing one? The incentive to list tickets early has changed behaviours. Last season the majority of tickets were only listed 1-3 days before a game. This impacted ticket availability in the weeks leading up to the game, pushed fans looking to purchase to unofficial sources and then impacted our ability to resell and refund Season Ticket holders as we were flooded with tickets “last minute”. We want to be able to give fans their money back if they can’t attend, whilst making more tickets available to fans who want to come. The charge is £10 so if the example of someone paying £66 and getting £33 back is not correct.

Topic	Topic Notes
	<ul style="list-style-type: none"> • Can kids be exempt from the £10 reduction if sold back to the club within 2 weeks if the game. My youngest couldn't make City, his £19 ST seat we got £9 back but the club sold it as an Adult Cat A for £76, doesn't feel right. • No, there are no plans to change this policy.
Operations	<ul style="list-style-type: none"> • In W205, there is regular overcrowding due to the aisles not being kept clear by stewards or adequate tickets checks at the vomitory. I can provide pictures of the overcrowding from the top down and also survey results on the problem. We have had two near misses from a HSE point of view so far this season. Can the club introduce ticket checks at the 205 vomitory? Could tickets for 205 be made a different colour from the rest of the Stretford End so it's obvious quickly during these checks? • We deploy stewarding staff on matchday to keep aisles and gangways clear. We are aware of an issue where supporters have started to migrate to W205 and will increase our patrols in this area. To put this into context, this appears to be the only area of the stadium where this has become an issue and we will continue to monitor it to ensure the safety of all fans. • Why are G4S employees not having front facing sia badges doing searches in bags, a lot of them are not showing them. Also why does the searches takes so long • SIA badges are displayed on the front or arm of CSG hi-vis jackets, or on a lanyard and we conduct regular checks to ensure they are being worn. Searching is a safety measure and is done effectively and audited every game by the Premier League or our regulatory authorities. • There has been a lot of backlash online around social media around half-half/souvenir scarves being more frequently sighted on the stadium footprint. Does the club intend/have intent to push a 'blanket ban' on half-half scarves within the stadium (similar to West Ham) - with a view that souvenir scarves can still be sold (just not with opposing teams colours). • We do not sell nor licence half and half scarves on the stadium footprint. Whilst we do not encourage them, we understand some supporters attending a match may want a fixture specific souvenir.
Communications	<ul style="list-style-type: none"> • We need to be able to opt out of the constant merch e mails from the store, without opting out of receiving them about tickets, fixture changes, etc. Christmas & New Year was a nightmare. 3,4 a day. • Supporters can manage their preferences within individual preference centres on manutd.com. • We welcome supporter feedback and will review preference management.
Atmosphere	<ul style="list-style-type: none"> • Who decides what music is playing before/HT? the other day they were blasting Nikki Minaj, pitbull, David Guetta. It's embarrassing. Like ice hockey or something. Should be showcasing Manchester bands and old United classics. Hate to say it but Elland road do this well.

Topic	Topic Notes
	<ul style="list-style-type: none"> The pre-match playlist is made up from a range of current songs in the UK charts, fan favourites, Manchester music icons and some player requests (during the warm up period). Manchester bands such as the Stone Roses always feature heavily in the build up but we also have a very diverse crowd who will all have their own musical preferences. What are the club doing to develop upon what the TRA have delivered in the last few years? (Funding, Expansion etc.) The TRA has done a fantastic job in improving the atmosphere and creating a vibrant Stretford End. The club continues to support the flag displays, and we are working with them to hopefully expand it into other adjacent areas. TRA want to continue to crowd-fund these flags/banners and to maintain their independence. The club will continue to engage and support with them and we thank them for their continued work.
	<ul style="list-style-type: none"> Why is the club requiring supporters, as part of the sanctions appeal process, to submit photo ID via email? It has been raised repeatedly that email is not a fully secure method for transmitting sensitive documents such as passports or driving licences. Asking supporters to share this level of personal data in this way exposes them to unnecessary risk. We only ever ask fans to provide photo ID when appropriate. For example, there may have been disorder within the stadium and photo ID can be checked against CCTV footage when reviewing the appeal. We also ask for a copy of ID where evidence suggests automated software / bots may have been used to purchase tickets, as many accounts doing this operate under false names. We do acknowledge that innocent fans can be caught up in our checks from time to time and these suspensions are quickly overturned on receipt of the appeal and evidence. All of our sanctions and appeal processes are operated to try and ensure tickets end up in the hands of genuine fans who want to support the team. Any images fans share with us as part of an appeal are permanently deleted once reviewed – as requested by this group. The ID verification system used during the renewal process is no longer in place, and raised similar concerns through this forum once implemented. We can explore with our cyber security team if there are any other options available.
	<ul style="list-style-type: none"> Safeguarding. Use of only mobiles to enter the ground is I believe a breach of safeguarding legislation. Increase in violent thefts is putting supporters at risk. The club should offer an alternative in tandem with the existing system. The Premier League mandates the use of digital ticketing. Fans, for example children who do not carry their own mobile phone, can make use of the App Ticket Relationship function so that another fan they are attending with can access their ticket to enter the stadium. However, we do not believe that a large volume of fans would want to travel alone to the stadium without a mobile phone.
	<ul style="list-style-type: none"> I read that Arteta has pulled the Arsenal tunnel back to make the walk onto the pitch more intimidating for opponents, having them face the home fans. Whether for that reason - or simply to give those fans around the tunnel a better experience by seeing the players at close quarters - we should do the same?

Topic	Topic Notes
	<ul style="list-style-type: none"> <li data-bbox="118 125 1497 197">• The current tunnel arrangements are in place to ensure the safety of all players and staff entering and exiting the field of play. We have no plans to change this.

Appendix

We received 31 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. Away tickets. Club to acknowledge the definition of random Club to publish details of how many ST have had how many away (non-breach of GDPR - Euro Away Credits - Successful league table). Club to publish how many ST holders have applied unsuccessfully x number of times. Ala - Chubbing League Table. How many Away tickets are returned and how many bots snag the return button tickets by being fastest finger first
2. You've probably asked previously but the queueing to get in is getting worse rather than better (W15). All good and well them saying get there earlier but I think 30 mins is ample time when your already travelling 2.5-3 hours to get to the ground
3. Is it possible to introduce the ST name change? Obviously upon presenting the full details and proof of the payment and the other person's permission, Thanks
4. Why are they making fans pay for their mistakes? Renewing ETH then sacking him. Chasing Ashworth then sacking him. Getting Amorim in mid-season when he preferred not to, then sacked him. This has cost millions in payouts. Then raising ticket prices, increasing debt, we foot bill.
5. The queues to get in the ground are horrendous. Arrive at the ground 35 mins before kick off and still worry you're going to miss the start of the game. Are there any plans to ease this?
6. Are there any plans to get railed seating in 207 and around? Also, can we Guinness on draught
7. Please ask them to keep the west parking to entrance on main road; they've changed it to enter on n3 side and it's a major traffic to get into n3 now! Never use to be like that
8. What is happening about euro away credits / ticket collections next season? Due to the removal of euro away ticket collections last season, there is a discrepancy on the number of credits held genuinely vs others that applied for tickets but didn't attend the matches.
9. The queue for block E336 is a joke every week. I'm getting there 45 mins early and may only get to my seat 5 mins before KO. An old guy struggled with his wallet the steward didn't help him he told him to go to the ticket office, it's so poor
10. Not all supporters can get season tickets & many rely on tickets sold back to the club from people who can't make games for whatever reason. Why has the price of these gone through the roof. Cheapest 'odd' ticket between now & the end of the season £225 v Brentford
11. I am a long-term season ticket holder. Why can't I now not get any away tickets in the ballot and yet there is a celebrity stood in the away end at Wolves? I usually have at least 4/5 away games each season and I have had nothing this season. It must be regulated. There's no benefit to being a season ticket holder where we lose out and others get tickets over us.
12. My wife and I attended all home games during the season, even the pre-season home game but when it comes to balloted games, we are rarely successful and have to rely on tickets being returned for resale. I am sure we are not the only ones, but would it be fair to say that if there was a token scheme on games attended it would be fairer on fans that attend regular. We both on the season ticket waiting list and we had cup season tickets last season.
13. Euro aways - if/when we get back into a European competition, what's the plan here - to revert to the old collection method, or will tickets be sent out like 24/25?
14. Data - when are the club going to start publishing this again, and if not, why not? It just requires what we had for years, which was high-level numbers from the allocation - LP, SP, execs, sponsors/players. Without this - all sorts of theories and whispers, understandably, start. There does seem to be a strange coincidence here between the data stopping and success rates decreasing/tickets becoming increasingly difficult to source.
15. What is the priority criteria for available season tickets this year?
16. Can the club clarify how season tickets are allocated if there are more premium members who have paid a deposit than season tickets? Example: Say there are 100 people on the waiting list, and only 10

season tickets available. Is the allocation within this group random, balloted, first come first serve, or based on tenure/duration/attendance?

17. The club has stated that Season Ticket Waiting List offers will be made in order of membership type, with premium members receiving priority. Standard membership has junior pricing, but the premium membership is one flat adult price, and the club has previously confirmed that juniors must also pay the full adult rate to receive this priority. Does the club believe it is fair that junior supporters must pay an adult price to access priority — especially when the club regularly talks about encouraging young fans and removing barriers for families? If the club accepts that this creates an unfair barrier, will it commit to either introducing a junior priced premium membership that provides the same priority, or giving junior standard members the same priority level as adult premium members?
18. Club representative Sam Kelleher told the June 2023 Fans Forum there were “over 50,000 season ticket holders, most of whom commit to attending all home games”. At the same meeting, Collette Roche said, “Our fans have again proved themselves the most loyal in the world with record renewals for both season tickets and executive club and now with 150,000 people on our waiting list.” However, Carly Lyes, a journalist and member of the Fans' Forum, wrote in Mancunian Matters recently that from “data obtained from the club”, there are currently 46,800 season ticket holders. This data confirms a sourced report on the BBC website in November 2025 that there are 47,000 season tickets.
19. With respect to the above:
20. Could you please explain the reduction of over 3,000 season tickets? Please provide precise numbers on how these tickets have been reallocated across categories (such as hospitality, etc.).
21. Why weren't these tickets allocated to “loyal” fans on the waiting list?
22. Last season the club stopped issuing a match-by-match breakdown of ticket numbers by type. Is it not time for this breakdown to be restarted, especially as it was an effective way of countering misinformation about ticket allocation?
23. Can the club clarify their position on returns for domestic aways: how many Away tickets are returned and how many bots snag the return button tickets? Or is it a genuine case of being 'fastest finger first'? Why have we moved away from the 'ticket office phones unsuccessful applicants' policy?
24. Are we any closer to the club publishing the data for domestic away days. Is there any way fans can help assist with this?
25. Latest minutes (October 2025) show the club confirm credits frozen in non-euro competition season. I then emailed the club, and they said my credits won't be frozen. What is going on? It's unacceptable the mixed message.
26. I am a season ticket holder. Why am I now unsuccessful in all ballots for away games and yet a celebrity is stood in the away end at Wolves?
27. Why, when it's widespread knowledge that people are using bot technology, are the club not willing to address the domestic away returns system? The only way to gain a returned ticket, or at least for 95% of them, is to have tech that allows you to jump the queue. A normal fan like me - going on at allocated times is completely futile and soul destroying. Every fan who goes away is aware this is happening, so the club must be too. Either the tech needs stopping, or a different system needs to be implemented.
28. Forwarding youth tickets can be an absolute nightmare. If you forward your youth season ticket, there is always a charge on top no matter what age group you send it to as it's being 'upgraded'. The charge on top is different for each age category. This often leads to great confusion in what is the correct price to charge and is frankly unfair. Would the club consider there to be no additional charge when sending to anyone under the age of 25 (as that's the top age a youth ST covers) to make it easier and encourage youth ST holders to forward to someone else within this age category?
29. There was a full collection at Leicester in 2017. Since then, there has just been one in the league - Bournemouth a couple of years back. Can these be brought back once a season, at a ground with the correct facilities?
30. Do SP still have to collect (at random)? If not, can this be brought back in? I'm not talking about turning tickets off at turnstiles - that most definitely isn't the way to go - I'm talking about confirmation, following ballot success, that you will be required to collect on the day.
31. Why can the club/ticket office increase the price of a ticket given back for resale by a season ticket holder 7-fold, yet if that ticket is then to go unsold, the season ticket holder is penalised towards their minimum usage.