

**Manchester United  
Fans' Forum Agenda  
Monday 30 June 2025**

**Forum Members Present**

Zygmunt Baranski	Loyalty Pot Rep
Su Buckley	Season Ticket Holder Rep
Rick Clement	MUDSA Rep
David Field	Family Stand Rep
Alex Hardman	Official Member Rep
Deborah Henry (Virtual)	Women's Team Rep
Dips Jandu	Season Ticket Holder Rep
Carly Lyes	Local Resident Rep
Fiona Lynch	UK Official Member Rep
John Massey	Executive Club Rep
John-Paul Monck (Virtual)	Overseas Official Member Rep
Stephen Pember	UK MUSC Rep
Eric 'Naj' Najib (Virtual)	Rainbow Devils Rep
Demetris Nathanael (Virtual)	Overseas MUSC Rep
Chris Rumfitt (Virtual)	MUST Rep

**Club and Foundation Officials Present**

Jim Liggett	Operations & Maintenance Director
Rick McGagh	Director of Fan Engagement
Sam Kelleher	Director of Supporter Services
Tom Sellers	Manchester United Foundation Head of Operations
Toby Craig (Chair)	Chief Communications Officer
Andrew Ward	Director of Media Relations & Public Affairs
Nicola Wellington	Fan Engagement Manager

**Agenda**

- 12:30: Arrival and lunch
- 13:00: Introduction and Chair update
- 13:10: Update from FAB
- 13:15: Rep requested item – Fans' Forum purpose and role
- 13:30: Rep requested item – Match categorisation
- 13:45: Rep requested item – Season ticket minimum usage requirements
- 14:00: Rep requested item – Euro away credits
- 14:15: Club updates
- 15:00: Pre-submitted Q&A
- 15:25: AOB
- 15:30: Close

Topic	Topic Notes
<b>Apologies</b>	<ul style="list-style-type: none"> <li>• Luca Black, Zeeshan Qumer, Keith Coutts, Duncan Drasdo, Collette Roche</li> </ul>
<b>Minutes of last meeting</b>	<ul style="list-style-type: none"> <li>• The minutes of the March meeting were circulated, approved by reps, and published on the club website.</li> <li>• The next meeting is due to take place in the Autumn and information about deadlines for question submission will be advertised on our website <a href="http://manutd.com/fans">manutd.com/fans</a>.</li> </ul>
<b>Chair update</b>	<ul style="list-style-type: none"> <li>• Welcome to the final Fans' Forum meeting of this season.</li> <li>• This is my first Fans' Forum as Chair, as I will be taking over the reins from next season with overall responsibility for Fan Engagement. I am really looking forward to working with you all and firmly believe this forum has, and will continue to be, an important part of our structure, helping us get to better outcomes for fans. We'd like to thank Collette for her invaluable input as Chair, and hope she'll join us in the near future to give you an update on Old Trafford Regeneration.</li> <li>• I know that many of you have to take time off work and, in some cases, travel significant distances to be here – so, thank you for the sacrifices you make on behalf of this important body.</li> <li>• I won't dwell on the past season because it is now behind us, and we are focused on preparing for the new campaign.</li> <li>• However, I think it's important to place on record our disappointment with how the season went on the men's side.</li> <li>• There were some high points, particularly in the Europa League up until the final, but ultimately there were not enough of them, and we are all clear that next season must be better.</li> <li>• The only mitigation is that some of the difficulties were the result of the choice we made to suffer short-term pain for long-term benefits by making a change of head coach and playing style mid-way through the season.</li> <li>• This undoubtedly added to the turbulence of what was already a period of significant upheaval around the club.</li> <li>• However, by acting when we did, we are now seven months further along in the adaptation process than if we had waited until the summer.</li> <li>• We believe we are now through the worst of the pain, and in a much better position to start next season with Ruben more familiar with the Premier League than when he arrived, and a squad of players who understand what he wants from them.</li> <li>• You've already seen us act early in the summer transfer window to bring in Matheus Cunha, and we are working on other targets, with a clear profile of physical and technical attributes needed to succeed in the Premier League.</li> <li>• While we all share the desire to start challenging for titles, we need to be realistic that it will take more than one window to get us where we need to be.</li> <li>• But we remain absolutely determined to put ourselves in a position to compete for the biggest honours within the next few years, and what I hope we will see next season is clear signs of progress towards that objective.</li> </ul>

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	<ul style="list-style-type: none"> <li>• On the women's side, it was a much more positive picture, with a third-place WSL finish securing Champions League football for next season.</li> <li>• And while the FA Cup campaign ultimately ended in disappointment, to qualify for a third consecutive final was an excellent achievement.</li> <li>• We feel that the season overall provided vindication of our strategy last summer to make a major overhaul of the squad, in favour of young and hungry players with potential to grow together into a team capable of challenging for our first WSL title.</li> <li>• And we're delighted that Marc extended his contract to continue leading that process as Head Coach.</li> <li>• Like on the men's side, we will be making some targeted investments this summer to continue strengthening the squad, so we are very excited about the opportunities ahead for Marc and the team.</li> <li>• On both the men's and the women's sides, our spending will be disciplined, and balanced with sales, to ensure that we stay within tight budgets that allow us to remain financially sustainable and compliant with PSR rules.</li> <li>• As you will have seen from our recent third quarter financial results, the difficult decisions we have taken over the past year are starting to deliver a sustainably lower cost base.</li> <li>• At the same time, our revenues rose by 17% compared to the prior year, showing that our underlying commercial strength remains strong.</li> <li>• Over time, if we can combine lower costs with increased revenues, we will have not only a stronger balance sheet but a much healthier football club, with the capability to invest in success on the pitch for both our men's and women's teams.</li> <li>• However, we're only part of the way towards that goal and we need to stay the course through this difficult period to ensure that the progress is not squandered.</li> <li>• Much like with the men's first team, the past season has been a period of change off the pitch as we have put in place a new leadership team for the club.</li> <li>• Compared with where we were a year ago, I am delighted with the progress we have made in establishing the right structure and the right leadership team to drive the club forward.</li> <li>• We know we have to get the balance right between maximising revenues and keeping a strong relationship with fans, and that's where the advice of this body, the FAB and MUST is so crucial.</li> <li>• We have particularly valued FAB's input on ticketing policies this season, and, while they didn't agree with the final decisions, I can assure you that their advice helped produce better outcomes for fans than might have been the case had the FAB not existed.</li> <li>• We are sensitive to the scrutiny you our fan reps all receive because of your participation in this body, but you should be proud of the important role you play in representing your fellow fans.</li> <li>• Before closing, I would like to thank those reps who have reached their maximum tenure or decided to stand down ahead of next season. John,</li> </ul>

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	<p>Keith, Fiona and Zeeshan – thank you for your great contribution to the forum and for your many hours of unpaid work.</p> <ul style="list-style-type: none"> <li>In closing, thank you once again for your service and we look forward to continuing to work together closely during the new season ahead.</li> </ul>
<p><b>FAB update</b></p>	<ul style="list-style-type: none"> <li>The FAB met at Old Trafford for 4 hours on the morning of Wednesday 25 June.</li> <li>Senior club representatives presented to FAB on the following topics: <ul style="list-style-type: none"> <li>Club finances</li> <li>Women’s football</li> <li>Men’s football</li> <li>Old Trafford Regeneration</li> </ul> </li> <li>The FAB also received and discussed the results of the FAB effectiveness review and discussed lessons learned from ticketing decisions made in 2025, particularly with regards to improving the process for consultation and communication.</li> </ul> <p><i>The club outlined the value of working sub-groups to convene between forum meetings and for sub-groups to have representatives from both the FAB and Fans’ Forum to reflect the views of both bodies in helping to inform the club.</i></p>
<p><b>Fans’ Forum purpose &amp; role</b></p>	<p><i>The forum opened to fan representatives to discuss the role and purpose of the Fans’ Forum.</i></p> <p><i>Fan reps urged the club to evaluate and revise the Terms of Reference for the Fans’ Forum, particularly with regards to consultation, communication and scope. This was discussed and committed to at previous meetings this season but as yet not actioned. Fan reps highlighted their responsibilities on behalf of the fanbase, emphasising external expectations and the emotional pressure they are under to provide a voice for fans. Reps shared examples whereby the forum was informed but not consulted around ticketing decisions which had significant impact on fans and with short notice. The club relayed the value of the fan reps and acknowledged the time, pressure and sacrifices reps are making. The club agreed to re-evaluate and issue the Terms of Reference externally to clarify the role and purpose of the Fans’ Forum before the next meet and highlighted this would be done alongside reviewing the FAB Terms of Reference to ensure the two bodies continue to work well together.</i></p> <p><i>Fan reps asked the club to outline and publish the recruitment process for fan appointments to the forum, including selection criteria and procedure. Club reps relayed that recruitment is transparent and outlined on the club website. The club clarified applications are open to all supporters (within the parameters of the role they are applying for e.g. Season Ticket holder rep or Under-21 rep). Supporters are requested to submit a 500-word supporting statement within the application window (two weeks). The club reviews applications and shortlists them for interview by a panel including independent fan representation.</i></p>

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<p><b>Old Trafford Regeneration update</b></p>	<ul style="list-style-type: none"> <li>• Following our announcement in March of our ambition to build a new 100,000-seater stadium as the centrepiece of a broader regeneration of the Old Trafford area, we have continued to make progress across multiple workstreams.</li> <li>• A key current activity is development of the project brief – a detailed understanding of the requirements that will shape the stadium’s design and configuration. Fan input will be central to this. In July, we will hold a series of focus groups with Season Ticket holders, Official Members, and hospitality purchasers to gather feedback on potential features, amenities, seating, and pricing options. A wider survey is expected to follow in August to capture views from fans unable to attend focus groups. Consultation will remain a central part of the project at every stage, ensuring fans are at the heart of our ambition to create the world’s greatest stadium.</li> <li>• In parallel, we are progressing early design work focused on elements such as the seating bowl, atmosphere, and access/egress – all with a view to delivering the best possible fan experience. These design concepts will continue to evolve as more insights are gathered through consultation.</li> <li>• Efforts to establish the project’s feasibility are also moving forward, covering key aspects such as land assembly, construction logistics, and funding.</li> <li>• We continue to collaborate closely with local authorities on other matters such as planning, infrastructure, and maximising community benefits. Earlier this month, plans for a new statutory body – the Old Trafford Regeneration Mayoral Development Corporation – were issued for public consultation. This initiative, led by Greater Manchester Mayor Andy Burnham in partnership with Trafford Council, is designed to drive forward one of Europe’s most significant investment and development opportunities, with the potential to transform the area’s economic fortunes and quality of life.</li> </ul> <p><i>Fan reps asked the club to include local resident engagement within upcoming Old Trafford Regeneration communications. The club agreed to action.</i></p> <p><i>Fan reps asked for the club’s target date for submitting planning applications for the new stadium. The club confirmed conversations are continuing apace and further updates will be communicated in due course.</i></p> <p><i>Fan reps enquired if consecutive seasons of not competing in Europe would impact funding for Old Trafford Regeneration given less games and less matchday income. Club reps outlined current plans are not linked to on field performance and collaboration is continuing with local authorities and government bodies.</i></p>
<p><b>Ticketing update</b></p>	<p><b>ID Checks</b></p> <ul style="list-style-type: none"> <li>• As discussed at the last meeting, and due to aforementioned problems with tickets passing between the wrong hands, coupled with our general awareness that season tickets are held in the names of people who no longer</li> </ul>

Topic	Topic Notes
	<p>attend, are not alive or never existed, our team worked quickly to implement ID checks for all Season Ticket holders this season.</p> <ul style="list-style-type: none"> <li>• To reassure fans, based on some questions submitted around this process, our internal Legal team supported by external lawyers specialising in data protection were directly involved in discussions to review the suitability of the supplier as well as ensure all fan data was used for the purpose of these ID checks only and will be deleted.</li> <li>• We also offered a manual process for fans who were unwilling or unable to complete the process online, whereby fans could visit our office personally with their ID, which worked well.</li> <li>• The process has resulted, as we expected, in some season tickets not being renewed or being charged at the correct price.</li> <li>• For fans who had been using ticket forwarding during 2024/25 to regularly allocate tickets to the person who actually uses the season ticket, name changes were also processed.</li> <li>• No name changes were approved in instances of ticket misuse, such as not using advertised methods to repurpose a ticket.</li> <li>• As mentioned in the last meeting, it will be a more complicated piece of work to introduce this for every ticket holder (i.e. as part of the purchase journey) but this is something we will certainly start to explore.</li> </ul> <p><b>Cup Season Tickets</b></p> <ul style="list-style-type: none"> <li>• We received a lot of questions relating to Cup Season Tickets for this meeting, so I will provide an overview now.</li> <li>• Cup Season Tickets were implemented to provide a stepping-stone towards holding a Full Season Ticket, using Season Ticket holder seats when they have opted out of all competitions in that season. This was requested by members of this forum and the FAB.</li> <li>• The cost of a Cup Season Ticket upfront is the cost of the guaranteed league phase games in a European competition.</li> <li>• As we are not playing in a European competition this season, we are unable to sell Cup Season Tickets given there is no guarantee of any home cup games.</li> <li>• A large number of 2024/25 Cup Season Ticket holders were offered the opportunity to purchase a Full Season Ticket for 2025/26 (as is the case each season). To reflect discussion in this forum around the importance of supporting our young fans, we used a range of criteria to offer these – largely based on the length of time Cup Season Tickets have been held but also inviting some groups that contained under-16s.</li> <li>• We feel that this provided a good mix of new Season Ticket holders and reflects the discussions this group has held.</li> <li>• As was communicated to Cup Season Ticket holders who were not lucky enough to secure a Full Season Ticket this time around, they remain a priority to have a full 2026/27 Season Ticket if there is availability. If they are not allocated a 2026/27 Season Ticket and we qualify to play in a European competition, they will be prioritised for a Cup Season Ticket providing they have also renewed their Official Membership for 2025/26.</li> <li>• If we can offer more fans the opportunity to purchase a Cup Season Ticket (if applicable) for 2026/27, priority will go to Premium Members who have paid a deposit.</li> </ul>

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	<ul style="list-style-type: none"> <li>• We understand that there is huge demand for very few Full and Cup Season Tickets, thanks to consistently low churn, which can be frustrating for fans on the waiting list.</li> </ul> <p><b>Match Categorisation</b></p> <ul style="list-style-type: none"> <li>• We have now announced that we will have 6x Category A games which in fixture list order are: Arsenal, Chelsea, Newcastle United, Manchester City, Tottenham Hotspur and Liverpool.</li> <li>• We then have 11x Category B games which in fixture list order are: Burnley, Brighton &amp; Hove Albion, Everton, West Ham, A.F.C. Bournemouth, Fulham, Crystal Palace, Aston Villa, Leeds United, Brentford and Nottingham Forest.</li> <li>• Finally, we have 2x Category C matches which are Sunderland and Wolverhampton Wanderers.</li> <li>• The price category for each game is listed on the home tickets page of the ticketing website, and there is a table of prices within the Ticket Forwarding FAQs on the help pages. Please find a PDF for ticket prices <a href="#">here</a>.</li> </ul> <p><b>ST minimum attendance requirements</b></p> <p><b>Restrictions on resale</b></p> <ul style="list-style-type: none"> <li>• As with previous seasons, we believe that demand exists for the large amounts of repurposed (almost half of) Season Ticket holders each game. However, we need to ensure that when tickets are being returned to the club, it is done so with sufficient notice.</li> <li>• Last season, we could guarantee the resale (and therefore full refund) of a ticket if it was returned by a set date. However, lots of Season Ticket holders continued to list for resale following this deadline. As previously communicated, whilst we will continue to try and resell tickets listed within close proximity to the game, £10 of the refund will be deducted for any tickets listed and successfully resold after the two-week deadline.</li> </ul> <p><b>Impact of short-notice fixture changes</b></p> <ul style="list-style-type: none"> <li>• We're aware the Premier League's press release advised that fixtures are more likely to change this season due to the record number of teams in Europe.</li> <li>• We have not been made aware by the Premier League that this will result in any changes in practice i.e. not shorter notice for changes, just potentially more of them.</li> <li>• As a reminder, assuming this question leads on to a sub-question around resale charges, these only come into effect from 14 days before the game so should not be impacted. If for any reason this deadline is impacted, we can review at the time as we did last season for the Nottingham Forest game.</li> </ul> <p><b>Donate</b></p> <ul style="list-style-type: none"> <li>• Generally, donate is available for fans to use until around 1 week before the game.</li> <li>• Due to the large number of tickets listed for resale in the week leading up to the game, we turn donate off first to prioritise fans getting a refund when they cannot attend.</li> </ul>

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	<ul style="list-style-type: none"> <li>• Decisions all come down to demand from Official Members to buy tickets which are being repurposed – for games in high demand they will be available for longer.</li> </ul> <p><b>European Away Credits</b></p> <ul style="list-style-type: none"> <li>• In the last meeting, fan reps asked how the credit system will be managed should the team not qualify for Europe for the 2025/26 season and the club outlined a preference to honour the three-year rolling cycle as three years of the team competing in Europe.</li> <li>• Club and reps highlighted the importance of finding a solution that would honour the integrity of the credit system for fans.</li> </ul> <p><b>Europa League Final Disability Tickets</b></p> <ul style="list-style-type: none"> <li>• The club sold out of our allocation of accessibility tickets.</li> <li>• We don't have any control over how UEFA choose to distribute and sell the remainder of their tickets, especially when the window between qualification and their deadline for payment of all tickets was less than 1 week.</li> </ul> <p><i>The club confirmed app tickets will move to NFC for the upcoming season to streamline stadium entry, improve security, and tighten measures against ticket touts. NFC testing took place during the latter half of the 2024/25 season with negligible reported issues on entry. App tickets will no longer show a QR code; supporters will simply click into their ticket, add to their Google, Samsung or Apple wallet prior to the game and tap their phone to the scanner at the turnstile. Communications will be issued to all supporters ahead of the first game of the season.</i></p> <p><i>Fan reps urged the club to provide greater transparency to fans on the season ticket waiting list, such as a webpage outlining the process (Cup Season Ticket and/or Premium Membership with deposit) in addition to email communications to unsuccessful supporters. The club agreed to action and advised reps to direct supporters to the Ticketing FAQs page for further information. Reps asked the club to confirm season ticket prioritisation. The club confirmed Cup Season Ticket holders are prioritised, followed by Premium Membership with deposit and acknowledged supporter confusion with a view to simplify the process as the club proceeds with fan consultation for Old Trafford Regeneration.</i></p> <p><i>Fan reps asked the club to outline official channels for youth supporters to access a season ticket, and if season tickets could be transferred across generations. The club advised that generational tickets would result in little to no seasonal churn and significantly reduce the number of season tickets available to those on the waiting list. To ensure fairness and reward loyalty, all under-16s who held a 2024/25 Cup Season Ticket were offered a full 2025/26 season ticket including the accompanying parent/guardian. In addition, existing Season Ticket holders can choose to opt out of Cup Season Tickets and purchase a Cup Season Ticket with an under-16, and this does not impact away game eligibility.</i></p> <p><i>Fan reps asked the club to address relocation of Family Stand members no longer eligible to sit within this section and to enable Season Ticket holders to apply to move into the Family Stand with an under-16. The club relayed that supporters</i></p>

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	<p><i>wishing to relocate with their child can choose where to move using the seat selection tool available online, and this includes the Family Stand.</i></p> <p><i>Fan reps shared their disappointment with the lack of clarity around the availability of UEFA Europa League Final tickets for disabled supporters leading to many fans missing out on watching the team in Bilbao. The club explained Manchester United's full amenity allocation was 25 and all tickets were sold. The club requested additional tickets of which it was confirmed by UEFA that clubs were not entitled to extra. If any tickets were made available, this was communicated by UEFA, not the club, and it was not in the club's gift to allocate. The club advised fan reps to share their feedback with FS Europe and lobby via the supporter's association.</i></p> <p><i>Fan reps asked for Official Member ticket releases to be promoted in advance, rather than ad hoc announcements, as this leads to many members missing out on match tickets. The club advised that main ticket releases are communicated in advance, however, acknowledged smaller ticket releases are difficult to plan due to variable demand for ticket repurposing per game.</i></p>
<p><b>Match categorisation</b></p>	<p><i>The forum opened to fan reps to raise questions related to match categorisation.</i></p> <p><i>Fan reps asked the club to explain the rationale behind fixture selection per category and price point strategy. The club relayed all expenditure and revenue sources are under review to help stabilise the club's financial position, which includes matchday income. As a priority, the club sought to protect and minimise, where possible, impact on Season Ticket holders as the most loyal and frequent fans. The categorisation model is common among other clubs in the Premier League and the price points were lowered versus the original forecast despite not playing in European competitions this season.</i></p> <p><i>Fan reps asked the club to clarify category selection and why there are only two games listed in category C. The club outlined category selection was determined following the fixture release and based on forecasted demand for games. Fan reps asked the club to confirm contingency plans if seats are not sold for a fixture e.g. mid-week game at category B prices. The club confirmed prices are fixed for the 2025/26 campaign but will be reviewed each season. Fan reps asked the club to clarify categorisation and economic modelling for upcoming Cup games. The club confirmed prices will be issued at the point of draw depending on opponent and concessions will apply for all tickets.</i></p> <p><i>The following questions were submitted by fan reps, however, detailed information around financials is largely confidential and where appropriate will be discussed in the FAB, rather than the Fans' Forum. By way of consistency and to reassure fans and reps, there are representatives from FAB here who whilst cannot share information gained in the FAB meetings, can confirm that nothing discussed today contradicts those discussions.</i></p> <ul style="list-style-type: none"> <li><i>• How many Season Ticket holders renewed and how many did not? How does the number of non-renewals compare to each of the three previous seasons?</i></li> </ul>

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	<ul style="list-style-type: none"> <li>• <i>What will the total number of season tickets be next season compared to last?</i></li> <li>• <i>What will the total number of hospitality seats be next season? How does that compare to last season?</i></li> <li>• <i>Of the Season Ticket holders relocated from the South Stand, how many have been relocated elsewhere and how many have not renewed?</i></li> <li>• <i>Specially amongst over-65s, how many renewed for 2025/26 from the 2024/25 base?</i></li> <li>• <i>What is the estimated total expected additional ticketing income from the sum of the changes taking place?</i></li> <li>• <i>The club’s communication around the match categorisation models states that “the result of the pricing model for this season means that the average cost of a general admission match ticket (season tickets and match by match members tickets) will be £46.51 vs £41.41 for the 2024/25 campaign.” Can you please confirm the equivalent numbers once season tickets are excluded?</i></li> </ul>
<p><b>European away credits</b></p>	<p><i>Fan reps asked the club to restore the working sub-group for European away credits. The forum agreed and the sub-group will reconvene.</i></p> <p><i>The club confirmed that 2024/25 away credits will roll-over; away credits are accrued across a three-years rolling basis during seasons which the club competes in European football.</i></p> <p><i>Fan reps highlighted that the removal of ticket collection points is negatively influencing the behaviours of loyal fans who feel they can only access tickets by circumventing official channels. The current distribution of away tickets is not working and leading to many tickets unused or allocated to tourists.</i></p> <p><i>The forum agreed that with no European football for the upcoming 2025/26 season, this allows an opportunity for fruitful discussion regarding European away ticket allocation in the absence of ticket collections.</i></p>
<p><b>Fan Engagement update</b></p>	<p><b>Fans’ Forum and FAB roles</b></p> <ul style="list-style-type: none"> <li>• As mentioned at the beginning of the forum, Keith Coutts (Over-65 rep), John Massey (Executive Club rep), Fiona Lynch (UK Official Member rep) and Zeeshan Qumer (Under-21 rep) will step down as forum reps following this meeting. We’d like to share our thanks for your commitment, time and work on behalf of the wider fanbase.</li> <li>• We will be recruiting to fill these roles, as well as advertising 5 additional roles, as the below reps have completed 2- or 4-years tenure: <ul style="list-style-type: none"> <li>• Local Resident Rep</li> <li>• Overseas Official Member rep</li> <li>• Overseas Supporters’ Club rep</li> <li>• Season Ticket holder rep</li> <li>• Family Stand rep</li> </ul> </li> </ul>

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	<ul style="list-style-type: none"> <li>• We invite and encourage all supporters considering applying to do so by 5pm BST on Tuesday 15 July and existing reps can apply for another 2-year period.</li> </ul> <p><b>Old Trafford Regeneration</b></p> <ul style="list-style-type: none"> <li>• We are again seeking the views of fans to ensure its proposed future new stadium delivers the best possible experience.</li> <li>• The club will hold a series of focus groups at Old Trafford with Season Ticket holders, Official Members and hospitality purchasers.</li> <li>• The sessions, which will take place during the week commencing 14 July, are an opportunity for fans to share feedback on potential features, amenities, seating and pricing options. The insights gathered will inform the design and configuration of the new stadium.</li> <li>• All Season Ticket holders, Official Members and hospitality purchasers were sent a registration email.</li> <li>• Spaces are limited, and we will invite randomly selected fans from each category on Monday 7 July. The volume of fans in each category will replicate the average demographic of a match day.</li> <li>• All other known fans who are unable to participate in focus groups will have the chance to share their views in a survey which will be expected to follow in late July / early August.</li> <li>• This new wave of discovery work builds on the initial research with fans in autumn 2024, during which more than 50,000 fans participated, a record engagement rate for club research.</li> <li>• Fan consultation will continue at every stage of the process to ensure fans are at the heart of our ambition to deliver the world's greatest stadium.</li> </ul> <p><b>Europa League fan activations</b></p> <ul style="list-style-type: none"> <li>• It was fantastic to unveil fan and player-led TIFOs during our UEFA Europa League campaign. We'd like to place on record our thanks to the atmosphere sub-group, the Muslim Supporters' Club and all fan volunteers for supporting us with this project, from design through to operating the TIFOs on matchday.</li> <li>• Over 10,000 fans visited the official Manchester United fan zone at Etxebarria Parkea in Bilbao for the UEFA Europa League final; there was a great festival atmosphere with United legends Wayne Rooney, Wes Brown, Denis Irwin and Andy Cole on stage and live music performances from Liam Fray, Manni, Rowetta, Sean McCleary and Jay Dunn. It was great to see so many familiar faces during the day, with many supporters travelling in excess of 36 hours via multiple countries to support the club and team.</li> </ul> <p><b>Tour</b></p> <ul style="list-style-type: none"> <li>• The summer started with our post-season tour in Asia, and we were delighted to reward our local supporters' clubs with tickets for open training sessions, some mascot places and the opportunity to have photos with the team.</li> <li>• Plans are currently underway for the upcoming pre-season tour starting in Stockholm, and to follow in the United States, as part of the Premier League Summer Series. We will be engaging with our supporters' clubs across Niagara, New York, New Jersey, Chicago and Atlanta and look forward to reconnecting with travelling supporters' clubs and fans across our in-market</li> </ul>

Topic	Topic Notes
	<p data-bbox="459 118 1477 192">activations. We will also be supporting the work of the Manchester United Foundation, engaging with our community partner, Street Soccer USA.</p> <p data-bbox="363 237 592 271"><b>Rewarding fans</b></p> <ul data-bbox="411 277 1501 969" style="list-style-type: none"> <li data-bbox="411 277 1501 618">• We welcomed over 90 loyal supporters for an end of season fan pitch day. Following fan feedback from last year, we had a women’s only game and a men’s game. Both sessions were mixed ability and fans from across all sections of fan support were represented on the pitch, as players or managers, for a once in a lifetime experience on the hallowed turf. It was a fantastic day with supporters who had not missed a game (including the post-season tour in Asia), fans who had travelled over from Canada, Australia, Malta and Poland especially for the day, as well as local supporters.</li> <li data-bbox="411 629 1501 775">• In April, our Junior Season Ticket holders participated in a football skills workshop with a twist! Across two afternoons, we welcomed players from our men’s and women’s first teams to meet our junior fans, join in with the sessions and inspire the next generation of footballers!</li> <li data-bbox="411 786 1501 969">• Nominations for the Ian Stirling Fan of the Year Award have now closed for the 2024/25 season. We received many nominations recognising deserving fans who have made significant contributions to the United fanbase, local community and club. We will work with members of this forum to select the winner, and we will announce who that is shortly.</li> </ul> <p data-bbox="363 1014 576 1048"><b>Academy Wall</b></p> <ul data-bbox="411 1055 1501 1283" style="list-style-type: none"> <li data-bbox="411 1055 1501 1283">• In recognition of United’s strong academy background, we’re constructing a large wall mosaic in the Sir Alex Ferguson Stand tunnel at Old Trafford. This mosaic will be made up from over 20,000 supporter photos which will make up a large image of 14 United academy graduates. Supporters are invited to submit a photo for the fan wall and be a part of the stadium fabric and history. Find out more about The Academy Wall <a href="#">here</a>.</li> </ul> <p data-bbox="363 1328 635 1361"><b>Supporters’ Clubs</b></p> <ul data-bbox="411 1368 1501 2098" style="list-style-type: none"> <li data-bbox="411 1368 1501 1473">• We are delighted to now have 334 supporters’ clubs across 91 countries, having welcomed 4 new clubs since the last forum, including the Supporters of Atlanta.</li> <li data-bbox="411 1485 1501 1675">• In May, we invited all 334 supporters’ club secretaries for an end of season celebration at Old Trafford, to reward and recognise their unparalleled commitment and support for the club. It was a great evening uniting members from across the globe with club legends, Andy Cole and Brian Kidd for a special legend Q&amp;A.</li> <li data-bbox="411 1686 1501 1899">• Following the end of season celebration, and across 6 Warm-Up events at Old Trafford, we are thrilled to announce that our official supporters’ clubs have collectively raised £41,000 for the Manchester United Foundation across the 2024/25 season alone. We’d like to thank our supporters’ clubs for their incredible generosity and continued support for Manchester United Foundation.</li> <li data-bbox="411 1910 1501 2098">• Since our last meet, we hosted two fan-led community events with our Muslim Supporters’ Club and Sikh Supporters’ Club, respectively. We welcomed 160 fans, staff and academy team players to celebrate Iftar at Old Trafford and, in honour of Vaisakhi, we hosted the first Langar on the forecourt for local community members.</li> </ul>

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	<ul style="list-style-type: none"> <li>• In May, our MUDSA members were invited to watch team training at the Carrington training facility and to meet our men’s first-team players ahead of the UEFA Europa League Final in Bilbao.</li> <li>• Following the success of our monthly reminiscing sessions at Old Trafford, we have welcomed our first Senior Supporters’ Club. Since launch, our attendees have taken part in an exclusive tour of Old Trafford, courtesy of Cadbury, and been surprised by Tom Heaton and Toby Colyer for an academy themed discussion.</li> <li>• Ahead of the 25/26 season and following feedback from branches and the reps on this forum, we are pleased to have secured more tickets located within the lower tier for our MUSCs.</li> </ul> <p><b>MUW</b></p> <ul style="list-style-type: none"> <li>• Thanks to all supporters who attended the Manchester United Women v Manchester United City fixture at Old Trafford. We were delighted to offer a series of fan activations on the day, including a supporters’ club social at Hotel Football pre- and post-match.</li> <li>• We had incredible support again at the Adobe Women’s FA Cup Final, for the third consecutive year. Despite the result not going our way, we had over 9 supporter coaches departing Old Trafford for Wembley and the flag giveaways created a sea of red across the stadium. We were also able to reward our younger fans with pre-match signed shirt giveaways on the stadium concourse, a young United fan was selected to walk out with Maya Le Tissier as the player mascot, and Fred the Red brought great energy to our fans in the external fan zone and in the stadium.</li> <li>• The post-match survey results from the final fixture of the 2024/25 season at Old Trafford revealed generally positive fan sentiment for the women’s team as a result of strong on-pitch performance: 51% extremely positive, 39% somewhat positive.</li> <li>• Post-match surveys from across the season have also indicated 86% overall fan satisfaction score at Leigh Sports Village, of which 52% extremely satisfied, and 34% somewhat satisfied. Thank you to all supporters who shared their feedback; we are collating all results and comments to help us prepare for the forthcoming season.</li> <li>• Following supporter feedback, we have also issued a fan survey to Manchester United Women’s Team Season Ticket holders and Official Members to gauge preferences for home weekend fixture kick-off times. Survey results will be communicated after the submission deadline.</li> </ul> <p><b>Other</b></p> <ul style="list-style-type: none"> <li>• We are delighted that the £30 away ticket price cap for Premier League away games has been extended for the 2025/26 season – the tenth successive season. This was unanimously supported by all 20 clubs at a recent shareholders meeting.</li> </ul> <p><i>Fan reps offered to assist with onboarding and support for new supporters’ clubs.</i></p> <p><i>Fan reps asked the club to clarify the variation in fan engagement offering across the post-season and pre-season tours. Club reps highlighted the post-season tour was different in duration, format and dynamic in comparison to the upcoming pre-season tour. However, all supporters’ club allocations including mascot places,</i></p>

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	<p><i>tickets and training opportunities were the same if not very similar to those on offer during the 2024/25 post-season tour and for the upcoming visit to the states.</i></p>
<p><b>Operations update</b></p>	<p><b>Traffic &amp; Transport</b></p> <p><b>Bus</b></p> <ul style="list-style-type: none"> <li>• The reinstatement of the post-match shuttle in January proved to be popular, with an average of 800 passengers per fixture.</li> <li>• The buses will continue to operate next season, with all Bee Network ticket products available to use including the hopper ticket which can be purchased on the match buses and used to travel on other Bee Network buses, for no additional cost, within 60 minutes of buying the ticket, £2 adult and £1 child.</li> </ul> <p><b>Rail</b></p> <ul style="list-style-type: none"> <li>• Stockport Rail Station: works on Greek Street Stockport is continuing. Over the summer, from 2 – 23 August, the railway will be closed through Stockport. There will be changes to train services during the closures, fans are advised to plan in advance. <a href="#">Greek Street bridge replacement - Network Rail</a></li> <li>• In the new year there is planned engineering of the Ardwick junction, which will further impact rail service. More details will be shared once known.</li> <li>• Salford Crescent Station Upgrades: As part of the construction of a third platform at Salford Crescent station, the station and the railway between Manchester and Bolton will be closed on the weekend of September 13–14, 2025. Rail replacement buses will operate during this period, potentially increasing road traffic in the area.</li> </ul> <p><b>Ongoing Highway Schemes</b></p> <ul style="list-style-type: none"> <li>• <b>Chapel Street:</b> Works on the Chapel Street East (Phase 1) and New Bailey Gateway (Phase 2) scheme commenced in May is due to start construction after Easter 2025 and complete in January 2026. During the construction there will be temporary traffic management in place. This will involve a one-way closure on Chapel Street heading towards Salford (westbound). Traffic travelling towards Manchester (eastbound) will not be affected.</li> <li>• <b>Eccles Old Road Resurfacing:</b> From Monday, September 2, to Friday, October 11, 2025, Eccles Old Road will undergo resurfacing works, including drainage improvements and the removal of an existing bus lane. This key route between Pendleton and Salford Royal Hospital may experience closures and delays.</li> <li>• <b>Carriageway Resurfacing and Reconstruction Programme 2024-25:</b> Trafford Council has scheduled various resurfacing and reconstruction schemes across the borough during 2024-25. Specific roads affected include Banky Lane, Broomfield Lane, Bucklow Avenue, Cherry Lane, and others. Start dates and times may be impacted by weather conditions.</li> </ul> <p><b>Major Events</b></p>

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	<ul style="list-style-type: none"> <li>• <b>Manchester Pride 22 to 25 August:</b> A number of events will take place across the city to celebrate Pride, including the Parade on 23 August, which will see several roads closed to facilitate the event.</li> <li>• <b>Wythenshawe Concerts 14 and 15 August:</b> Fontaines DC and Sam Fender will play sold out concerts at Wythenshawe Park, with trams expected to be very busy.</li> <li>• <b>Conservative Party Conference:</b> Conservative Party Conference will take place in late September/early October.</li> </ul>
<p><b>MU Foundation update</b></p>	<p><b>Fan support</b></p> <ul style="list-style-type: none"> <li>• Once again, another incredibly busy year for the Foundation and on which, as ever, we received fantastic support from our global fanbase. We'd like to take this opportunity to round up some of the fan activity that took place this season.</li> <li>• Firstly, I would like to commend supporters who have attended the club's Warm-Up events during the campaign, and I am delighted to announce that over £41,000 has been raised for the Foundation at these events. I know our CEO John Shiels thoroughly enjoys attending, having the opportunity to mix with our supporters, and forge new and positive relationships.</li> <li>• The obvious example of this came in March this year when we linked-up with the Cyprus Supporters' Club to take twelve participants from our partner high school network for an incredible, once-in-a-lifetime cultural experience – using the funds raised from Warm-Up events. Many of these young people were experiencing their first time out of Manchester, their first time on a plane, and I cannot speak highly enough of the Cyprus Reds for giving these youngsters a truly unforgettable experience. It is a collaboration we are looking to continue, and one that we would also like to explore with other fan groups. It really does illustrate the power of what we do when we come together.</li> <li>• It is very pleasing to see further illustrations of supporters' enthusiasm for the work we do, as the Season Ticket donation scheme and rounding up at online check-out continues to provide a vital source of funding. I cannot stress how much we appreciate that, during difficult times for everyone, you are choosing to allow the cost of your match ticket - or adding extra at check-out - to help us support some of the most vulnerable people on our society. It really does make the world of difference, and I commend everyone who has donated to us this way. We will announce the final total from the 2024/25 season, and the grand total since the scheme began, at the next Fan's Forum.</li> <li>• As a charity built on the spirit of Busby Babes and the history and heritage of Manchester United's commitment to developing and empowering young people, the connection and gratitude we have for our supporters means everything to us, we cannot thank you enough.</li> </ul> <p><b>Fundraising</b></p> <ul style="list-style-type: none"> <li>• The support we receive from fans around the world forms part of our wider fundraising network. As an independent charity, affiliated to the football club, this means we need to ensure that the Foundation remains in a</li> </ul>

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	<p>sustainable position and therefore fundraising opportunities remains our focus.</p> <ul style="list-style-type: none"> <li>• Most recently, our charity golf day at the local Dunham Forest Golf &amp; Country Club, was enjoyed by ex-players and supporters alike. Always a popular fixture in our calendar, it was fantastic to receive the support of club legends including the likes of Wayne Rooney, Andy Cole and Ryan Giggs.</li> <li>• Looking ahead, there is an exciting opportunity for supporters to get involved and join our network of fundraisers by scaling Mount Snowdon with us on Saturday 2 August. We'll be doing it with a twist, setting off in the early hours in order to reach the peak in time for (hopefully!) a beautiful sunrise over Snowdonia – I'm sure it will be another memorable Foundation occasion.</li> </ul> <p><b>Player engagement</b></p> <ul style="list-style-type: none"> <li>• Not to be outdone by the former players, both first-team squads have been busy in the final months of the season meeting Foundation participants and helping us put a spotlight on our work.</li> <li>• Activities ranged from Dream Days for supporters with life limiting conditions, kit bag upcycling initiatives with Phallon Tullis-Joyce and Leah Galton, a life skills workshop with Jonny Evans and Joshua Zirkzee, summer sport sessions with the likes of Kobbie Mainoo and Amad, and a meet and greet with our Powerchair team and club captain, Bruno Fernandes. Be sure to follow us on social media, where you'll be able to find content from all these special days that I mention.</li> <li>• Throughout the season there have been over 50 appearance events from the men's and women's team, resulting in 300 player engagements and I'd like to pay particular recognition to Amad and Maya Le Tissier, who we voted as our PFA Community Champions. As mentioned, we receive excellent support from both our men's and women's team, but Maya and Amad both went the extra mile for participants and supporters throughout the season, including making dedicated visits to local schools in areas of high deprivation. We thank all the players for helping us to inspire the next generation with experiences they will never forget.</li> </ul> <p><b>Operational</b></p> <ul style="list-style-type: none"> <li>• This is the time of year that we begin to put together our operational impact report for the season, and we look forward once again to sharing this with our partners, key stakeholders and supporters, helping to illustrate the social value of our work with over 42,000 young people across the local community and beyond.</li> <li>• As we reflect on our achievements, we'd like to give you some insight into recent activity that are definitely highlight moments from the last 12 months.</li> <li>• We have focused a lot in this update on our work locally, in Manchester. However, as many of you may know, the Foundation now has outreach programmes in Derbyshire, Carlisle, London and Northern Ireland.</li> <li>• In April, at our partner hub of Ulster University, we were joined by John O'Shea as we hosted a celebration event to recognise our work across the Derry – Londonderry communities. Our network of partner schools and community football programmes has, since 2018, impacted the lives of over</li> </ul>

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	<p>1,500 young people. Despite this profound success, we always have one eye on how we can expand and improve our delivery, and, in September, we will be developing our outreach work with a new partner school in the Republic of Ireland.</p> <ul style="list-style-type: none"> <li>• There can't have been many people here today that regard the West Ham home game as a highlight of the season, but for Jack and Charley - two scholarship students on our Sport and Leadership degree, delivered at MMU - it was exactly that! The scholarship places are available each year, funded by the Foundation and awarded to young people who have shown significant resilience in their lives. The places are named after Sir Bobby Charlton and Sir Alex Ferguson, and prior to the match, the two students were invited to meet Sir Alex in a private room inside Old Trafford, enjoying the incredible opportunity to speak to the legendary manager about their achievements and, of course, receive some pearls of wisdom.</li> <li>• Similar unforgettable memories were made little over a month later when, thanks to the club and Snapdragon, we were able to mark the close season with Foundation pitch day opportunities at Old Trafford. Participants from primary and secondary schools, Girls Academy and Street Reds were all given a once in a lifetime memory of playing on the hallowed turf.</li> <li>• And finally, we were very proud to receive two national awards for our work in girls football development. Voted by readers of The Metro online, we won Grassroots Initiative of the Year, and at the Women's Professional Game Awards, the Foundation's Emma Fletcher - who has been at the centre of girls football development at the Club and Foundation for over 20 years - won a Club Hero award and received a standing ovation on the night.</li> </ul>
<p><b>MUDSA update</b></p>	<ul style="list-style-type: none"> <li>• MUDSA is now a member of both the FSA and FSE.</li> <li>• MUDSA representatives attended the European Football Fans Congress 2025 conference, hosted by the FSE in Malmo.</li> <li>• Members were invited to Carrington to meet men's first-team players and watch team training in May. Thank you to Manchester United, and particularly the fan engagement team.</li> <li>• The MUDSA bowling event was a success.</li> <li>• The MUDSA Cup at Carrington was a fantastic event well attended from around the country with the addition of the Chas Banks MBE trophy.</li> </ul>
<p><b>Fan submitted questions</b></p>	
<p><b>Why did Jim Ratcliffe claim that the club would have gone “bust” by Christmas? Why was this ‘fact’ not revealed in the club’s SEC filing in September? Why was this ‘fact’ contradicted by the club’s Going Concern statement lodged on 20th February, that stated “Management has concluded that the Group is able to meet its obligations when they fall due for a period of at least 12 months after the date of this report.” Given this, why did Ratcliffe claim hundreds more redundancies to low paid staff were so drastically required?</b></p> <p>Sir Jim’s comments described the worst-case scenario if we continued to lose money without any corrective action. This is why we have been taking action to reduce expenditure and increase revenues.</p>	

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	<p>The 'going concern' statement took account of our ability to make such adjustments to ensure that we could continue to meet our obligations.</p>
	<p><b>Following a straw poll with youth supporters (which showed a 100% support for youth representation on the FAB) and discussions with Fan Advisory Board youth representatives at other clubs, such as Newcastle (where youth representation has had a significant impact) we request that Manchester United consider adding youth representation to the Fan Advisory Board. Given that critical discussions about the club's future increasingly occur at the FAB level, how will the club evaluate including a youth voice to ensure younger fans' perspectives are heard in these key decisions?</b></p> <p>We will be reviewing the governance and ways of working of FAB, along with Fans' Forum, ahead of the new season. We have a vacancy on FAB which we will be advertising shortly and would encourage all fans who believe they have the required skillset, passion and dedication to join this group. We would welcome applications from younger fans.</p> <p><i>Rep follow up question: please could the club clarify as to whether this means they will consider direct youth representation e.g. an under-25 rep on the FAB just as other clubs like Newcastle have done; or whether this is off the cards? I'm glad applications from younger fans are welcome. However, the youth support has shown desire for there to be a specific youth role on the FAB as the majority still think engaging with the club is the right thing to do. They've noted the shift away from the Fans' Forum being consulted and more toward the FAB being consulted on important issues; and therefore, want to know whether a specific youth role on the FAB is going to be considered.</i></p> <p><i>As discussed, we are about to start a review of the FAB Terms of Reference so will not be making any changes to the composition of the board or the roles it comprises before this concludes. We absolutely see the benefits of having fans from a range of backgrounds and demographics on our representative bodies, but we also need to balance keeping FAB to a suitable size and consider other areas of potential under-representation.</i></p>
	<p><b>Employees have expressed serious concerns about low morale among Manchester United's workforce, highlighted by boos for the owners at the diecast cup final showing- and reports of a stretched, reactive staff environment. With further redundancies planned, this will take the amount of United's employees from matching the amount of the likes of Real Madrid, Barcelona, Liverpool, PSG to the level of clubs like Lyon. How does the club, and specifically the CEO, plan to address employee morale and ensure the workforce remains sufficient to proactively deliver value, comparable to top clubs like Barcelona or Real Madrid, rather than smaller operations like Lyon?</b></p> <p>Our workforce was previously the largest in European football and significantly higher than several of the other clubs referenced in the question. Following a review, we concluded that a reduction in the workforce was in the best interests of the club, not only to help address ongoing financial losses, but also to make the club more operationally efficient and agile. We appreciate that this has been a difficult and painful process for the club, and for the people affected. We would not have done it had it not been essential for the long-term health of the club, and our focus is now on rebuilding a positive and unified environment within the club as the restructuring process nears completion.</p>
	<p><b>It was disappointing to see the assault committed by the stewards during a protest after the derby game. It must be said that we told you this would happen when you replaced United stewards with a</b></p>

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	<p><b>third-party company who have bullies for stewards. We've seen a huge trend in issues with the stewards in the Stretford End. It's the fans who suffer and are made to feel unsafe. It's simply not good enough. While the steward in green got sacked. Did anything happen to the head steward in orange who clearly in the video evidence gave the go-ahead using hand gestures and nodding his head? If not, may I express my disappointment and dissatisfaction yet again with another change that has put fans in physical danger.</b></p> <p>We can confirm that the five individuals involved in the incident referenced on 6 April have been removed from work with the club while investigations continue. Because it is now a police matter, the club cannot make any further comment at this time.</p> <p>We are confident in the stewarding arrangements we have in place to ensure the safety and security of fans, which remains our utmost priority.</p>
	<p><b>What is the latest update regarding the new stadium. What will the next steps be before we see ground works taking place and are we likely to see work commence late 2025 or early 2026?</b></p> <p>Planning work is continuing, including the consultations with fans discussed during today's meeting. Discussions are also ongoing with local authorities, land owners and potential funding partners with a view to securing the land and the finance we need to proceed with the project. It remains our ambition to proceed with the project as quickly as possible, but we can only do this once the necessary land and funding is in place.</p>
	<p><b>Why are questions regarding the new stadium plans going out on the platform 'X' where the majority of responses will be non-match-going fans who may visit just a couple of times in their lifetime?</b></p> <p>Most of our consultation with fans has been directly with Season Ticket holders, Official Members and hospitality users. We may publish news and information about our stadium plans on X and other social media platforms, but these are not our primary channels for soliciting fans' views.</p>
	<p><b>Why was an open tender not held for the redevelopment or rebuilding of Old Trafford? Who undertook the costing analysis for a refurbishment and/or expansion of Old Trafford?</b></p> <p>The new stadium design concepts revealed in <a href="#">March</a> were produced by Foster + Partners, one of the world's leading architectural practices. This built upon their earlier masterplanning work for the wider stadium district, announced in <a href="#">September</a>. While the stadium itself was not formally part of that exercise, it was always intended to sit at the heart of the masterplan and act as a catalyst for regeneration. As such, illustrative concepts were produced to help shape thinking and demonstrate the transformative potential of a new stadium.</p> <p>These concepts serve as a starting point for the next phase of work – which will include more detailed feasibility studies, fan consultation, and design development. A formal process to appoint a stadium architect is underway, and, as with all Club appointments, will be made following appropriate due diligence and in line with our governance policies.</p> <p>It's also important to note that this current phase builds on detailed work carried out in 2022/23, which explored a range of stadium options – including both new build and redevelopment scenarios. Throughout this time, we have been supported by a team of technical experts, including architects,</p>

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	<p>engineers, contractors, and quantity surveyors – the latter responsible for the costing analysis you referenced.</p> <p>While it is not our policy to publish the names of every firm involved, we can assure supporters that all advisers have extensive experience of delivering major stadium and infrastructure projects and are recognised as leaders in their respective fields.</p>
	<ul style="list-style-type: none"> <li>• <b>Why is “the only basis” on which United can build a new stadium one that involves huge government support?</b></li> <li>• <b>Why does Ratcliffe and other members of the Regeneration Task Force keep saying that no public money will underpin the construction of a new stadium, when Andy Burnham has admitted at least £200-300 million is required to buy the necessary land?</b></li> </ul> <p>We have been clear that construction of the stadium is the responsibility of the club, but we need support from government for enabling work and public infrastructure around the stadium, including the relocation of the adjacent freight terminal. Public investment in the wider project would unlock benefits for the surrounding community and the economy of Greater Manchester as a whole by improving transport infrastructure and creating new housing and jobs.</p>
	<p><b>“If you look at Oxford Economics they estimate £7 billion per annum,” Ratcliffe said, with regard to the claimed Gross Added Value of United building a new stadium. Based on Oxford Economics’ generous projection of 4 million annual visitors, this means Ratcliffe is claiming the new stadium will generate wider economic revenues of £1750 per person per visit. Is this seriously the economic case on which the club and ownership is basing this development?</b></p> <p>The economic benefit from the project would not come solely from visitors to the stadium; it would also come from the wider regeneration of the Old Trafford area, including improved transport infrastructure, new housing and amenities, and new jobs and businesses.</p>
	<p><b>After asking why away tickets scanned red at Tottenham away in the league, it was revealed that this was a mistake and not planned by the club. After more digging, this has happened at multiple away games this season. When a steward at Everton away was asked why it scanned red, they said that Manchester United’s ticket office were doing this on purpose so you’d present your ID and show it was the right ticket holder going in. Is there truth to this or is it simply a game-by-game mistake?</b></p> <p>There are different reasons why tickets do not scan at turnstiles. There may be errors with the home club turnstiles, a ticket may have already been scanned or duplicated to name but a few.</p> <p>Generally, no, we do not request that tickets are blocked from being able to enter the stadium. However, with the enhancements made last season whereby we were able to identify instance of automated software (“bots”) being used to purchase tickets for away games in the week leading up to the game, a small number of spot checks were conducted to ratify this – all of these turned out to be touted.</p> <p>Specifically on Everton, Everton imported the wrong game into their access control system which resulted in everyone being rejected for 45 minutes.</p>

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	<p><i>Rep follow up question: can the club please clarify then that other than where bots are detected there are no random spot checks where tickets get cancelled?</i></p> <p><i>No, we cannot confirm that other intelligence led ticket checks will not take place. However, if the named ticket holder is in attendance at matches, then fans will never be refused entry.</i></p>
	<p><b>In the last Fans’ Forum, it was said that the online group ‘The United Stand’ were not given direct access by the club to training sessions and other media operations and that it was actually UEFA who had given them access. Yet when another fan emailed in, they received a different reply saying that ‘the club are comfortable with our decision to work with such fan channels... to ensure we engage with the full range of Manchester United fans.’ Just to get this right: not only was the first response a cover up and manipulation of words to get away with a lie, the club are comfortable working with a media outlet that have profited significantly off dividing Manchester United fans, attacking players directly and personally, creating constant agendas and fake news called out by other journalists, and also part of their head team have someone who was convicted of a £600,000 touting operation of Manchester United tickets. Do the club not see the utter hypocrisy in the fact they’re willing to work with a so called ‘fan channel’ who are nothing but a disgrace to our beloved club and fan base?</b></p> <p>Previous answers to similar questions were accurate in explaining the difference between Premier League and UEFA accreditation rules as being the reason why fan channels are often present at UEFA games and press conferences etc, but not at domestic games. The club gains no financial advantage from providing access to fan channels; in fact, they compete with our own club channels. Any engagement with them is in recognition of their role as a significant part of the football media landscape, alongside the many other media outlets we engage with. We encourage all media outlets to take care over the accuracy of the information they share, and to ensure that opinion and commentary never crosses the line into abuse.</p>
	<p><b>Can we have a guarantee personal seat licenses (PSL) will not come in for regular Season Ticket holders?</b></p> <p>No, we cannot guarantee anything for the future. However, there are no current plans to do so.</p>
	<p><b>Why has Ruben Amorim had over 500 media interviews- is this a strategy? Does he even want to do them? Surely, he is not contracted to do that many?</b></p> <p>The overwhelming majority of interviews conducted by Ruben are contractual obligations under the terms of broadcast contracts agreed by the Premier League (and the governing bodies of our cup competitions). For each Premier League fixture, our head coach usually conducts at least eight contractual interviews before or after the game with domestic and international TV and radio rightsholders. This number increases for the biggest games. We limit Ruben’s media commitments to the extent possible while ensuring that we deliver on our contractual commitments to rightsholders, whose investments keep the game healthy, and whose content serves fans around the world.</p>
	<p><b>With the imminent arrival of e-ticketing for domestic away matches can away ticketing allocation approach be reviewed to consider a rolling points or points based system? As with Euro Aways there</b></p>

Topic	Topic Notes
	<p><b>could be a percentage allocation to low points holders where above 2500 allocation and Loyalty Pot holders could have an additional credit position to protect their position.</b></p> <p>Any changes to away game methodology would stem from discussion with this forum. We can share more information once we have it from our colleagues across the league in terms of approach – discussions with clubs and ticketing system suppliers are in the early stages.</p>
	<p><b>What was the thought behind not staying in nearby accommodation when we had a 12:30pm kick off at Everton and instead opting to get the hour-long coach and a 7am meet at Carrington that morning? Was it as reported due to saving money or was it a football led decision?</b></p> <p>All decisions on travel and schedules for matches are made in consultation with the coaching staff, with football performance the primary consideration.</p>
	<p><b>How did the club decide on the match categories for member prices? Will this be reviewed each season, e.g. something that is category A this season may not be the season after?</b></p> <ul style="list-style-type: none"> <li>• Categories are determined based on the standard of the opponent, and date of the game.</li> <li>• Yes, they will be reviewed each season.</li> </ul>
	<p><b>Is there any thought given to the likes of Eric Cantona and Matic’s comments on the club? For example, Nemanja Matic stated the club is overly commercialised and that the commercial side takes priority over the football. This still seems to be the case despite Ratcliffe’s pledge to ‘put football first’.</b></p> <p>Success on the pitch is the club’s overwhelming priority. To achieve that, we need the club to be commercially successful to generate revenues we can invest in players.</p>
	<p><b>Ten Hag and Brailsford had the view staying closer to home is better from a sporting perspective (due to injuries etc.) ~ The Athletic. Obviously, we’ve decided to go to Asia and play in the summer series in the USA. Surely this is commercial first and based on money. The argument could be made that it’ll allow us to invest into the football side- but this is at the detriment to our squad; risking injuries, fatigue etc. Please can you explain how the money this earn outweighs the risks that key sporting powers such as Ten Hag and Dave Brailsford clearly fear?</b></p> <p>Whilst we will not comment on unsubstantiated media reports, we are comfortable with our approach to tour games. Our post-season Tour of Asia generated significant revenues to invest in players and provided an opportunity to engage with our fans in the region. Our pre-season tour of the US is primarily focused on preparing the team for the new season, with access to world-class training facilities in Chicago, whilst also connecting us with our US fans and generating revenues.</p>
	<p><b>Would the club consider adding ‘football club’ back to the badge to show they want to go in the right direction and align with their ‘football first’ approach. If not, why not?</b></p>

Topic	Topic Notes
	<p>As we have stated previously in response to similar questions, we understand the desire of many fans for 'football club' to be reinstated to the badge. However, there are significant design, intellectual property, and cost obstacles to doing so. There are also arguments for maintaining the simplicity and clarity of the current design, given that Manchester United is known around the world as a football club without the need for us to spell out the additional words. We will continue to weigh up these competing arguments.</p>
	<p><b>I was really disappointed to see Chelsea act within their rights and pay a penalty to return Jadon Sancho to us. Why did the club report the transfer last summer as an obligation to buy as long as Chelsea finished higher than 14th? Not just misleading, simply not factually accurate - surely it was an option to buy? Please would the club take greater care in reporting the terms of transfer dealings.</b></p> <p>Chelsea had an obligation to buy Jadon Sancho subject to reaching agreement on personal terms with the player. They failed to do this, triggering the payment of a penalty fee to Manchester United.</p>
	<p><b>What works will be carried out during the closed season?</b></p> <p>There will be some minor alteration works to the player dressing rooms involving a) works to improve player/team facilities and b) works to meet some new PL compliance requirements.</p> <p>Replacement seats (circa 600) around the dug-out area in the south stand.</p>
	<p><b>Any idea why there is no Artificial pitch on the touch line by Sir Alex Ferguson stand and also behind the East Stand goal? the grass on the both sides I mentioned are always worst for wear.</b></p> <p>When our current pitch was first installed in 2013, it was common for players at that time to practice 'fast feet' warm pre-match on the side of the pitch to avoid wear and tear on the main pitch. Their preference was to warm-up on grass as opposed to artificial turf. Hence the pitch was designed with 2 headlands with grass and 2 headlands with artificial turf to cater for this. In recent times, however, squad sizes have increased, and almost all warm-up exercises are now conducted on the main pitch pre-match. As such, when the next full new pitch is installed (proposed ahead of 2026-27 season – tbc), the intention will be that all 4 headland areas will be artificial turf.</p>
	<ul style="list-style-type: none"> <li>• <b>SportsBreaks is an official partner of Manchester United for travel, including European aways. The majority of European away travel is cancelled now days, so what are Manchester United doing about it?</b></li> <li>• <b>Isn't it about time Manchester United found a travel partner worthy of this great club? SportsBreaks have run one European away trip so far this season (as of the semi-final versus Athletic Club). That was an aborted effort to get to watch the game in Porto. A fun experience where the plane scheduled to take United supporters to Porto didn't arrive in Manchester until many hours after it was scheduled to. With supporters sent home about 8 hours after they should have departed Manchester for Porto. These club trips are a valued (if expensive) option. Work commitments mean my son and I will now miss the semi-final in Bilbao because SportsBreaks can't source a plane and put on a trip that will get you back to the UK immediately after the game! I'm sure there must be an operator out there than can deliver this important service.</b></li> </ul>

Topic	Topic Notes
	<p>Trips to European away games in 2024/25 have not gone ahead with SportsBreaks due to the lack of interest in them from fans eligible to purchase a ticket (based on credit thresholds in 'independent'/club ballots). Therefore, we have previously not approved for a trip to run if they cannot fill a flight with 'eligible' fans – the alternative is that tickets must be allocated to fans with no or fewer credits, which would provide a fast-track to credits for fans lucky enough to get a space on a trip.</p> <p><i>Fan and club reps highlighted frustrations with being unable to fill flights with fans who have acquired tickets via official means.</i></p>
	<p><b>Re the ban on forwarding tickets to those who previously did not use transferred tickets. Why was this aggressive ticketing policy introduced unannounced, and if it is to be retained, can it not be executed in a better way, which notifies season ticket holders in advance and takes account of the overall attendance record of those involved?</b></p> <p><b>Can a process be created to notify members when they are banned/restricted from receiving any further transferred tickets? At the moment, they only find out from a season ticket holder when they are unable to transfer them a ticket.</b></p> <p>Season Ticket holders are provided with a range of options if they cannot attend a game: forward, donate and resale. The purpose of these options is to ensure a full stadium and better atmosphere for our players. Forwarding tickets simply to count towards ticket usage when the person does not plan to attend does not support this objective.</p> <p>Hundreds of Season Ticket holders created membership accounts, forwarded their tickets multiple times, and they were never used – why this approach was undertaken is unknown, especially when we offer a full refund for each game.</p> <p>No fans were 'banned', we simply blocked the member who received and didn't use the ticket from receiving another, until they had called us. I do not consider this an aggressive approach.</p>
	<p><b>There doesn't seem a process for an existing season ticket holder like myself obtaining an additional junior season ticket for my son (or least going on the waiting list) the current cup season ticket process is fine for adults and people applying for 2 tickets adult and child but I can't expect my 6 year old to sit on his own in the cups so he's a chance of getting a season ticket in future. Also most of the cup games Europa/league cup are midweek nights so not ideal with school the following day. Any chance we see figures of junior STs as I suspect is on the decline.</b></p> <p>This fan's son should not in our view be prioritised for a Full Season Ticket over an Under 16 Cup Season Ticket holder. Process to do this is if the son is offered the opportunity to purchase a Cup Season Ticket, the parent who already holds a Full Season Ticket can opt out of all cup competitions and also purchase a Cup Season Ticket so they can sit together at the cup games.</p>
	<p><b>Please can you raise the fact that season ticket usage has been stated as 15 out of 19 games for this season. However, it is not possible for the 19th game of the season to be included. This is due to the fact that the Aston Villa home game takes place on Sunday 25th May, which is after the season ticket renewal deadline of Friday 16th May. For next season, please can the renewal deadline come</b></p>

Topic	Topic Notes
	<p><b>after the final home game? Otherwise, the attendance criteria of 16 home games out of 19 is inaccurate should the final home game fall as it does this season.</b></p> <p>Fans who were on 14 games attendance ahead of the renewal deadline and before Aston Villa, they were able to renew and reminded again about the options available if they could not attend. Fans were advised that they would be able to renew but if their ticket was not used or repurposed their Season Ticket would be cancelled and refunded.</p>
	<ul style="list-style-type: none"> <li>• <b>Why does Manchester United prioritise league attendance over cup competition commitment when allocating cup final tickets, rather than recognising the dedication of cup season ticket holders and supporters who consistently attend cup games, including European away fixtures? Will the club consider revising its ticketing policy to: Ensure that eligibility for cup final tickets is based on attendance at cup matches rather than league games, especially for European competitions where away support is a significant commitment? Enhance the value of the cup season ticket by offering priority access to away cup games</b></li> <li>• <b>In the criteria needed to apply for Europa League final tickets why have official members who have been going to away European games not been thought of, as myself and dad who are both members have been to 5 of the 7 away games this season using our own credits to get tickets are now unable to get a final ticket if we progress as official members aren't able to apply? Surely all fans even if they aren't season ticket holders, who have shown commitment in travelling abroad to watch United should get a chance to go to the final as equally as season ticket holders who haven't got any credits.</b></li> </ul> <p>Tickets for cup finals are always in high demand, and we are not able to satisfy all fans who would like to attend. Ideally we would receive a much larger allocation, but even then it would not be enough. There are a range of supporter circumstances that demonstrate their loyalty and commitment to the club, and we understand and acknowledge all of those that we have received from fans directly in addition to these two examples.</p> <p>We believe the application criteria was fair and are comfortable with how tickets were allocated.</p>
	<p><b>Can the club explain the relationship between themselves and 'official supporters trust' and clarify if there is not a conflict of interest between the two groups Given the fact that the trust was set up to hold the club accountable during situations where the fanbase is disgruntled or unhappy, how can an entity which now advertising itself as an official arm of the club honestly give a subjective representation of the fanbase.</b></p> <p>We are grateful for the huge amounts of work MUST do as the recognised independent supporters' club for Manchester United. MUST has 2 places on our FAB as well as a seat on the Fans' Forum. The ISLO from MUST also attends the Fans' Forum. In addition to this we meet with MUST to discuss various matters, and we appreciate their input.</p> <p>We do not see there being a conflict of interest and we can assure fans that MUST are very challenging across a range of topics in their engagement with the club. Something which has led to better outcomes for fans over a period of time.</p>

Topic	Topic Notes
	<ul style="list-style-type: none"> <li>• <b>Why are no confirmations sent when payments are processed for membership renewals, even though many emails are sent when payments fail/decline?</b></li> <li>• <b>It's previously been stated that members with a premium membership will get priority for season tickets. However, there isn't an option for an under-16 premium. Does this mean, unless people under 16, on the waiting list, pay for the £70 adult premium membership, they won't be offered a cup or a full season ticket</b></li> </ul> <p>Members are sent several reminders in advance of payment being processed, and we will follow up with more information as the season draws closer.</p> <p>There are no concessionary discounts for Premium Membership, and for the last 4 years this hasn't impacted Season Ticket or Cup Season Ticket sales as we have managed to overdeliver.</p>
	<p><b>Can we have an updated Euro Credit table published since we had credits expire on the 1<sup>st</sup> of June? Was there a particular reason why this was removed altogether?</b></p> <p>The table was updated following the last away game of the season. It has now been removed as we are not participating in a European competition this season. The help page and table will be republished if we qualify to play in Europe again next season and will factor in any outcomes of discussion around credits with this forum that take place in the meantime.</p>
	<p><b>Do the club not think there is an opportunity for abuse with the App Ticketing relationship, when only the ST and the postcode or surname are required to see other people's tickets? Someone I recently had a membership renewed for was sent an email regarding the renewal process, which listed my own ST number, not their own – I'm not comfortable that other people should be getting this information without a stricter process in place for App Ticketing relationships.</b></p> <p>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.</p> <p>We are aware that there will be misuse of this functionality and sanctions will continue to be applied to any fans who are mis-using 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.</p>
	<p><b>Will the appeals process be reviewed, as it still heavily favours being guilty before proving your innocence?</b></p> <p>The appeals process gives all fans opportunity for a fair appeal process, and we are comfortable with how it works. There are no plans to change it at this time. It is recognised as leading within the interest. With current resourcing levels, our aim is to be able to maintain this process as it stands.</p>

Topic	Topic Notes
	<p><b>The official ManUtdMatchDay communications from X and WhatsApp channels are inconsistent and unreliable for posting all updates. Will any improvements be made to address these issues? There are unofficial channels that do a much better job than the club; this really shouldn't be the case, should it?</b></p> <p>The ownership of this channel has changed hands a few times over the last 12-18 months with the various staffing changes at the club, and reduced resource means that at key times it receives less attention than it previously did. As we can no longer commit to this being relied upon and updated as frequently as we would like, we will remove these communication channels for ticket updates. Fans should refer to the event pages on our website for the latest information.</p>
	<p><b>What is the guidance for trans and non-binary match goers around using the toilets at Old Trafford and Leigh Sports Village?</b></p> <p>We are mindful of the recent ruling by the Equality and Human Rights Commission on the definition of sex and its impact on the use of toilets. We are still awaiting formal guidance on this, and we continue to work with other clubs and the Premier League on this topic.</p> <p>We want all people to feel welcome at Old Trafford and Leigh Sports Village. We encourage people to use the toilet that they feel most comfortable using at this time. However, we also recognise that people may feel more comfortable using gender-neutral facilities. At the moment, our only provision of these at Old Trafford and Leigh Sports Village* is disabled toilets. We will ensure that all stewards are aware of the location of these toilets, should they need to direct anyone to them. [*at Leigh Sports Village there are multiple gender-neutral toilets located within the Youth Hub just outside the ground and access/directions to this can be facilitated by stewards/personnel should this be required)</p> <p>From an inclusivity perspective, we will ensure that all facilities in the new stadium will be built with equality, diversity and inclusion in mind.</p>
	<p><b>There is no option to get our kids the chance to be a matchday mascot, a magical experience for any young fan, I enquired and was told its only disadvantaged kids via the foundation, yet we see players kids come out as mascots so thats not strictly true, other clubs have a register and do a ballot, why cant we do the same, with a set fee of like £10 to register a child and £200 if your child gets selected and that money goes directly to the foundation?</b></p> <p>We are proud of our work to support the Manchester United Foundation and the important work they do. We are happy to discuss with them how they get maximum value from their mascot places, but we know that the recipients – many of whom are facing life limiting illnesses – greatly value the experience.</p> <p>We have this season been able to secure mascot places for young fans at our away games (and reciprocated to away clubs at Old Trafford) and we will continue this next season.</p>
	<p><b>Can the club clearly explain the process for selecting members of the Fans' Forum, and why large, influential supporter groups such as The 1958 and TRA are not directly represented — especially when these groups arguably reflect the core match-going fanbase? Why are such groups expected to engage only via MUST, rather than being given independent representation? Surely the club would benefit from more direct, unfiltered input from these authentic voices? Additionally, does the</b></p>

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	<p><b>club believe that a separate forum more focused on the core matchday support - rather than the wider or international fanbase - would provide more meaningful engagement on matchday-specific issues?</b></p> <p>All fans are encouraged to consider applying for vacant roles on the Fans' Forum. As our recognised independent supporters' trust, MUST have a standing space on the forum for one member and for the ISLO. This has worked incredibly well for many years with the latter role providing great representation and support to fans across a range of issues including challenging sanctions.</p> <p>We are always open to working with additional fan groups and have worked extensively over many years with TRA on a range of atmosphere matters. They also have representatives on the Fans' Forum atmosphere sub-group, which is appropriate as TRA's focus is on improving the atmosphere at Old Trafford. There have also been several Fans' Forum reps who were or are members of TRA.</p> <p>We also need to keep the number of roles on the forum manageable so we cannot offer seats to all fan groups, but we are very happy to work with groups who see the benefits of effective engagement.</p>
	<p><b>At the time of writing, the information on the distribution of tickets by type, per game, normally published on the website, has not been updated since January. We ask that this be re-started to reduce concerns about the level of hospitality seating at games.</b></p> <p>I think this forum is as up to date as necessary regarding the staffing situation at the club and is aware that as a result, we have a far smaller team who are trying their best to continue to offer high levels of service to our fans. The staff member who previously oversaw the distribution table online is currently on maternity leave and has not been replaced. We published the table to be as open and transparent as possible but it simply creates additional work and queries for our team, from certain social media channels in particular. We therefore won't continue to publish a breakdown for home or away games.</p>
	<ul style="list-style-type: none"> <li> <p><b>• Will the club consider allowing members to apply for disabled away tickets?</b></p> <p>No, our application policy is consistent across all supporter groups and often our accessibility allocation is oversubscribed by qualifying Season Ticket holders. In any instance where we are undersubscribed and have tickets remaining, we open these sales up more broadly.</p> </li> <li> <p><b>• Will the club consider future reasonable adjustments to pricing for disabled fans – particularly members ticket prices and carparking?</b></p> <p>Our pricing policy is consistent across all supporter groups, and there are no plans to change this in favour of disabled supporters. Disabled fans will continue to receive their complimentary carer / personal assistant ticket where this is required.</p> </li> <li> <p><b>• Will the club consider removing the 16/19 minimum attendance rule for disabled fans in line with Manchester City?</b></p> <p>This policy is consistent across all supporter groups, and disabled fans are able to use the 3 repurposing options in-line with other fans. We do understand that from time to time disabled fans may be more likely to have a short notice issue meaning they are unable to attend a game. All fans who reach the threshold of missed games are given an opportunity to appeal and explain circumstances, and this is not limited to disabled supporters (but reasonable adjustments will be</p> </li> </ul>

Topic	Topic Notes
	made within that process). We overturned several of these last season, where a fan was impacted by illness or life event for example and unable to repurpose tickets in advance of games.
	<ul style="list-style-type: none"> <li data-bbox="118 277 1070 315">• <b>Can audio headsets be fitted at Leigh for the women's games?</b></li> </ul> <p data-bbox="165 356 1513 468">Leigh Sports Village do not currently have audio commentary facilities, but they are in the process of reviewing how they can connect with the on-site broadcasters to provide this facility for our supporters. We should have updates over the next few months.</p> <ul style="list-style-type: none"> <li data-bbox="118 512 1501 584">• <b>Can stewards on wheelchair platforms be briefed to stop people coming on to the platforms and standing in front of the wheelchairs to take pictures?</b></li> </ul> <p data-bbox="165 629 1190 667">Yes – we will brief all the stewards ahead of the new season as a reminder.</p> <ul style="list-style-type: none"> <li data-bbox="118 712 1123 750">• <b>Could a designated female toilet be marked near the ability suite?</b></li> </ul> <p data-bbox="165 790 1489 902">The current toilets offer very similar facilities and are designed to be gender-neutral. The current configuration and allocation optimise availability for our accessibility supporters. There is no intention to designate dedicated female facilities at this time.</p> <ul style="list-style-type: none"> <li data-bbox="118 947 1477 1019">• <b>Could the club issue proof of a need to carry a bag into the stadium for medical reasons as people encounter resistance such as myself carrying insulin?</b></li> </ul> <p data-bbox="165 1059 1520 1364">Supporters who require to enter the stadium with medical supplies (such as insulin etc.) should not encounter any resistance. We would ask however that bag sizes are proportionate in relation to the size of the medical supplies that are required. Personnel are trained to explain to the supporter that the bag will need to be subject of a search/screening process, and this can be done discretely and professionally. For larger items and for equipment such as crutches and walking aids, to ensure that your visit is as safe and smooth as possible, we ask that supporters email <a href="mailto:accessibility@manutd.co.uk">accessibility@manutd.co.uk</a> prior to attending the game so we can offer advice and support as required.</p>

## Appendix

We received 18 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 am not complaining about any price rises etc. but I think this is an important point. We are being asked to renew by 16th May. However we potentially could have a Europa League final on 21st May which would have a huge bearing on what we are renewing for next season, the difference between Champions League football or no European involvement along with the impact this would have on which players we may be able to attract for next season. Please could this be put to the club.
2. The club have removed ticket collections for European away games and whilst I'm not happy, I reluctantly understand the reasoning. What I can't accept though is the continued use of the credit system. It was reported by fans in the ground that the end wasn't full in Sociedad and around our circles I know fans with enough credits happy to buy tickets for Lyon and put them in a draw happy that they've bought a credit for £30ish that will protect their position going

forward. It's an absolutely ridiculous decision by the club and if the preferred options of collections isn't viable for the club can we revert to random ballots?

3. We would like to raise an issue that members of United Belarus have encountered this season. Throughout Manchester United's entire Europa League campaign, we have not had a single opportunity to attend any of the away matches. Our friends regularly entered the ballots, but unfortunately never managed to secure a ticket. We know that many other fan clubs have faced similar difficulties the ticket allocation system for away sections this season has effectively left no chance for supporters living outside the United Kingdom. We kindly ask the relevant decision-makers to take this into account in the future. We would also like to take this opportunity to ask whether the club is planning to distribute tickets in the same way for the (hopefully!) upcoming UEFA Europa League Final? Members of our supporters' group sincerely hope to receive at least a few tickets. The core of the issue is that members with zero away credits never really have a chance of winning tickets in the ballots. But how are they supposed to earn any credits if they start from zero and are never able to get tickets in the first place?
4. Its been three seasons in a row where united have got to a final but cup season ticket holders have not been able to apply. this season i am a cup season ticket holder and also have 9 european away credits and yet ineligible to apply. when will cup season ticket holders be more recognised and have the ability to apply for finals? this season for example, a season ticket holder, who has opted out of the cup scheme, but has attended only ONE away game in the last three season, is able to apply for a ticker for the europa league final. another example, a season ticket holder who has attended all home games and no away is allowed to apply. i fall into both of these brackets (All 10 home games and far more than one away euro credit) i have had a ticket to every europa league game this season (Bar the Plzen game) all we want is an option to apply. even it is for a limited pot (based on home attendance and euro away credits).
5. There has to be a fairer way to allocate euro tickets. Why not just do it like regular aways? We cannot have a few people buying away games every game and not even going while blocking new generations of fans out. The average age of those with 5/6 credits should be published for transparency with a plan to bring it down. Getting Euro credits is a closed club and the issue has got worse with United being knocked out of Europe early in last few seasons and then the cost cutting decision to no longer hand out tickets in person. It means those with 5 or 6 credits just buy them to keep and hoard and those with one or two, like me, seeing them expire and go to zero within 3 years and once again be locked out. I am very grateful that I have one credit and therefore can go to the final. But I have only been eligible to apply for one European game since gaining my single credit (Bayern in UCL 2023) and I was on holiday. Now I can go to the final and I will, but wont get a credit and then my single credit will expire next year and its possible I wont have the opportunity to get more. But those with 5 or 6 will be able to keep theirs and buy more even when they dont attend. We have all seen the empty away section in Europe this season. Something has to change and you need to stop this closed club. Giving a credit to those of us attend the Europa final would be a step in the right direction. I know you will say that they can be forwarded so its unfair but its no different to what the 5 holders do every game, which is buy them, not go, and claim the credit. At least this way those of us with one or two will have a chance to actually attend more games in future instead of being locked out. It isnt fair. Please reconsider this decision.
6. What treatment will apply for Cup STHs given the likelihood of no Cup ST provision in 2025/26. Will they be prioritised for ST and Cup STs in 2026/27?
7. Why does an auto renewal of membership not drive an email confirmation? There was much confusion this year as to what payments had been made to the Club and why.
8. Given the Club will not participate in Europe next season, what is the Club's position on freezing the 3 year credit position?
9. Do we know what is going to happen to existing Cup Season ticket holders now we aren't in any European competitions? It will be harsh to scrap the loyalty that existing members have built while trying to get full season tickets again. If the club doesn't give any option to renew then we all just go to the back of the queue again? Should really have the option to renew for any League Cup or FA Cup home games.
10. ID checks

What was the reasoning behind such extremely worded amnesty emails? Why were the restrictions so tight- and where was the sympathy in many of the emails sent out knowing someone's loved one had passed away- was there any training surrounding this?

Was there any thought in using GBG as the official Season Ticket ID check company after there 2020 National scandal in which they leaked thousands of children's data? How much did this cost the club vs how much did it save in capital? If it did save the club capital- how did it do so? Assuming it made the club more revenue via re selling STs taken off ST holders for the higher price of next season- would this be labelled as an unethical money grab (unethical due to the harsh amnesty conditions)?

I am concerned about the guarantee that photos will not be stored. What assurance do we have about this? Who will be the named person accepting responsibility for all photo id being completely deleted, not just from a computer or server but also from the system completely?

I am very concerned about the Photo Id applying to Season Ticket Holders renewing season tickets for U18s. When it comes to child safety all U18s are classified as children. This goes against all child safety guidelines stated by the FA amongst other bodies concerned with child welfare.

11. European aways

Will European credits be frozen while we are not in Europe?

Following the Club's commitment to engage the Fans Forum on Euro Aways can you please provide an update on steps taken

Can we revert to the pre-COVID rolling 3 year system as this prevents pressure on the 1st Euro Away match application.

12. How many cup season ticket holders were there last season and how many were offered a full season ticket, if any?

13. What will happen to Cup STH who didn't get a full ST for the season coming? Will they go to the back of the queue again or will they still be prioritised ahead of solely people with deposits paid and premium membership (as cup STHs already had to do that in the first place)?

14. Can the Club please confirm the approach it took with Cup Season Ticket Holders when offering 2025/26 Season Tickets. What prioritisation took place when determining who to invite to purchase a ST?

15. Given the Cup STH prioritisation what is the Club strategy around the £100 deposit scheme where loyal supporters money has been held, in some cases, for many years?

16. My 3 year old grandson whom we hope will follow the family loyalty of supporting United, was on the waiting list for which £100 was paid. He is now expected to pay a yearly membership subscription. Why?

17. Given that Cup ST's are now deemed the fastest route to a full ST, the club should be prioritising new cup ST's to people in that category, with premium membership, deposit paid and on waiting list (in order of credits-this point arguable) to enable these same fans a chance at satisfying the criteria for potential future finals by accessing an ST eventually via the Cup ST route. And as a secondary point, a "flow" for ST's would be a good change to make: Membership - Cup ST - New full ST offered to Cup ST's (but new ST's only issued in T3) Any seats that become available in T1 or T2 are offered to ST holders in T3 to move "down". And this process used each summer, any leftovers in T1/2 so offered as seat moves for general ST locations afterwards

18. Could the club publish the requirements for being on the season ticket waiting list and clarify how people will be prioritised when season tickets become available? It has been suggested that individuals were offered full Season Tickets from Cup Season Tickets, but their tenure, membership status, and whether they paid a deposit were not considered.

**We received questions below that we are unable to answer as they are either outside the remit of the Fans' Forum or commercially sensitive in nature.**

19. It was reported that Luke Shaw chose to do his recovery in Doha, Qatar rather than at Carrington due to dissatisfaction with treatment and privacy at the club. Is this true? And if so, what is being done to make sure this doesn't happen again and that the medical department is up to scratch?

20. Another one for 'football first' is the cuts to physios and masseuses. It's reported that 'Players have relationships with those staff members at risk of losing their jobs and that has undermined the attempts to build positive mindsets in the dressing room, according to people familiar with the situation.' Is this true? and if so- how does this align with the football first approach?
21. Not to mention another football first approach not being football first. The players having to fund their own families to watch the Europa League final. Instead of having chance to focus on the game and being in the best environments possible, they were dropped a bombshell and left to stress about organising logistics themselves. This isn't an elite club anymore- we've actually gone backwards since Ineos' crew have joined. Don't the club see how this is not football first?
22. How much is Seb Coe being paid for chairing the Old Trafford Regeneration Task Force
23. Has Gary Neville been paid for his involvement?
24. How much has Norman Foster been paid for his stadium design and why was an open tender not held for the refurb/design process?
25. Who undertook the costing analysis for a refurbishment and/or expansion of Old Trafford?
26. How much did it cost to commission Oxford Economics to report on the 'forecasted' benefits of a new stadium?
27. Will Gary Neville's property development company be in line for any contracts linked to the Old Trafford regeneration?
28. Is Ineos/Ineos Sport charging Manchester United any fee for its role in running the club?
29. At what point was the Ineos role at United expanded from simply overseeing football matters? Was this agreement subject to any written contract and/or obligations? If so, under what circumstances can the Glazer family, as the club's majority owners, remove Ineos's control?