

Manchester United Fans' Forum – Agenda

Tuesday 10th October 2023

Forum Members Present

Bolaji Alabi	Official Member Rep
Chas Banks	MUDSA
Zygmunt Baranski - <i>Virtual</i>	Loyalty Pot Season Ticket Holder Rep
Luca Black	Under-21 Rep
James Coatsworth	Season Ticket Holder Rep
Keith Coutts	Over 65 Season Ticket Holder Rep
Duncan Drasdo	Covering ISLO Rep
David Field	Family Stand Rep
Deborah Henry - <i>Virtual</i>	Women's Team Rep
Dips Jandu	Season Ticket Holder Rep
Fiona Lynch - <i>Virtual</i>	UK Membership Rep
John Massey - <i>Virtual</i>	Executive Club Rep
John-Paul Monck	Overseas Members Rep
Eric 'Naj' Najib - <i>Virtual</i>	Rainbow Devils Rep
Zeeshan Qumer	Under-21 Rep

Club and Foundation Officials Present

Richard Arnold	Chief Executive Officer
Sam Kelleher	Director of Supporter Services
Jim Liggett	Operations Director
Rick McGagh	Head of Fan Engagement
John Murtough	Football Director
Claire Mulroy	Ticketing & Membership Manager
Ellie Norman - <i>Virtual</i>	Chief Communications Officer
Collette Roche	Chief Operating Officer
John Shiels	Chief Executive – MU Foundation
Andrew Ward	Director of Media Relations and Public Affairs
Nicola Wellington	Fan Communication Manager

Topic	Speaker	Topic Notes
Apologies	CR	<ul style="list-style-type: none"> • Mick Thorne • Demetris Nathanael • Chris Rumfitt • Carly Lyes
Minutes of Last Meeting	CR	<ul style="list-style-type: none"> • The minutes from the June Fans' Forum meeting were circulated, approved by Fan Reps and published on the club website. • The next Fans' Forum will reconvene on 7th December and further information, including deadlines for question submissions, will be advertised on our website manutd.com/fans.
Welcome	CR	<ul style="list-style-type: none"> • Good morning and welcome to the first Fans' Forum meeting of the 2023/24 campaign. • I'd like to start by welcoming our new reps – Carly (Local Area), Dips (Season Ticket Holder), David (Family Stand rep), Naj (Rainbow Devils),

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		<p>Bolaji (Official Member) and Zeeshan (Under 21) and thank our existing reps for your continued support and insight.</p> <ul style="list-style-type: none"> • I am looking forward to another constructive season of meetings as we continue to use this time as a force for good to support activity across the club.
Richard Arnold	RA	<ul style="list-style-type: none"> • Good afternoon everyone, and welcome to our new reps. • Today's meeting follows a challenging start to the season, on and off the pitch, and I would like to acknowledge your resilience and ongoing support for this Forum. • I am going to start by reflecting on the summer months and the start to the season. • As you are aware, John and his team have a clear long-term squad strategy in place across our men's and women's teams which guides our decision making in each transfer window. • To execute the plan, this summer we made seven new signings on the men's side, as well as agreeing a new long-term contract with Marcus Rashford. • We also worked hard to refresh the squad and provide opportunities for players who have secured permanent and loan moves to build their careers away from the club. Overall, 21 players were put on loan, sold or released and we have driven positive change within our academy. • We knew there would be a period of transition and we have been hit by several injuries to key players, but I share the frustration of the playing group and the fans that results have not matched our expectations so far. • That said there is still a long way to go in all competitions and we showed fantastic resilience and fighting spirit to come back and win the game on Saturday with two very late goals from Scott. • On the women's side, we made eight new signings with a great mix of youth and international stars. • We welcomed our existing and new players back from the summer break to a new worldwide-leading multi-million-pound facility that will serve as the team's first permanent home at Carrington. Works to upgrade our under-21 facilities are planned for next Summer. • The pre-season preparations were successful in Germany, and Marc's team got off to a great start in the Women's Super League beating Aston Villa in the opening game and were unlucky not to hold on for all three points in a great game against Arsenal in front of a record crowd at LSV on Friday night. • The Champions League match against PSG tonight will be another landmark moment in the short but great history of this team and we look ahead to the Manchester derby at Old Trafford in November. • I am aware we have also faced off-field challenges and I want to provide clarity around the club's handling of both the Mason Greenwood and Antony situations. • Regarding Antony, we took a swift decision to grant him a leave of absence to address the allegations against him. • He arrived back in Manchester two weeks ago to voluntarily meet Greater Manchester Police, just as he had done with Brazilian police in Sao Paulo.

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		<ul style="list-style-type: none"> • In the absence so far of any charges against him in the UK or Brazil, we decided the right course of action was to allow Antony to resume training and playing while the police investigation proceeds. • We will keep this stance under review pending further developments in the case. • With Mason, as I am sure you can appreciate, this was an extremely difficult and complex situation. • We conducted a detailed investigation over several months, considering all the evidence available. • The evidence presented to us contained important facts that were not in the public domain. • I made the ultimate decision as CEO that Mason's career should continue elsewhere. • It is true that my decision evolved over time, but I believe we came to the right conclusion for all parties. • However, I can assure you that we have listened to the feedback and criticism and there are learnings that we can take forward. • We have already applied some of the lessons during our handling of the Antony case - for example, by consulting Women's Aid to ensure that the perspective of domestic abuse survivors was considered in our decision-making and communications, and we will continue to do that in future. • I am happy to take any questions on these issues at the end of my introduction. • On a more positive note, this summer we embarked on our first Tour of the Unites States since 2018. We also completed several competitive fixtures closer to home in the UK and Europe. • Primarily, these tours are designed to provide preparation for Erik and the squad ahead of the new season, however they are also a great opportunity to engage our global fanbase. • To that end, I was pleased to hear we were able to expand our official supporters' clubs and welcome thousands of fans to our dedicated events in the US. • To further strengthen our fan engagement commitment, in August we became the first Premier League club to publish our Fan Engagement Plan. • We are proud of our pioneering work in this space and this Forum, along with our Fans' Advisory Board is a central to this. Thank you for your continued support on this front. • Back at Old Trafford the summer works programme was extensive. Collette will provide further details. • From a partnership's perspective it was also a positive summer, with us signing significant deals with Adidas, Qualcomm and Estee Lauder. • Our partnership with Adidas is iconic and will extend into the next decade – it also represents the biggest shirt manufacturer partnership in Premier League history.

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		<ul style="list-style-type: none"> • The Qualcomm deal will be the largest front-of-shirt partnership in world sport and an uplift on the current deals in place. • The Snapdragon logo will be on the front of shirt from next season, and we have agreed a provisional three-year deal with an option to extend. • These deals demonstrate the strength and resilience of our partnerships business and the enduring appeal of the Manchester United brand. • Commercial revenues accounted for 44% of the club total revenue last year and are critical to the health and sustainability of the club, and to our ability to invest in players and comply with financial fair play. • Before we move to questions, I know you will be eager for an update on the progress of the Strategic Review but again all I can say at this moment is the work is ongoing. • As I have said previously investment of this scale is complicated and complex. • I continue to impress on all parties the importance of fan engagement and you have my word that I will keep this body informed and updated as soon as I am able to. • Finally, moments of challenge will always surround this football club, but it is how we respond in a positive way that is important as we remain true to our values and heritage, which is underpinned by the work of the Club, staff and leadership. • And on that point, I would like to thank all our fans who joined us in visiting Manchesterplatz after our Champions League tie against Bayern Munich to pay respects. • The Munich Memorial provides a moving reminder that this club has faced the greatest of challenges in the past and has always emerged stronger. We aim to honour that spirit of determination to succeed again now. • Thank you again for your continued support, commitment and resilience. <p>Questions</p> <p><i>JMa expressed the frustration felt by fans about the lack of information on the strategic review, and said that, for fans, no news was bad news because of the desire for change. RA said the club understood the desire for a resolution as soon as possible but reiterated that, as a publicly listed company, it was impossible to provide updates until such a time as there is an outcome that can be communicated to the market.</i></p> <p><i>JC said it was clear that fans feel the current owners are bad owners. He asked if the owners are aware of fans' desire for change as soon as possible. RA said the club was transparent in its feedback to the owners.</i></p> <p><i>LB asked about the potential outcomes of the strategic review. RA said the club was not able to engage in speculation.</i></p>
John Murtough	JM	<ul style="list-style-type: none"> • As Richard said, it's been a disappointing start to the men's season, although Saturday's dramatic win against Brentford has given us something to build on after the international break. • For Scott to come off the bench like that and turn the game around shows the spirit that exists within the squad. • Now, we have to show that same drive to turn the season around after the international break and I know that the manager, players and staff are absolutely determined to do that.

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		<ul style="list-style-type: none"> • There's still three-quarters of the campaign to go and four competitions to compete in, so it's important we keep our belief — both within the club and among the fans. • There are some strong mitigations for the mixed results so far, including 16 first team players being injured or unavailable for periods since the start of the season. • That's two-thirds of the squad and means that Erik has not been able to pick his strongest XI once this season. • Thankfully, we've started to see some of the injured players returning and that should make a difference, including our new signings Rasmus Hojlund and Mason Mount who are still bedding into the team. • We're also looking at why we've had so many injuries to see if there's any patterns to improve prevention in future. • Some of them have been impact injuries such as Kobbie's and Amad's, which are unpredictable. • Others have been muscular and could reflect the sheer volume of games played over the past year, including last year's World Cup. • That's certainly an issue we are aware of and will continue engaging through our governing bodies and the ECA to ensure that player welfare is considered as part of discussions around the football calendar. • We're also looking to continuously strengthen our own medical and physio support for players, including the recent appointment of Gary O'Driscoll as Head of Sports Medicine. • We head-hunted him from Arsenal where he spent the past 14 years and is widely considered one of the leading practitioners in sports medicine. • His appointment was made before the current spate of injuries, but we can have confidence that we've got the best possible team in place to get our players back to fitness and manage their fitness going forward. • Gary's appointment is another example of the ongoing strengthening of the structure and personnel supporting our football teams to maximise our chances of success, and this process will continue. • We also strengthened our recruitment operations over the summer with the appointment of Matt Hargreaves as director of player negotiations and he made an immediate impact. • We entered the window with three priority men's targets — a goalkeeper, a midfielder and a striker — and we achieved all of them before the start of the season, and two of them were in early enough to be on Tour. • In each of those positions, we signed our number one target, mutually agreed between the manager and recruitment department. • We also sold more players than usual this summer as part of the ongoing evolution of the squad and that raised additional revenues to plough back into recruitment, allowing us to sign Sofyan Amrabat and Sergio Reguilon on loan before the end of the window to address the injury issues we were facing at the start of the season. • It's been a bumpy start to the campaign for the whole team, but we've already seen moments of high quality from all our new signings and, once we have a full squad available, we're confident we will be in a better position to compete.

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		<ul style="list-style-type: none"> • We are engaged with governing bodies regarding the number of games across the year to ensure the schedule remains sustainable. • In context, City and United played the most games last year, and this is reflected in the number of injuries that have been incurred across both teams. United played 41 games between 21st December and the end of the season, the equivalent of the number Aston Villa, Brentford and Brighton played across the whole 2022/23 season. • We also had a busy window on the women's side, bringing in nine new players including some real world-class talent such as Geyse and Hinata who won the golden boot at the FIFA Women's' World Cup. • We know there was some disappointment from fans about the departures of Alessia Russo and Ona Battle but we really feel we've ended the summer with a stronger squad than we started. • We are hiring a dedicated head of women's recruitment to work alongside Polly Bancroft and Marc Skinner so we're really starting to build our capabilities in this area to ensure we're competing for the best talent each window. • Obviously, it's early days in the WSL with just two games gone, but we've seen some really promising signs in our first two games with the last-gasp win against Villa and the draw against Arsenal, which was so close to being another win. • And, of course, we've got an exciting night ahead at LSV tonight with our debut in the Champions League against PSG, so hopefully see some of you there later. • The objective for both our men's and our women's teams is the same this season: to keep building towards sustained success across all the competitions we compete in. • Clearly, we've got work to do to get the men's team back up to the levels we expect, but we really believe in the manager, his staff and the players, and their ability to build momentum as the season progresses. <p>Questions</p> <p>CB asked regarding the impact of increased competitions such as FIFA World Club Cup. JM responded confirming that the team are clarifying details for new competitions and agreed to feedback to Fan Reps within the next update. JM affirmed the Club want players to be available and fit to start in the Premier League.</p> <p>DF conveyed his support for Erik's management vision and asked how Erik instils confidence within the Club. JM said Erik reflects the passion, behaviours and standards upheld by United and outlined his progression as coach, both in terms of developing current players and promoting youth with the likes of Kobbie, Garnacho, Hannibal, Pellistri and Dan Gore all making great progress.</p> <p>JM thanked the reps for their questions and ongoing support and left the meeting to return to Carrington.</p>
Main Forum Introduction	CR	<p>Summer Works</p> <ul style="list-style-type: none"> • We are delighted to announce that we have recently completed construction work on our new £7m Women's & Academy Team facility, which will provide an enhanced environment for the respective teams, players and staff. We will officially open this facility next week and we believe this will give our Women's and Academy teams the best possible facilities to achieve their potential.

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		<ul style="list-style-type: none"> • As always, it's been a busy summer at Old Trafford, with a number of infrastructure upgrades and maintenance works having been completed, including: <ul style="list-style-type: none"> ○ The installation of an additional 2,000 rail seats in the Stretford End following positive feedback and consultation with key stakeholders – these seats were successfully trialled during pre-season and are now in full use. ○ Final testing and full launch of our state-of-the-art stadium Wi-Fi network; the scale of this project has been huge, with over 1,600 access points installed – the largest of its kind in the UK – receiving great feedback from users. ○ Upgrade of our Distributed Antenna System ('DAS'), which will provide enhanced mobile phone network coverage for fans in the stadium. ○ Installation of a new till system across the stadium which allows us to make a wider range of quality products available at affordable prices and reduce queues at our concourse kiosks. ○ Refurbishment of a number of suites in the South Stand which will deliver an enhanced experience for players, fans and guests. ○ Pitch renovation and other general site maintenance. ○ Investment in TV screens in the concourses. ○ Pleased to confirm our beer price remains the lowest in the Premier League. • We are continuing to press on with our mid-season programme of works, and planning has already commenced in relation to next summer's activities, which I will update you on nearer the time. <p>Tour 2023</p> <ul style="list-style-type: none"> • Both our men and women's teams completed pre-season tours over the summer, with success achieved on and off the pitch. • The men's team played 8 games in 26 days across 5 countries (Norway, Scotland, USA, England and Ireland). Performances were positive, training was disciplined and team morale was high. • Of course, the primary objective of tour is to provide world-class facilities, schedule and competition to prepare the team for the start of the season, but it is also about giving our loyal international fans the opportunity to see the team play. • Around 400,000 fans were in attendance across the 8 games, and we were also delighted to strengthen our engagement with fans in the cities we visited through other events and activities that took place outside of the matches – Rick will provide some more detail in his update. • Our women's team played 5 games during pre-season, including an overseas fixture against Bayern Munich as part of a training camp in Germany. This provided excellent preparation for what will hopefully be an exciting season ahead, including our first appearance in the Women's Champions League. <p>MU Women</p> <ul style="list-style-type: none"> • We were also very proud to announce our first sell-out of MU Women Season Tickets, which will ensure a great atmosphere and record attendances for games at Leigh Sports Village this season. • We also look forward to hosting the women's Manchester derby at Old Trafford on 19th November, for which I hope we will be welcoming a record crowd, following another successful summer for women's football and our Lionesses. <p>Fan Engagement Plan</p> <ul style="list-style-type: none"> • In August, we were proud to become the first Premier League club to publish its Fan Engagement Plan for the 2023/24 season. • Rick will talk more about this in his update. <p>Safe standing expansion</p> <ul style="list-style-type: none"> • We have fully supported the introduction of safe standing and were proud to lead the way as one of the early adopters to trial rail seating.

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		<ul style="list-style-type: none"> • We now have over 6,000 safe standing positions at Old Trafford and we believe giving fans the choice to be able to sit or stand is important • We are supportive of increasing the areas of safe standing and have carried out some feasibility work to look at introducing it across the lower tier of the Stretford End • Currently our findings suggest we would actually reduce capacity by c700 by doing this. At a time when demand for tickets is so high, reducing the ground capacity does not feel like the right thing so we will continue to look to identify any other spaces in the ground where we could offset this loss in capacity by adding extra seats, but it is unlikely we will find space for 700 new seats. • We will keep this forum posted of progress and are interested in your thoughts on the balance between adding in more safe standing but also losing capacity at a time of such high demand. <p>Questions</p> <p><i>ZQ asked whether the earlier pre-season tour impacted player fitness. CR relayed that pre-season incorporates three weeks' leave for players. Travel was reduced versus previous years and involved a blended squad rotation including academy players so minutes per player were managed.</i></p> <p><i>DD asked if it would be possible to see details on the specific causes of the 700 seats that could be lost. SK explained the rationale behind the requirements of installing safe standing areas, including required height gaps, Green Guide consideration and the widening of aisles. Overall seat loss to add in safe standing is approximately 7-14% per section. DD asked if the fitting of rail seats across the Stretford End was not feasible currently, would the club consider the merits of a short-term option of retro-fitting rails in front of existing seats, if this did not result in the same capacity loss. SK referred to the dedicated sub-group focusing on this next week, and clarified this is an ongoing consideration for the Club. CR agreed the Club is actively seeking a solution that will avoid loss of seats.</i></p>
Update from FAB	EN	<p>Update on finances & FFP</p> <ul style="list-style-type: none"> • Cliff Baty provided an update on club finances and Financial Fair Play. • He gave a positive assessment of the recovery in revenues post-COVID. • Full-year revenues for 2023 forecast to hit record levels of £630m-640m. • Record new partnership deals with adidas and Qualcomm provide confidence for the future. • However, profitability impacted by continued heavy investment in player recruitment and wages, leaving limited room for manoeuvre within tight FFP UEFA & PL rules. <p>Learnings from MG case and future approach</p> <ul style="list-style-type: none"> • A joint club/FAB review looked at lessons learned from the MG case. • While acknowledging that the decision on MG's future was appropriately one for the club alone, there was agreement that FAB should in future be consulted on the process and communications around decisions of this kind. <p>FAB effectiveness</p> <ul style="list-style-type: none"> • A review of FAB effectiveness to date recognised achievements including the reform of cup ticketing policies, and the deepening of information and knowledge sharing between club and fan representatives, to the benefit of club and fans. <p><i>JC encouraged Fan Reps to reach out with any questions regarding FAB.</i></p>
Fan Engagement	RMc	Premier League Fan Engagement Standard

Topic	Speaker	Topic Notes
		<ul style="list-style-type: none"> • We were proud to be the first Premier League Club to launch our Fan Engagement Plan for the 23/24 season. • This plan details our approach to fan engagement, the bodies (including this one) that we work with and some of our key commitments for the season. • It will be reviewed and refreshed on an annual basis, ensuring that it remains relevant, responsive, and aligned with fans' evolving needs. • We will continue to work closely with the Premier League and with our fan groups / representatives to ensure we exceed the standard wherever possible. • One of our commitments was to redevelop and relaunch the fan section on our website, making it easier for fans to find related content. We are pleased this is now live and we will continue to keep updating and refining this section. www.manutd.com/fans. <p>Tour 2023</p> <ul style="list-style-type: none"> • Tour 23 was a huge success for us in terms of Fan Engagement with us hosting 25 fan events with well over 5,000 fans in attendance across the 8 games we played in 5 different countries. • We worked closely with our official supporters' clubs to put on these events and were delighted to welcome 7 new US clubs during Tour. Thank you for everyone's support. • There was great collaboration with MU Foundation in New York where we teamed up with our two New York based supporters' clubs to work with two local children's charities – America Scores and Street Soccer USA – to our on events including an under 12s football tournament in the Bronx and taking some 15- and 16-year-old students to ring the closing bell at the New York Stock Exchange. The relationship between the supporters' clubs and the charities will remain in place and they will continue to raise funds and support the charities. • Other fan events included tailgate parties, fan Q&A's, the United Convention and MU Soccer School experiences. • For the first time ever, we ran pop-up museums to allow our fans across the globe to see items of memorabilia from our museum including a match worn Duncan Edwards shirt. This was done in partnership with Jere Virtanen who took items from his own museum in Helsinki and with our global partner Marriott and Marriot Bonvoy. Again, thank you to everyone involved. <p>Official Supporters' Clubs</p> <ul style="list-style-type: none"> • A key part of our fan engagement plan is to deepen the engagement with our global network of official supporters' clubs and to grow this group where possible. • We conducted a large piece of discovery work with club secretaries / chairs and with their members and this has informed our strategy and plans. • We have completely redesigned the old 'charter' and have launched a new guidebook and code of conduct which are now live. • We are delighted to have welcomed 16 new clubs in the last quarter, taking us to 291 clubs! • We have also added clubs in 2 new countries – taking us to 96 countries where we have official clubs - with our first ever presence in Zambia and Tanzania. Welcome! • Last week we welcomed our first ever 'youth' supporters' club – focussing on the needs of our 16–25-year-old fans and we are delighted they already have well over 1500 members! And just yesterday we launched our armed forces club, and we look forward to working with them and their members ahead of Remembrance Weekend. • Our research showed us that ticketing was a big issue for our official clubs and we have worked with them to come up with a fairer approach. We have also enabled members of supporters' clubs to apply in future releases of tickets to official members, meaning they now have a much-improved chance of getting a ticket for a game. <p>Other activity</p>

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		<ul style="list-style-type: none"> • This summer we welcomed fans from several of our official supporters' clubs to be part of our new player signing activity across our men's and women's first teams. • We are holding our first Warm-Up event of the season the night before the Manchester derby with 300 fans expected in the International Suite • We are supporting the MMMF dinner (20 October) and MUDSA dinner (27 October) – final few seats remain for both. • Thank you to John Massey from the Forum for accompanying us on the visit to Manchesterplatz in Trudering Germany to pay our respects to those killed and injured in the Munich Air Disaster. John accompanied the manager, players, legends and staff as we visited the crash site following the game. John started coming to games in 1955 so was able to share his first-hand account of seeing the Babes play. • Thank you to MMMF, MUWSC & MUDSA for their support in appearing in our One Love series – telling the stories of our fanbase. Look out for more great episodes in the coming months! <p>Digital collectables</p> <ul style="list-style-type: none"> • NFTs – or digital collectibles as we call them – are the next iteration of memorabilia. The tech behind them means they can be tracked online so people know they're authentic in a way they often don't with physical goods. We believe in the technology and over time think they will be cherished just like physical items are today. Our digital collectables are not 'fan tokens' which you may have read about in the media. • In the past twelve months we launched our free Keys to hundreds of thousands of fans, sold out or 7,777 Devils and launched a Legends collection with 92/93. • This season we've launched Collect United: 23/24, which offers a free collectible for each home game. You can see the journey on the website here: https://collectibles.manutd.com/. Results so far have been strong, with claims in the tens of thousands per match: <ul style="list-style-type: none"> ○ Wolves Men's: 24k ○ Forest Men's: 42k ○ Brighton Men's: 27k ○ Palace Men's: 34k ○ Galatasaray Men's: 26k ○ Arsenal Women's: 27k • Fans can head to collectibles.manutd.com before each home match, men's and women's, to claim theirs for free. • We're excited about the future of the programme and have had great backing from our partner Tezos on this. <p>Sub-groups</p> <ul style="list-style-type: none"> • We would like to establish the following sub-groups to help inform our work throughout the season: <ul style="list-style-type: none"> ○ Ticketing (inc European and domestic away) ○ Atmosphere (we will also welcome a representative from TRA onto this sub-group) ○ Transport ○ Stadium facilities • Each sub-group will be chaired by one of our Fans' Forum members who sits on the Fans' Advisory Board to maintain that link. • Please contact me following the meeting if you would like to be involved. <p>FAB representatives</p> <ul style="list-style-type: none"> • Following the devastating loss of our dear friend Ian Stirling, we must now appoint another representative from this Forum to sit on the Fans' Advisory Board. • If you would like to be considered, please send a supporting statement of up to 500 words to me by Friday 20 October. We will then circulate applications to all reps to vote and communicate the outcome shortly after.
Ticketing Update	SK	<p>Galatasaray Home Game</p> <p>Background:</p>

Topic	Speaker	Topic Notes
		<ul style="list-style-type: none"> • The volume of away fans in home areas has naturally raised questions - both internally and from fans. Whilst we have already issued communications about this, I wanted to provide a detailed update today. • Firstly, I would like to reassure everybody that no tickets were intentionally sold to Galatasaray fans. • Before I explain our view on how tickets ended up being used by away fans, I want to provide some background information as to how sales arrangements are agreed for each match. • All tickets were allocated in line with the Club's Safety Certificate which is approved by the local authorities. • In line with this, all general admission match tickets were sold to Official Members and Supporters Clubs (including new membership sales), Cup, and Full Season Ticket holders. • We initially conducted a ballot, in line with proposals from this forum, with later releases of tickets made available online. • As with all European games, we refused sales to fans based in Turkey (for both general admission and hospitality). This attracted a lot of complaints from those who claimed to be genuine Manchester United fans. • When a team has high demand for their fans, and a match categorised as high-risk, we have previously been asked to enhance the sales arrangements, by restricting sales to those who were not members at a set date during the pre-season. • This was not requested for this game, as Galatasaray confirmed they didn't have high demand and only took 2,200 of a potential 4,000 tickets. • Furthermore, we considered the risk of 'away in home' and it was not deemed necessary to alter that policy as the majority of the 2200 official away tickets had been sold to UK-based Galatasaray supporters. <p>How did this occur:</p> <ul style="list-style-type: none"> • We are working internally to investigate instances of away fans in home areas, which commenced last week with a full stadium CCTV review. • Whilst there was a lot of away fans in many areas of the stadium, we believe that around half of these were in more 'visible' groups. • We have therefore focussed our immediate attention on how these larger more visible groups got tickets. • The largest of these groups was in South Stand tickets used by away fans in home areas were allocated as part of the post-ballot releases – primarily in the block of seats in South Stand that were not required by Galatasaray (block S229). <ul style="list-style-type: none"> - Following detailed analysis, I can confirm that over 90% of these tickets were purchased by long-standing UK based members, most of which were aged under 16, with multiple games in their ticket history. What transpired on the night was Galatasaray adult fans using the tickets. - Therefore, not matching the theory on social media regarding sales to new members. Our immediate suspicion after the game was that these tickets were allocated by a 'bot'. - Myself and our security team held a pre-arranged meeting with our ticketing system provider last Wednesday to discuss several points

Topic	Speaker	Topic Notes
		<p>including the potential involvement of bots in purchasing tickets for this game, with the tickets subsequently being resold on the black market.</p> <ul style="list-style-type: none"> - They confirmed this hypothesis was correct. - This is something we have been monitoring for some time, and in the meeting discussed what measures we can take to hinder 'their' ability to access our website. - In the short term, we will implement new functionality which prevents fans entering seating plans for matches, without being logged in. - Whilst not foolproof, this should enable our system provider to 1) see which memberships or Season Tickets are being controlled by bots, and 2) provide us with that information to prevent them from buying tickets. - This change, which will be rolled out slowly and across higher demand games, will impact fans but we need to enable our system provider to find a solution to this issue. - Therefore, please expect increased bot detection measures when visiting the site (that's jigsaws / spot the lorry etc.). <ul style="list-style-type: none"> • The second of these groups is UEFA Contractual tickets. It is important to note that there are various regulations for matches in European competitions which vary from domestic matches, including dedicated allocations for away and neutral fans in what would normally be considered 'home' sections. These tickets are allocated to UEFA, and a smaller number to the away team. To mitigate this from reoccurring, I will cover a proposal shortly. • We have considered relocating these contractual obligations into a single area which would a) segregate any potential 'hotspots' and b) enable a single security operation. • However, this would, due to UEFA regulations, mean the relocation of lots of Season Ticket holders from the South Stand, many of which are aged over the age of 65, to higher tiers within the stadium. • On the assumption this wouldn't be supported by this forum, we will instead focus on ensuring tickets allocated by third parties are done so in-line with competition regulations, i.e., to home supporters only, or at the very least segregated. I must flag that we have limited control over this. • The final of these groups was our matchday hospitality: Whilst this hasn't presented issues in the last couple of decades, the volume of tickets accessed by Galatasaray fans was unacceptable. I'll outline the plan to prevent this at future matches shortly. • Also shown on the image in red is areas where we did see away in home, in green are the areas where we didn't see away in home, but further to online speculation, may not be deemed traditional hospitality areas that were used for the game.

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		<ul style="list-style-type: none"> • Another potential idea to remove some of the rumours online, is to publish a breakdown after every game of how many tickets were allocated to each group (Season Ticket holders, Members, Hospitality, Executive Club, Away fans and so on). <ul style="list-style-type: none"> – <i>This was agreed by Forum members as a helpful step.</i> • Note: It was acknowledged by RA that we needed to ensure these proposed changes are implemented with the safety and security of all fans in mind, and to restrict the flexibility currently enabling ticket touting, and the issues experienced at Galatasaray, not to impact or inconvenience the vast majority of supporters. <p>Ticket Touting</p> <ul style="list-style-type: none"> • Further to our update at the end of last season, we have continued our efforts to tackle ticket touting, an area we know causes huge concern for our fans. Whilst we do what we can to mitigate this issue, it is clear to see that this is increasing significantly, globally in and outside of sport, but even more so for us. • To address continued myths around the club contributing to this issue, I would like to remind everyone that we sell a maximum of 3,000 match day hospitality tickets for each fixture, that is 4% of the stadium capacity. Around half of this allocation has been handed back to Official Members at either GA, or Premium Seating pricing this season. • We are not ashamed of this, it is a much lower % than any other big club, with the vast majority of the ground filled by general admission fans, for whom we have kept prices flat for 11 of the past 12 seasons (in part thanks revenue achieved by premium sales). We have also committed to reducing seasonal Executive Club seats, by over 10% next season. • We've also made this more visible for fans to see in recent seasons (i.e. made it available via the traditional ticket flow), which helps with reducing ticket touting. • Our games were sold out for 99.5% of the year. We therefore believe that adding hospitality tickets to the main ticketing page allows fans who may previously have gone to unauthorised resellers when GA tickets were sold out the chance to purchase a hostility ticket for less than they would have paid from StubHub or others. • We have also seen an increase in claims that we are reselling donated tickets as hospitality. This is categorically not the case. And further to a well socialised post about someone donating their Galatasaray ticket and us reselling it to a Galatasaray fan, we reached out to person claiming this, explained the facts, and he subsequently apologised and deleted the tweet. • To date this season, we have undertaken operations at three of the four Premier League fixtures and placed suspensions on 1,271 accounts. These aren't random checks, and are based on intelligence, it is therefore unsurprising that over two thirds of fans haven't appealed their sanction. • As a reminder, we have a fair and transparent appeals process which is publicised to all supporters who are issued a sanction. Of those who have appealed, 14% have been overturned or reduced. This % implies not only do we have the intelligence right in the first place, but that the Appeals Process (including a panel with independent representation), is proving its worth by ensuring everyone receives the intended fair hearing.

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		<ul style="list-style-type: none"> • The new digital ticketing technology would also prevent fans from screenshotting tickets, which should hugely reduce the volume of tickets being advertised online. • Please note; specifically following the incidents at last week's game, the unauthorised transfer of tickets, to people not validated by the Club is as much of an issue, as the traditional misinterpretation of ticket touting. <p>Home Match Ticket Availability</p> <ul style="list-style-type: none"> • As mentioned in the last meeting, we continue to make as many tickets available as possible to our Official Members. To quantify this, pre-COVID, for a high demand league match this could be as low as 2,000 tickets given the high volume of Season Tickets, and other allocations. • This has significantly increased, for several reasons including the reduction of various allocations, and introduction of Season Ticket holder flexibility schemes, which means, on average, this season the number for each Premier League game has been over 19,000 (which for clarity excludes Premium seating and Hospitality tickets!). • These numbers increase significantly for cup games. Not only does this benefit Official Members, but I'd like to highlight that so far this season, after four Premier League games, we have already issued £1m of refunds for Season Ticket holders who until last season had no option available if they didn't attend a game. • Despite this 850% increase in tickets available to members, demand understandably continues to generate frustration and suggestions as to how tickets are allocated. Questions submitted for this meeting cover an array of ideas, including reverting to a ballot process for all games (which generated equal volumes of complaints), to weighting ballots based on perceived loyalty or fan profile. • We maintain that the fairest way to allocate match tickets is to ballot the games in highest demand, and first-come, first-served for other matches. • We understand that it can be frustrating when fans don't manage to obtain tickets, but we want to ensure tickets are equally accessible for all supporters. • We are constantly making changes to our ticketing website, with the view to improving the user journey, functionality and experience for our fans and are currently working on filters. As part of this work, the price filter was temporarily removed, however we received feedback from fans that this was making the purchase process more difficult, and it was reinstated last month. • I'll now open up for any questions. <p>Questions</p> <p><i>JC asked the Club to confirm numbers of Galatasaray fans in the home/neutral areas and relayed fan feedback that lessons must be learned.</i></p> <p><i>SK confirmed it was circa. 2,000 Galatasaray fans. CR added CCTV investigations show entry refusals and added that forced ejection can pose risks within a full stadium. We had no reported instances of anyone being hurt or assaulted. If anyone did then please encourage them to report it so we can fully investigate.</i></p> <p><i>DD asked if UEFA made clear the requirement to wear neutral colours to the recipients of UEFA contractual tickets in home sections, CR agreed to reaffirm this position with UEFA.</i></p> <p><i>ZB asked who decides on UEFA allocation and if the Club had recognised and/or anticipated the widespread support for Turkish football in the UK. SK confirmed</i></p>

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		<p><i>that UEFA dictate blocks and most allocated away tickets were UK-based purchases.</i></p> <p><i>JC asked if the rollout of digital secure tickets will help to eliminate bots. SK replied that it cannot fully eliminate the problem but will help the Club to identify and protect against BOT activity.</i></p> <p><i>DD asserted that more ticketing restrictions on fans would go down very badly with many supporters. DD made an argument for reinstating the previous ability for Season Ticket Holders to informally pass their ticket to friends and family and pointed out that the retained liability of the original ticket holder, for the use of the ticket and/or the behaviour of the user, acted as motivation to be very careful who they gave their ticket to. SK clarified that the ability to pass on a ticket to friend/family was only active from 2013-2018 when demand for season tickets was lower. RA suggested forming a sub-group to discuss in full, to avoid unintended effects on innocent fans.</i></p> <p><i>DF identified the need to review use cases in the design of the digital secure ticket, such as children relying on parents to download tickets. This was supported by CB on behalf of older and disabled fans and DH for Leigh Sports Village. SK confirmed all use cases are being addressed in the design stage. Currently 33 season ticket holders do not have a phone (similar percentage at Leigh Sports Village) all issues have been resolved directly with these fans.</i></p> <p><i>DD asked for an update on seat occupancy. SK confirmed no show rates for 2022/23 season ranged between 15-20%. This season is averaging 9% with an aim to reduce this to 5-6%.</i></p> <p><i>DD stated that the perception, whether correct or not, that ordinary seats were being sold at premium prices, with hospitality attached, created resentment and needed to be addressed. RA confirmed the Club is not allocating more seats to hospitality; we never sell a ticket donated to the Foundation as hospitality. DD asked if, in addition to the breakdown of seats allocated to hospitality etc it would be possible to also publish a seat map showing the location of the seats sold at premium prices with hospitality so that fans could see the figures matched the total of those on the map and that they matched seats fans had identified as being sold at premium prices. This would provide reassurance that the club's figures were accurate. This was agreed by Forum members as a helpful step.</i></p> <p><i>JC asked if the Club is considering preventative mitigations for Bayern Munich. SK commented that authorities have confirmed no risk. Restrictions are in place on general admission and hospitality until we are told we can remove them.</i></p> <p><i>JC asked how a proportion of Galatasaray adults in the home stands were categorised as under-16 members. JL answered all stewards are briefed to request photo ID for under 16 / over 65 ticketholders and agreed to ramp this up for future fixtures.</i></p> <p><i>DF commented on the upset Galatasaray caused for young fans. CR conveyed sincere apologies from the Club.</i></p>
Operations update	JL	<p>Old Trafford Stadium</p> <p>Roof</p> <ul style="list-style-type: none"> • We are progressing plans to replace the sheeting on the South Stand roof. This is a complex task due to the length of time required to carry out the works - circa 16-24 weeks if uninterrupted. Clearly, we do not have a break of that duration without matches so the phasing of such works is complicated to avoid any risk to matchday delivery. In addition, there are legal and operational complexities due to the need to involve the use of cranes and the proximity to the railway line. • Other roof structures on the remaining stands are subject to ongoing assessment and a maintenance plan.

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		<p>Fan Travel</p> <ul style="list-style-type: none"> • We have a few updates regarding fan travel, through our ongoing collaboration with Transport for Greater Manchester (TfGM). • Buses: Following supporter feedback and extensive conversations with this Forum, I am pleased to confirm that TfGM have reintroduced the post-match shuttle bus operating from Chester Rd/Sir Matt Busby Way, direct to the city centre, stopping at Deansgate Castlefield, Portland Street and Piccadilly Gardens. Currently, the service is only in place for Premier League fixtures, but we will continue to work with TfGM to review the service and ensure that any barriers to public transport are removed. Any feedback on the service, pick up point, capacity, route and cost (£3 per adult), would be much appreciated. • Highway: Works are continuing on Talbot Road and Barlow Moor Road in order to improve provisions for cyclists and pedestrians, as well as Stretford Mall to improve public realm and active travel. Trafford Council and TfGM are also working on a proposal to provide greater powers of enforcement with regards to illegal parking. • Metrolink: Plans are in place to enhance services on matchdays, with the deployment of more double trams on the East Didsbury and Manchester Airport Line to help with high demand post-match. The Trafford Park Line is also an all-double service on matchdays, with additional non-timetabled trams ('Specials') being deployed during post-match. • As of the Brentford fixture, 7th October 2023, the matchday traffic management operation is being delivered by a new provider. In partnership with Trafford Council, Transport for Greater Manchester, Greater Manchester Police we will be working with the new provider in the coming weeks and months to identify opportunities to optimise access and egress in and around the stadium. <p>Galatasaray</p> <ul style="list-style-type: none"> • From a stewarding and security perspective as Sam has mentioned, there were a number of away supporters who were identified trying to access home areas on the night who were refused access to the stadium prior to the game. • It became apparent that as the game progressed more 'away in home' were being identified. Due to the numbers involved in some areas, these groups were monitored, whilst in other areas where problems were identified and the ejection was feasible, these away supporters were removed. • Prior to the game, the police were involved in escorting over 1,000 Galatasaray supporters from the city centre to the stadium. During this process over 50 flares were activated. Two police officers were injured.
<p>MU Foundation Update</p>	<p>JS</p>	<p>2022/23 Season Review</p> <ul style="list-style-type: none"> • At our last meeting we told you that we were compiling our Season Review, looking back at our impact in the 22/23 season. You can access the report using the postcard you have been given, or by visiting: bit.ly/SeasonReview23 • We're always extremely proud to showcase the work we do in our community and this review gives a real flavour of that, with some of the standout pieces of information included below: • In 2022/23 we engaged with 25,587 unique participants. • We delivered 116 projects with more than 40,000 delivery hours. • And helped our participants to achieve 1,574 qualifications. • In the review, you'll also see some individual case studies focusing on participants we work with and more information on how we engage supporters and players. <p>Summer update</p> <ul style="list-style-type: none"> • Throughout the summer, we offered a host of fantastic opportunities to our participants during their holidays. It's important to note that our work does

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		<p>not stop during school holidays, with the enrichment we provide just as crucial then as it is during term time.</p> <ul style="list-style-type: none"> • Our holiday activities harnessed the feel-good nature of an action-packed summer of sport, including - of course - the Lionesses embarking on their sensational World Cup run. • Girls from across our Street Reds sites played in a tournament of their own at The Cliff and then cheered on the team by watching England's win against China on the big screen. A few weeks earlier, another group of female participants enjoyed the amazing opportunity to play on the Old Trafford pitch as part of an adidas pitch day. • Continuing with the international theme, Street Reds participants experienced what it's like to be an England player by visiting the national team training centre, St George's Park. • Another experience saw young people learn the basics of staying safe in open-water, as well as learning how to reduce risks and incidents while in the water and developing life-saving skills. • At our holiday camps, run in conjunction with local councils, we completed 96 hours of delivery engaging 142 participants and also providing 1440 meals. <p>SEND pupils trip to BASEL</p> <ul style="list-style-type: none"> • It was a pleasure to link up with the Scort Foundation, in collaboration with the Football Club Social Alliance (FCSA) to take a group of pupils from our Special Educational Needs and Disability schools to Basel in Switzerland. • Eight students from Brentwood High School and Community College and Chatsworth High School and Community College took part in a six-day excursion with Foundation coaches, where they were able to make new friends, improve their football skills and enjoy a variety of leisure and cultural activities in a completely new environment. • These opportunities we can provide are truly invaluable to our participants and it was pleasing to see how much the youngsters enjoyed themselves. <p>Tour</p> <ul style="list-style-type: none"> • This year, as part of the pre-season tour of the US, we had the fantastic opportunity to connect with two of our official Manchester United New York supporters' clubs to support two youth-focused local charities: Street Soccer USA and America Scores. • A \$5,000 donation was made to each of the charities to kick start this new relationship. • In what was a very memorable few days, we were joined by Wes Brown at a street soccer tournament we hosted in the Bronx for over 60 children. • Working with club we also arranged for 40 underprivileged young people to attend the game against Arsenal, with 11 children joining the players on the pitch as mascots. <p>Winter effort</p> <ul style="list-style-type: none"> • Leaning on concerns expressed by a Youth Voice group around the cost-of-living crisis, and their fears of being cold in the coming months, our focus is very much on fundraising. • We have committed £100,000 towards hats, scarves and gloves to help keep our children warm. <p>Winter Coat Appeal</p> <ul style="list-style-type: none"> • On this theme, I also want to thank everyone who got behind our Winter Coat Appeal this month. Thanks to partners, staff, volunteers and fans we have collected an estimated 1,800 coats for the children and families linked to Foundation partner schools and programmes in the local community. • We also identified an additional charity, in Ukraine, that will benefit from the coats collected. • I love to see these collaborative, united efforts, illustrating that our club is still very much rooted in supporting its local community and beyond. <p>Sleep Out</p>

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		<ul style="list-style-type: none"> ● And finally, there is another opportunity for supporters to get involved with our work. On Friday 3rd November we will be hosting our second Sleep Out. ● In a rare opportunity, fans will have the chance to bed down in the stadium overlooking the iconic pitch, in a bid to come together and raise funds for our work and youth homelessness charity, Centrepont. ● This event will help to raise awareness of the issues surrounding homelessness and the ongoing challenges faced by young people across local communities and we'd love for you to get involved.
MUDSA Update	CB	<p>MUDSA Events</p> <ul style="list-style-type: none"> ● The MUDSA Annual dinner is happening in a couple of weeks, Friday October 27th, with Wes Brown as our special guest. This will be the 24th event and we're looking at putting 350-400 people in the room. It would have been more for sure, but for the match being moved to Sunday at the behest of the TV companies. There are some tickets left though, so feel free to come and see me after the meeting if you'd like to join the fun. <p>Tickets are £35.00, which includes a four-course meal.</p> <p>The Foundation</p> <ul style="list-style-type: none"> ● Our work with the Foundation continues, with the "Ability Counts" programme going from strength to strength, thanks to the hard work of Matthew Pilkington from the foundation. <p>Nathaniel Yates, the MUDSA youth Ambassador has returned to visiting the evening sessions since the new season began, handing out copies of the new MUDSA magazine and interacting with the young people attending the sessions, which become ever more popular.</p> <p>Premier League Disability Advisory Group</p> <ul style="list-style-type: none"> ● Myself and Ted Morris of Liverpool DSA have been beavering away and we finally managed to get the Premier League to enable our first joint meeting of the DSAs who have signed up to the new PL DAG board structure. It was held in the football museum on 28th September and we had a presentation from Rachel Solich from the PL. <p>The subject was the role & responsibilities of Disability Advisory Officers (more and more being retitled Diversity, inclusion and equality officers these days) plus their relationship with the club's disabled fans.</p> <p>We later heard from Tommy Guthrie, the Head of Fan Engagement for the Premier League on the subject of Fan Advisory Boards and the PL fan engagement standard. Happily, most of what he had to say has already been enacted here at OT and we are ahead of the curve, along with a couple of other PL clubs. There's still plenty to do though across the league.</p> <p>In summary, I think it's plain to see that the PL are very aware of the potential appointment of an independent football regulator and are keen to get ahead of the game.</p> <p>Bearing in mind, that the first draft of ASG 2 is expected to arrive very soon, I presented a short piece to the group about ambulant seating; sometimes called easy access seating. The two main areas of concern are:</p> <ol style="list-style-type: none"> 1. A rapidly aging population, which mirrors a steady but constant raising of the average age of football fans. This is well known here at OT, but is something that is happening at many clubs. Eventually this will inevitably

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		<p>produce even more demand for Ambulant seating. There are many fans out in the bowl at OT sitting in GA seats, who could easily qualify for Easy access seats. At Liverpool, they estimate they have a minimum of 5000 ST holders who refuse to give up their STs and struggle to get to their seats, rather than give them up and join the queue for accessible seating.</p> <p>2. A further driver adding to the demand for easy access seating is the exponential increase in ADHD, Autism and Aspergers over the last 20 years. Certainly, since I became disabled in 1997 and first joined the committee. Back then, we had some kids with Cerebral Palsy, Downs syndrome etc, but I only remember us having one child with Autism. That has now changed massively.</p> <p>I don't as yet have reliable up to date figures (I will shortly) but the prevalence of children diagnosed with ADHD increased by 42% between 2003 (7.8%) and 2011 (11.0%). Males had a consistently higher prevalence of ADHD than females from 2003 to 2011. It's a very similar story with Autism/ Aspergers and children generally considered to be on the spectrum.</p> <p>Private diagnoses of ADHD have been commonly available for 10 years or so. They cost around £750.00 and have increased 10-fold over the last 5 years. A diagnosis is considered to be a "gateway" to various benefits, and this is thought to be at least part of the reason for the uptick.</p> <p>What people think of as Disability and how that affects future building plans for stadia will be clearer when ASG2 drops, but we as a group and United as a club/business will, I'm sure, be affected.</p> <p>Comments</p> <p><i>CR suggested forming a sub-group for the Green Guide/ASG2.</i></p>

AOB

- **CB: Can we look into ways to support our older and more vulnerable fans such as free flu jabs?**
General agreement in room / virtually.
- **LB: Is there an under-18 away ticket allocation? For example, if youth applications are 20% of away applications, why can't we have 20% of tickets allocated to this section of support?**
No, we don't currently offer this. If other clubs provide a set ticket price for youth tickets, we will charge that to anyone successful in the ballot. Any changes like this would have to be considered as part of a wider review on how we distribute away tickets.
- **DD: While we all agree it is essential to reward loyalty, it is notable that younger fans are excluded from the loyalty pot by definition.**
We agree, but we are not looking to scrap it as it contains some of our most loyal fans. It should be noted that it was once at 1600 and by the end of this season will likely be reduced to c400 fans.
- **JS:** Please make sure to publicise the next Stadium Sleepout taking place on 3rd November.

Members' Questions

AW	The app indicated it was meant to have updated to allow a feature whereby women's team fixtures could be added to your phone calendar by the start of the season. Is there any update on this?
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		<ul style="list-style-type: none"> • Yes – we have completed all the work at our end and have been waiting for Apple, Android and Google to sign off so we can launch. We now have sign off from Apple and Android so this feature will go live on those two platforms on Friday. We will roll out on Google as soon as we have approval.
AW		<p>The club did not tweet out a message to acknowledge Jewish New Year last month. Why is this? Other religious festivals are acknowledged.</p> <ul style="list-style-type: none"> • Yes, unfortunately this is correct and was a mistake. As a club, we are committed to recognising the significant moments in the religious calendar in support of the millions of fans we have around the world. • We work closely with the FA and Premier League on this however their processes have changed which resulted in us missing Jewish New Year in September. We since reviewed our own processes and polices to ensure that we do not miss an important religious holiday in the future. • We apologise for anyone affected by this oversight.
AW		<p>What is the current position of the Fans Share scheme?</p> <ul style="list-style-type: none"> • As this Forum is aware, we had made positive and significant progress on the Fans' Share Scheme last year. It was appropriate to put this on hold during the strategic review and, once that process is complete, we will be in a position to consider the appropriate next steps together with MUST.
AW		<p>The ownership issue appears to be affecting the club in all areas. Is there anything that can be said about ownership?</p> <ul style="list-style-type: none"> • As mentioned earlier in the meeting, we know fans are eager for update on the progress of the strategic review but again all I can say at this moment is the work is ongoing. • As we have said previously investment of this scale is complicated and complex. We must remember the positive ambition behind the strategic review to secure investment to meet our exciting plans. • We continue to impress on all parties the importance of fan engagement and we will keep this body informed and updated as soon as I am able to.
AW		<p>As there is currently no prospect of a takeover when and how will the required stadium development be achieved?</p> <ul style="list-style-type: none"> • One of the positive reasons for the strategic review process was to explore options for raising funds for investment in areas such as infrastructure. • We appointed master planners to assess options for stadium development and we involved fans in that process. That work provides a foundation to work from when the strategic review is complete. • In the meantime, we continue to invest significant sums in maintenance and improvements of Old Trafford, including the extensive summer works programme described by Collette earlier.
AW		<p>It has been rumoured that the times of TV picks could be changed as part of the next TV deal, including later Sunday evening kick offs. This would be a nightmare for plenty of fans travelling to games. Is the club ensuring the views of fans are put forward as part of these discussions?</p> <ul style="list-style-type: none"> • These concerns are noted and understood. We will continue to ensure that the interests of match-going fans are considered as part of discussions with the Premier League and the broadcasters on fixture scheduling.
AW		<p>At the last Fans' Forum a question was asked re the poor communication of the Glazer Family with the fans. Andrew Ward replied "Joel Glazer has engaged with fans through his participation in numerous</p>

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		<p>Fans' Forum and Fans' Advisory Board meetings over the past two years."</p> <p>Joel Glazer has attended two fans forums, in the aftermath of the super league fiasco. In his second appearance in September 2021 Joel Glazer said he was "looking forward to participating more in the future."</p> <p>Why hasn't Joel Glazer attended the fans forum since September 2021? Can Mr Ward define the word numerous? Two appearances is not numerous. The attendance at the Fans Advisory Board could be cited - but this process hides behind confidentiality.</p> <p>Will Joel Glazer attend the next fans forum?</p> <ul style="list-style-type: none"> • Joel attended and engaged with this group and the Fans' Advisory Board until the announcement of the Strategic Review process. • Following the start of that process there are tight legal and regulatory restrictions on what we can say about the Strategic Review. In these circumstances, it would not be appropriate or productive for the owners to participate in these meetings when they are not able to talk about the main issue that fan representatives would naturally wish to question them on. • Instead, through Richard, and the club's Executive Leadership Team, the owners are kept fully informed of the constructive debate and input that is provided during both the Fans' Forum and Fans' Advisory Board. • Everyone involved in the Strategic Review process continues to stress the importance of engagement with fans – especially through this body of work and the Fans' Advisory Board.
RMc		<p>Is there currently a discount for students/U21's at the megastore- if not could one come into place?</p> <ul style="list-style-type: none"> • All Season Ticket holders and Official Members receive a 10% discount in the Megastore and United Direct.
AW		<p>Is there any sort of aftercare programme in place for academy players (even similar to Crystal Palace) and if not would United consider implementing one?</p> <ul style="list-style-type: none"> • Our Academy has an unrivalled record of developing players for a winning first team, with at least one graduate in the matchday squad for the last 85 years. • • However, success for our Academy isn't defined by the one-dimensional statistic of crossing the white line for a debut. • There is also immense pride at the personal growth that is seen in young people as they strive to achieve excellence. • While the Academy's driving force is to develop players that are capable of playing in a winning United first team; the staff take great pride in supporting young people to achieve amazing things both in football and in adult life. • The Academy operates a programme which provides its players with experiences that will help them to understand the values of Manchester United, to grow and succeed in life, and to maximise their talents. • Manchester United offers young people various opportunities that they wouldn't otherwise have had the chance to experience, were it not for their association with the club. • Our recruitment team work hard with players to help them build their careers elsewhere if it is not to be at Manchester United – sometimes that is employment in football and for others that is securing a move to another club. • We also work closely with our Former Players Association to keep players who have represented the club engaged through our legends work, our matchday hospitality and to hold events at the club.

Topic	Speaker	Topic Notes
AW		<p>Why are Micah Richard's and Jamie Redknapp coming on at Old Trafford half-time? And can we please not do this again.</p> <ul style="list-style-type: none"> The activity was a request from Premier League rightsholder and host broadcaster Sky, for their 'A League of Their Own' programme. As a club were facilitated the activity, in the interests of supporting entertaining and engaging content for a valued broadcast partner who invest heavily in the game. The penalty shoot-out itself was fun and light-hearted, and as part of the agreement, the club insisted that the loser of the shoot-out wear a Manchester United shirt. However, we understand the negativity some fans felt towards this and will take that into consideration if we were to receive any similar sorts of requests in the future.
AW		<p>Are there any plans about starting a social media channel dedicated to information about the youth teams at Manchester United and if not is there potential for this to happen?</p> <ul style="list-style-type: none"> Yes, a dedicated strategy has been designed to bring more information and content from our Youth and Academy teams which is already being rolled out. You will see more live coverage of games, more interviews with staff and players as well as behind the scenes at Carrington.
SK		<p>I have raised this before but never had answer, for euro away games Sportsbreaks are clearly not fit for purpose most of the time citing not enough time to organise trips, e.g. Munich away this season, other clubs have no such problems, once again we are lagging behind the rest.</p> <ul style="list-style-type: none"> Without specific information it's difficult to provide a comprehensive response to this question. However, the cost per trip for Bayern Munich was extremely high, this was the reason they decided not to run a trip. For other matches in recent seasons, when a trip has been offered, there hasn't been the demand from fans to fill enough seats to cover the cost of the trip. Whilst this is disappointing for the small number of people who do want to attend on a day trip, it is indicative of demand from supporters. We now see that the vast majority of fans choose to travel independently. If the supporter affected can send a summary of their experience to feedback@manutd.co.uk we would be happy to look into it further.
SK		<p>I would like to raise a suggestion that in the new age of digital season tickets it would be nice for the club to send out some kind of Season Ticket pack (like membership) I remember a book used to be sent out with offers such as a free drink at a home game etc things like that and a Season Ticket pack would make us as Season Ticket holders (who pay the most money to the club) feel much more appreciated.</p> <ul style="list-style-type: none"> We are constantly reviewing the value for money of a Season Ticket, which is still below the Premier League average, and what we can do to better engage with fans. The cost of a Season Ticket is significantly discounted against the price of 19 match tickets (£190 a season). Members who choose a membership with a pack are paying for that pack, and then the cost of any tickets they are able to access on top. If a Season Ticket holder wishes to purchase an Official Membership for the pack, we're happy to look into a discounted price.
SK		<p>Premium Seating Sales.</p> <p>You will be aware that many Utd fans are concerned that they are being denied tickets at usual prices because they fear they are being sold as premium seats costing hundreds of pounds.</p> <p>Screenshots have appeared on social media of individual seats available in what appear to be new areas across Old Trafford.</p> <p>The club's cash flow difficulties and nearly £1 billion of debt are well known and documented in RedNews.</p> <p>United's most recent accounts to 31st March 2023 show matchday revenue increased nearly 20%</p>

Topic	Speaker	Topic Notes
		<p>compared to the average over the five years before Covid.</p> <p>For example, matchday revenue for the 9 months to 31st March 2023 is 19% higher than the 2017 season (United also appeared in a League Cup final). The number of home games played was 24 in 2017 versus 26 home in 2023. In 2023, there were 3 extra cup home games meaning a 45% revenue share.</p> <p>Since recent alterations, the stadium has 1,600 fewer seats which affect revenue adversely by over £1m</p> <ul style="list-style-type: none"> - Given the above, can you please inform how has revenue increased by 20%? - Has the club been selling more premium seats? - What percentage of seats were sold as premium during the seasons 2016/17, 2018, 2019, 2022, and 2023? Are you able to please provide a breakdown by category, if necessary. - The International Suite is closing from the 2024/5 season, what is the plan for relocating premium seating elsewhere in the stadium? Will it remain at the same number? <ul style="list-style-type: none"> • Hopefully my comprehensive update covered this, however, there are a number of contributing factors to the increased revenue. These include: <ul style="list-style-type: none"> - Price increases in seasonal hospitality areas at a rate significantly higher than Season Tickets and match tickets (ave. 10% per season) - Selling out of all home matches including cup games; in prior season many here will recall we used to close Tier 3 of Sir Alex Ferguson Stand frequently, and additional home cup games, most notably last season, or our run of 12 homes draws in a row at odds of over 4,000/1! - Season Ticket prices increases this season and Official Member price increases in the 2 seasons post-covid. - Season Ticket holders being able to return seats which are then sold to Official Members – who pay slightly more per ticket than a Season Ticket holder. - We had significant numbers of fans purchasing tickets and not attending games. In the last two seasons these have halved, this increases e.g. kiosk and other ancillary spend • All of these items have been implemented intentionally to try and keep the cost and price increases down as much as possible for Season Ticket holders, despite huge operating cost increases. As mentioned in Season Ticket renewal notifications in February 2023, match day costs at Old Trafford have increased 40% in the last 5 years and in the last year alone they have gone up by 11%. We are proud to pay our matchday staff the real living wage (an increase of 9% in many cases) which includes our stewards, kiosk staff and here to help staff. And our security cost per game has gone up 24% over the last 5 years. • As covered in my update, the 4% of tickets allocated as match day hospitality has not increased, although we are utilising more of that allocation than in previous seasons.
SK		<p>There were 400-500 Cup Season Tickets remaining after the renewals and I was told by someone in the Ticket Office that they would go on sell to Premium Members who paid a deposit. I upgraded my account from Lite to Premium membership for that reason, the release never occurred and I spoke to the office again who advised that they wouldn't be on sale as it would be 300k members trying to buy 400-500 tickets. I said that would be incorrect as not everyone is a Premium Member who has paid a deposit for a season ticket. They said that was management's decision. This means I had been misinformed and missold a product as there were still tickets left but the Ticket Office decided to release the remaining CST as normal tickets to Official Members on a per game basis, instead of fans who have paid for a more expensive membership and paid a deposit for it.</p> <ul style="list-style-type: none"> • This information provided is not correct and following receipt of this question has been fed back to the relevant team member. The staff member was correct that this group would receive top priority if any Cup Season Tickets remained after we accommodated those from the 22/23 season but didn't acknowledge that the number of Cup Season Tickets available for us to sell is driven directly from the number of Full Season Ticket holders who opted-out of all home cup competitions. • With us being in the Champions League this season, this number was significantly lower than last season and all Cup Season Tickets sold out to fans who held a Cup Season Ticket in 2022/23.

Topic	Speaker	Topic Notes
SK		<p>Why are over 65's concession ticket holders being treated differently when it comes to attendance. Previously a ticket for a match that we couldn't attend could be used as donate, buy back or ticket forwarding. The rules now say 75% of games have to be attended personally or the concession will be removed. I fully intend to go to as many matches, including cup matches, as I can. But, its difficult when game times dates are changed frequently. Why have the rules changed to penalise over 65's. Many thanks.</p> <ul style="list-style-type: none"> This isn't the policy and was updated part way through 2022/23. There is no requirement for personal attendance, Over 65 Season Ticket holders just need to ensure, in-line with other fans, that their ticket is used (including being forwarded, donated or returned for a refund) for at least 75% of Premier League games.
SK		<p>UEFA SEATING What criteria are used to decide which seats are given to UEFA? Why are fans who are moved as a result of UEFA moves not then seated with other fans who normally sit with them and have also been moved? Why are not all fans who normally sit together assigned equivalent new seats? Once seats have been assigned to UEFA, how long will such seats continue to be reassigned? Would it be possible to reassure older, legacy fans that their support will continue to be valued and that there is no intention to discourage them from continuing as match-going supporters?</p> <ul style="list-style-type: none"> Part of playing in a UEFA competition is the requirement to comply with their rules and requirements. For a UEFA game, we are obliged to provide very specific seating for use by UEFA representatives as well as extra press, differing visiting supporter allocations and associated segregation. The club follows UEFA guidelines closely to ensure we are compliant, and able to play in the competition. We are aware of the impact on fans when relocations are necessary, and always aim to relocate fans to the best possible available seats, and with those they usually sit with. This is limited by availability which this season given so many fans opted-in to this competition, is quite limited. If seats are not required for use by UEFA, we will always relocate Season Ticket holders back to their original seat. It is also worth noting that since we last played in the Champions League, UEFA's requirements have increased significantly, therefore having greater impact on those fans required to relocate. Regarding the final point, we can absolutely assure our older fans that we have zero intention in discouraging them from attending! Everyone at the club appreciates the incredible support we receive and no group of fans would be driven out.
SK		<p>Would the club ever consider helping local fans (as in people living close to OT) access tickets? It appears we are the most disadvantaged. People who live further away, e.g. those in Supporter Clubs, have a better chance because the club puts aside a certain number of tickets for them. In contrast, there are no supporter clubs for Gorse Hill, Chorlton, Stretford etc. (does anyone from Stretford ever sit in the Stretford End?). Some of the other big clubs have systems in place to preserve a 'community presence' (e.g. Liverpool who put a side a proportion of tickets for people in the locality by using postcode applications). Yes we know the club has a large following nationally and internationally, but it seems local people appear least likely to access tickets nowadays. Times have obviously changed, but it sometimes feels like OT could be placed anywhere in the country (or world) and it would still be filled with fans. That's great for revenue, but not really great for local people who want to go and watch their local footy team.</p> <ul style="list-style-type: none"> We value all of our fans equally, whether they are from Stretford or the other side of the world. We treat all fans equally and are proud of our #AllRedAllEqual initiative. We therefore do not have any plans to protect a dedicated allocation of tickets just for use by local fans. There is nothing to prevent a local supporters club, for more information please email MUSC@manutd.co.uk.

Topic	Speaker	Topic Notes
		<ul style="list-style-type: none"> I'd also like to point people to previous meeting minutes where we are taking steps to ensure as fair a distribution of tickets across all Official Members, irrespective of whether they are part of a supporters' club or not.
SK		<p>TRA is oversubscribed every game – when will the club give them an increased allocation of tickets? What is stopping it from growing if there is demand from season ticket holders?</p> <ul style="list-style-type: none"> The Red Army have a dedicated allocation of around 3,800 tickets. Since inception, because of the impact on members availability and associated allocations, we have advised that a maximum of 2,000 of these can be allocated match-by-match. Leniency has been shown stretching this to up to 2,500 in recent seasons. TRA to date have not chosen to allocate Season Tickets, so until their position changes, the maximum allocation from next season will be 2,000 + the number of Youth Season Tickets that are successful in each ballot.
SK		<p>When will you announce what's happening with the exec seats in Stretford End and the International Suite bar?</p> <ul style="list-style-type: none"> We have now concluded the analysis of Executive Club members in this area and are in a position to commence a working group. Would any of you be interested in a virtual meeting next week to discuss options for the area?
SK		<p>If TRA keep cancelling the section in protest then cant the club run it? Me and my group of 4 still want to go in and get behind the team.</p> <ul style="list-style-type: none"> We hope this doesn't occur and would like to continue the partnership we have had with TRA. We have discussed options internally regarding use of this area should the Red Army not operate a section as we are aware many fans have asked about this. Whilst our ambition has always been to have this fan-led, we do have the data of all attendees in recent seasons and could operate an atmosphere section if The Red Army choose not to do so for future matches.
SK		<p>With the younger match going support ruled out by default from being part of the loyalty pot for away tickets- Would the club look into the prospect of youth (maybe 16-25 as fits with the supporter's club) having a set percentage of away allocation tickets for each away match? (A couple of clubs doing this already) I know we have spoken about this before and not ruled out the idea, it's come up more and more recently and lots of youth support have been very keen on the idea, so I think now is a good time to bring this back up.</p> <ul style="list-style-type: none"> We have advised over a number of seasons that until we see that the vast majority of fans applying for tickets, actually want to attend the game, we will not reconsider the methodology applied to the ballot. Collections have continued this season, but it is too early to provide detailed analysis. An overarching summary for last season is that when asked to collect, 32% of fans didn't, and some games were over 50%. With this in mind, we are still not in a position to review methodology. However, we have already confirmed the Loyalty Pot is not an ideal solution and replicating that exclusively for younger supporters (but increasing to the age of 25) still alienates the vast majority of away game applicants. We have recently re-implemented the strategic placement of under 16s at away games to ensure they are grouped in the most suitable location possible. Once we have fully rolled out secure digital ticketing, we will look to implement this out for away matches, which will solve this issue. Only at this point can a review of the whole away match demographic take place, ensuring we aren't unfairly treating any groups of eligible fans. Aside from the historic away gesture of 2x tickets for MUSC's of a certain size (which would also be subject to any review) no supporters clubs are allocated away tickets. All tickets are applied for are done so by individuals with who then personally attend.
SK		

Topic	Speaker	Topic Notes
		<p>Would the club look into having a discount for Manchester United yearly membership for youth supporters who -in a time of living crisis- many struggle and some are put off by a membership fee without the guarantee of even attending one match during the season? Will come across as welcoming more youth support and definitely help the initiative to continue looking after the future of Manchester United!</p> <ul style="list-style-type: none"> • Young supporters, up to the age of 16 do receive around a 50% discount on Membership. This is not applied to 25-year-olds, given the already competitively priced product, and significant discounts on match tickets. • We are investigating new tiers of Membership, as part of this we have and will continue to conduct fan survey to establish what is most important to the majority of fans.
JL		<p>How long does it take for repairs—specifically leaks in the roof—to be completed once they have been reported?</p> <ul style="list-style-type: none"> • Once a problem is reported we aim to have a contractor on site as soon as possible – usually with 24 to 48 hours. This is a specialist piece of work requiring expertise involving working at height and restrictions around the weather. The intention is to repair the problem as soon as possible. However, the completion time for the repair can vary. As an example, the location of a ‘drip/leak’ may not necessarily be the exact location of the damage/fault - some of which can be quite small - so establishing the exact problem can take occasionally take more time. We are aware of the impact that leaks can have on our supporters, and we are committed to addressing these expeditiously.
JL		<p>The Club advertises the Old Trafford Tram stop as being the nearest tram stop to the ground - where in fact, it is the Wharfeside Tram Stop that is the nearest. Wharfeside Tram Stop is 420m to the Megastore - Old Trafford Tram Stop is 947m - literally twice the distance.</p> <ul style="list-style-type: none"> • We apologise for the incorrect information. This has now been updated.
JL		<p>Could United look into keeping a bar open after full time?</p> <ul style="list-style-type: none"> • We already have bars open in hospitality areas post-match. We are willing to explore other potential options and will also review how the planned seating changes to the International Suite seats ahead of next season may provide new opportunities for the International Suite bar area.
AW		<p>The new away kit is horrid. It makes you feel like you're watching Newcastle not Man United. What a disappointment - why did you make this ugly kit?</p> <ul style="list-style-type: none"> • Our first ever away shirt was striped - so the striped away shirts are synonymous with Manchester United and important part of our history. It has been over two decades since our last striped shirt and with retro football tops becoming more popular, we worked with Adidas on a shirt that will look great on and off the pitch. • Elements of the palette mirror the buildings of Manchester and its proud industrial heritage, with the red representing the bricks that were used to build much of the city and the green being a colour found in many of its urban structures.
RMc		<p>Could dates of future meetings after the meeting on 7 December be decided after consultation with all members of the Fans' Forum?</p> <ul style="list-style-type: none"> • We will look to arrange the Forum for a convenient date and where possible align this with home games for those travelling a distance. We will also keep holding these meetings shortly after FAB to allow this Forum to receive an update from FAB and to contribute to any debate.
RMc		<p>In the minutes for the last meeting, on page 7 in the FAB update section, you mentioned working with the Fans Forum to 'gain clarity on fan engagement strategy' for the women's team. When will this take place, if it hasn't already, and will we be able to see it anywhere?</p>

Topic	Speaker	Topic Notes
		<ul style="list-style-type: none"><li data-bbox="231 109 1495 224">• We will shortly hold a sub-group meeting to discuss this and would welcome volunteers from this forum to attend. Our 2023/24 Fan Engagement Plan for the club was released in August and we are looking to roll out many of the activities within it for fans of both the men's and women's teams.

Appendix

We received 29 questions which have been answered, 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. Will the price filter be added back on the man united ticketing website? It's extremely difficult to get pairs without it. Last season the only time I ever got tickets at face value was due to the price filter allowing me to buy them at face value. Please could you do something about this if possible, from one fan to another.
2. Can we get the filter back on ticket prices?
Why are so many seats becoming executive- this pricing out normal fans?
Why has it become so difficult to obtain tickets, forcing people to go to overpriced touts?
Can we just go back to a ballot system. Still hard to get tickets but at least I don't have to sit in a que for hours on end while I'm trying to do my day job.
3. I am having a lot of issues buying tickets due to the removal of the filter bar. I have no interest in buying any hospitality packages. It seems the club has removed the filter bar to push people towards buying hospitality packages in order to secure their seats for each game. Last season the filter bar was a massive help allowing me to secure a pair of tickets for multiple games. As I am sure you agree the match day experience is much better when shared with family/friends. Can you raise this issue with whoever is in charge of the ticketing? I am sure many reds have also been having the same issue as we move towards the new season.
4. I wanted to raise the issue of the removal of the price filter for match tickets. Why was it removed? It's literally impossible to get tickets to matches now that it's not there. If I hit the choose seats for me, I'm always assigned hospitality tickets. With the cost of the official membership going up, why has it become harder to obtain tickets? With the price filter last season, I was able to attend most home games and a European away game. Please could you consider adding this feature back again, so I can obtain tickets within my price range for future matches.
5. For normal match going fans it's near impossible to get tickets now when they go on sale with the price filter taken away! Can we have the filter back please instead of being automatically offered the highest priced hospitality tickets!
6. I am a lifelong United fan who has been traveling season after season to watch my beloved club. Purchasing a season ticket has always been a challenge due to high demand. However, using the ticketing website has been my go-to method for securing tickets... until now. Unfortunately, I must bring to your attention a recent issue that has made it next to impossible to secure tickets through the MUFC website. The price filter function has been removed, resulting in touts and bots taking advantage of the situation, leaving genuine fans like me struggling to obtain tickets.
I kindly request that you raise this pressing issue with the relevant authorities, as it has had a negative impact on me and, I believe, the majority of fans who purchase tickets through the website. The financial burden of buying flights and accommodation is already significant, and this additional hurdle makes the process even more challenging.
7. Please can you bring back a much-appreciated feature in the price slider filter when buying tickets online?
Buying tickets is already an extremely difficult and at times stressful process with a very low success rate. In removing this filter you're removing the very little chance many of us everyday fans have at getting any tickets. Without this feature, you have to click through each section. By the time this loads any few non-hospitality tickets have gone (more than likely to bots). Please reconsider this anti-consumer change you have made and take into account the majority of your fans that simply cannot afford hospitality tickets. Many Thanks.
8. The process of buying tickets is an absolute disgrace. The removal of the price selecting and choose tickets for me has made securing tickets significant more difficult and it was already difficult enough. Also, the use of the reCAPTCHA after each time you add a ticket to your basket is unnecessary.
9. Why has the price filter been removed from the ticketing platform?
The removal of the price filter from the Manchester United website has made it difficult for ordinary fans to find and purchase tickets they can afford.
The price filter was an important tool for fans, it allowed them to quickly and easily find tickets that were within their budget. It also prevented fans from accidentally purchasing tickets that were too expensive.
Previously fans could filter by price and then select "choose seats for me" It was the quickest way to add tickets to your basket. That functionality is now redundant. If a fan uses the "choose seats" option, they will have exec seats added to the basket.
In addition, the removal of the price filter has made it easier for bots to scoop up tickets. Ultimately, Speed wins so ordinary fans are at a disadvantage.
A member trying to buy tickets must now go into every block and try to find tickets that meet their criteria. They have no chance of beating a bot!
Price filters are a basic feature for all ticketing platforms. Its removal has made the Manchester United website a poorer user experience for fans.
I urge you to reconsider the decision to remove the price filter.
10. It is good to see the women's team home and away games separated on the ticketing website. What other changes have been made to the website and what changes are planned? One thing members often ask for is a filter for price when looking at all home games to identify which games have tickets within their price range, as this would filter out premium and hospitality tickets.
11. I attend probably 60% of matches as an official member yet in 5 years I have never once received a ticket for a balloted game. Surely there can be a reward for loyalty and the ballot be weighted according to how many games the member attends and how long they have been a member? Thanks.
The point I'd like to raise is about ticket availability and fairness for members.
Once again, the vast majority of Premier League tickets are sold on one day in July. Those at the front of the online queue can order tickets for as many games as possible, and for many there are no tickets left when their turn arrives. Surely there must be a fairer way?? The old ballot for every game was fairer in that there was a possibility for each game.
The club's position is that there will be more releases, but the reality is that these seats are often very expensive, and the same problem occurs with demand.
12. We have to go back to the old system of ballots.
Then do the ticket drops like last year.
No one has time to log on to the website and queue for hours only to be presented with hospitality tickets.
I'm a season ticket holder trying to buy tickets for my son who is a premium member.
Suddenly the family element of this club has been destroyed.
13. Has the website handled the large demand for tickets recently, with long queues for the announced ticket releases? Does the club work to try and release tickets for different types of customers at different times to help reduce the queue length, e.g. season ticket holders, official members, women's team tickets
14. We play Burnley on Saturday 23rd Sept, on Tuesday 19th there are around 100 tickets (5% of allocation) still on sale on LiveFootballTickets.com, obviously many will have already sold too. Prices starting at £150. This is common, in fact starting price for an away game is usually £350. Given the VERY restricted audience who are able to even apply for an away ticket I would have thought it might be easy to identify the root cause of these supplies, some sellers have 20 tickets. Away games are great memories for all fans and there should be more effort to allow others to experience this and cut out the profiteering at the expense of fellow reds. Are the club looking into this ongoing issue?

We have received several queries regarding Mason Greenwood, all questions have been collated below and will be referenced within the main update.

15. Morning, firstly, thank you for all that you do. Your work is so important to us as fans and sometimes is overlooked. My comment is about Mason Greenwood. I know you cannot discuss the situation; I'm just sharing my view. I wrote to OT a few weeks ago and they promised to pass on my comments to those decision makers. Mason is a fantastic player, no denying, a generational talent. He is a human, with thoughts, feelings, and a right to be heard. We have seen and heard the videos and the appalling misogynistic behaviour exhibited by him in regard to women and the woman he loves. His case was dropped due to the witness retracting...not because he was found innocent. Yes, he should have professional support and has a right to apologise and learn from his actions. Utd has a long tradition of being a respectful, family club with high morals, integrity, professionalism, and of doing the right thing for Utd, even if it is a difficult decision. The bigger picture and future of the best club in the world should always be paramount. However, no one is bigger than Utd. If MG were to return, this would cause reputational damage to our heritage, the Women's team, staff, women fans and women across the UK. And the fathers, husbands, sons, partners of women, who would fear such behaviour being meted out on their loved ones, God forbid. Condoning his behaviour for 25 goals a season is not commensurate with our values. I first went to OT in 1970, aged 8, with my Dad and have adored and supported my club since then. I'm aware supporters may be asked their views and as such, I share mine.
16. Whilst not necessarily a question, as an experienced social worker, I am hugely concerned at the process undertaken by the club in determining MG's return. Indeed, the panel made up of club executives and legal reps, no safeguarding professionals, no domestic abuse experts. Anyway, below is my email to the club, which I anticipate will be ignored sadly. I have waited and waited before sending this, but I am increasingly concerned regarding the club's potential decision regarding Mason Greenwood and could not live with myself had I not raised my concerns. I am a lifelong fan, a season ticket holder, a husband, a father to a daughter and an experienced social worker in children's social care. So I have seen it all, and worked numerous sexual abuse cases, and hundreds of domestic abuse cases. I have worked in courts and in the most complex of circumstances. And I believe that this is a decision that the club has to get right, that will essentially reveal what the actual heart and soul of this club is and will continue to be in the years to come. If he does, not only do you fail to protect women, you communicate to any boy or man, or perpetrator of abuse associated with the club in any way that physical, emotional and sexual violence against women is ok. Just look at the type of men that are literally being empowered as stories leak of his likely return online it is horrific, it is abusive and a decision for him to return would lead to more women being abused. When you have looked in the eye of someone who has been sexually abused or been in an abusive relationship, as I have sadly had to do countless times, the complexity and dynamics at play mean it is little surprise that they remain with their abuser, and make no mistake that is what he is, so their ongoing relationship, child or not, cannot be in any way a justification for any decision made for him to return. There is power, control, emotional abuse all at play here, and the position of a professional footballer wields considerable power just on its own, and should come therefore with associated responsibilities. His partners wishes and feelings in this cannot be viewed without the context of the abuse she clearly suffered in the 'relationship', and as such therefore are a completely unreliable indicator of anything. Yes, sadly it was enough for the Police to longer be able to proceed, but should not be enough for a credible organisation to not be able to understand the very complex dynamics of domestic abuse. I believe as a football club, your threshold must be lower than the criminal courts which is beyond reasonable doubt and should be on balance of probabilities' you can draw little other conclusion that he should not and should never be the type of man you want representing this football club. It comes down to values, and what are this club's values, what if anything does it stand for anymore? This decision will communicate that loud and clear. How can this club reinstate that man, and expect any woman or girl (my wife, my daughter included) to feel that Manchester United is a place that they can feel safe! Your most recent statement does not even mention your responsibilities to those female fans who can potentially no longer call their club a safe place to be. Your campaigns such as all red, all equal hollow sound bites and meaningless gestures at best. Your duties to Mason, should have begun when he was seven and helped educate him as to how to behave and conduct himself, and there needs to be a much more holistic, rounded approach to what this looks like when it comes to talent. Maybe we need to be considering how to better support the young professionals that are coming through. But they should not be treated differently to anyone else. Also let's not forget, this is not a misdemeanour number one with this player, this is the culmination of talent being able to get away with consistently poor behaviour over years, and ends up in this scenario. I am sure you are not so naive as to imagine that he was charged with those various offences without a shred of evidence gathered by GMP, and I am sure you have seen and heard much of what is in the public domain, as have I and many others and it is disgusting. This club needs to stand with victims, stand with women and do what is right, and he needs to go. He can rebuild his career and his personal life elsewhere, but Manchester United should be somewhere the vulnerable are welcome, and reinstating this man would communicate the opposite, undermine all the work you do with the Foundation and taint the reputation of this club that I love. According to your own safeguarding policy, safeguarding is a number one priority and you want to create a culture that safeguards adults and children at risk, you cannot reinstate this player even when reading your own policy. You will retraumatise victims of domestic abuse in your fan base and beyond, you will communicate to people in abusive relationships that there is no hope, you will tell children and teenagers that the behaviour that leaves them cowering under the bed is ok, and all the more ok if you happen to play for Manchester United. I would be very grateful for a response to this that covers more than just a cursory, we are doing all we can, conducting a very thorough investigation etc perhaps even considering and referring to your own safeguarding policy when doing so. Which having read I cannot see how you reinstate this player to the club. In reality although you have consistently painted this as a most complex decision, the reality is, it really shouldn't be and you know it.
17. I've been a match going fan for 46 years now and a member of MUST for many seasons too. I've followed United all over the world and even though I live in Ireland these days I still get to Old Trafford 3-4 times a season and do the odd Euro away if other commitments permit. I wanted to contact you as I'm deeply troubled though by the idea of Mason Greenwood being retained by the club in any capacity and I wanted to let you know that as a father of two teenage girls I'll walk away from United if they bring him back. This should be an easy decision for the club to make. Violence towards women is something that cannot be condoned by the club and, whatever they say, if they continue to employ him that's what they are doing. It sends a signal that his behaviour is redeemable and it's an awful message to convey not just to female supporters but to all fans of the club. We want to be proud of our club and our players and cheer them on when they represent us but how can we do that knowing what he's done. It's something I certainly won't be doing.
18. As a father to daughters, how can I possibly support Manchester United if they are willing to let Mason Greenwood ever wear the badge again. It makes me sick, our club is being stolen by moron administrators thinking west African troll accounts on twitter are actual fans...
19. How will the club be taken seriously about values, equality and character if Mason Greenwood is allowed to represent the club again?
20. Please raise as urgent the feelings of the Man U women's team along with most women and sensible men the feelings about Mason Greenwood retiring. The club shouldn't let money get in the way of behaviour irrespective of things the audio is in the public domain and is proof of conduct not becoming of any Man U player whatever their value.
21. I'm a season ticket holder and would like to raise the issue that if the club brings back Mason Greenwood I will be incredibly disappointed. The message this would send to the young men and women in our society is appalling, I genuinely feel sick at the thought of attending games where Mason is in the team.
22. I didn't think this even needed to be said but how anyone at the club is even thinking about bringing him back is beyond belief. It is absolutely sickening and must be opposed by all right minded fans and staff.
23. Please get back Mason Greenwood, take a decision based purely on our Internal investigation and not on the false propaganda going on in the media.

24. Why has there been a lack of duty of care to female supporters and female players regarding handing of the Mason Greenwood decision? At the FA cup final one male supporter told me Greenwood was innocent and asked me why I would mind him returning. Away supporters shouted Greenwood is a racist and a United fan shouted Greenwood is our hero. By the club stating that they intend to consult female member of the team they have potentially encouraged male supporters to engage female supporters in conversations they do not wish to be part of. The targeting of the England football players is a clear indication of the vulnerable position female supporters are being placed in by club statements that specifically mention female consultation.
- 25.

We have received 2 questions relating to Over 65 discount:

26. I have been a season ticket holder for nearly 30 years and I just missed out on the over 65 year old reduced rate last season by two months. I did receive my over 65 reduction this season I was however very disappointed to see that the cost of the ticket was now only a 25% reduction. Plus when you add the 5% inflation rate my season ticket cost me 30% more than what I was expecting. Can you tell me did the forum fight against and was not listened too or it was just push through without any discussion. I feel personally hard done by seeing as I have had a season ticket for so long and just missed the 50% reduction by two months last year. I certainly will be interesting to see the rationale used to introduce this process.
27. It seems unfair to punish such loyal supporters in an era of such high salaries for players. I'm an over 65 member. When the increased season ticket prices were announced earlier this year the club stressed that the over 65 price would still be at a 50% discount. On the evidence of the ticket prices for members when this season's tickets went on sale it appears that the discount is nowhere near 50%, representing a huge increase in ticket prices for over 65s compared to last year.

We have received 2 questions relating to digital tickets:

28. I have received an email regarding downloading my season ticket onto a smart phone. Unfortunately, I don't own a smart phone and I'm unable to download my ticket to the phone I have. I contacted the club who informed me that there is no longer the ability to print the ticket out. Apparently, the decision was taken by the club to make the tickets digital only was taken after the FA cup final, but I had already renewed my ticket in May. Why were supporters not made aware that digital only tickets was how the club was thinking of moving, before asking them to renew. I feel that I have been asked to renew my ticket without being fully aware of facts, and now I'm left with the choice of having to obtain a smart phone or not attend games I was just wondering if the club discussed with older supporters about not allowing supporters into games without a digital ticket inside a smart phone digital wallet?
29. This week I felt I had no choice but to cancel my season ticket that I have held for 30 years due to the new policy. It broke my heart to do it and I did have a cry. I might not be over-65, but I don't have a digital wallet or do online banking and I share my ticket with my 78-year-old dad, who goes when I can't. He has been following United since the 50s, but he doesn't even really do email or anything like that. I know the club say they brought this change in to prevent touting, but it feels like it is driving out long-serving older supporters. The club said only people with an underlying medical condition would be exempt, but I can't help but feel that there should have also been an exception for older supporters who you know have been loyal to the club for years (i.e. gold members). Digital might be the future, but not everyone is there yet and there should have been more understanding of that.