

## Minutes of ticketing committee meeting 02:05:2023, 6.30pm

	Action/ deadline
<p>1. Apologies were received from Mark Inskipp, Present were: Chris Wheal, Rachel McFetridge, Nick Drane, Sue Watson, Kevin Hind</p>	
<p>2. Minutes amended and approved. Confirmed that ISC minutes included had been published by ISC. Publish on website.  Noted previous minutes had not been published. CW to chase that they be published too.</p>	<p>CW/MI 10/5/23</p>
<p>3. Matters arising</p> <p>4. CW wrote to Nicola Keye on 11 April. Jake responded saying the club refused to deal with WHUST on ticketing and that the ISC had agreed all ticketing issues would go through the main ISC committee and not to any sub-committee. SW has shared ticketing manifesto with ISC chair and ticketing sub-committee chair. CW shared the correspondence with the committee (not for inclusion in the minutes). SW reported that club had said they will do a season ticket holders welcome pack, possibly with some benefits provided.</p> <p>5. CW wrote to SP, chair of the ISC ticketing sub-committee, on 11 April and has received no reply. Correspondence shared but not for publication. SW reported the ISC had sent a number of emails on the subject of a new ticket banding. SW will circulate the email exchange to the committee.</p> <p>6. CW included request that season ticket prices be frozen (WHUST was the only group to do this) and whether season tickets of non-attendees be cancelled in his letter to NK on 11 April (above). SW to report on the ISC's view. CW had sent query on adding an extra season ticket to Samantha David on 12 April. She had replied saying she could not answer but would reply when NK returned to the office. Chased on 26 April when season ticket renewal opened. No reply. KH reported on the ISC meeting with the club on season ticket renewal. Club had said people would be able to move seat at renewal. KH said his interpretation was that someone wanting to move need not renew and then wait for the chance to mover but could move when renewing. But this is not the case on the website and therefore is in contrast within what the ISC was told. RM said she had not received her season ticket renewal email but had been told she had could reserve a new seat if she called the ticket office. RM said she had called to renew her ticket but had been on the phone for over an hour when she called so did not have time to ask. RM believed if you renewed and then moved to a cheaper seat you would get moneyback and not as club cash. CW suggested he call and ask if it could be done, as he had not had an answer to his</p> <p>SW confirmed DS had not received his renewal email either. If people have approached the club on this or similar issues then we should contact the</p>	<p>SW 5/5/23</p>

<p>club on behalf of members. SW reported ISC had informed club renewal notices have not gone out.</p> <p>SW suggested CW ask Samantha for a response and escalate it if not. CW said we allow for the bank holiday as he had sent reminder on 26<sup>th</sup> April, so it was agreed to contact her if no reply by 4<sup>th</sup> May.</p> <p>7. CW included Ghent comments in letter to NK (above). CW included request to ISC ticketing sub-committee for regular meetings in letter to SP (above).</p>	<p>CW 4/5/23</p>
<p>4. Discussion on the way forward</p> <p>Serious concerns raised by several members about the ISC failing to function, excluding WHUST's ticketing chair and falling well short of the standards expected. The ISC ticketing sub-committee has not met and has not published minutes of past meetings and the chair is not answering emails. Where minutes have been published, they are too anodyne and lack detail. The ISC is failing to take up ticketing issues WHUST has promoted.</p> <p>Some discussion about WHUST, or the ISC, setting red lines and refusing to take part if those are crossed. The club wants to change the ISC's MOU to create a Fan Advisory Board. Club calls it an evolution of ISC. ND said if club refuses to consult properly it is a colossal waste of time. CW described the ISC currently as a dead duck in a polluted pond. ND said we need to move away from having meetings where we discuss what the club hasn't done and talk about what the club has done. The club is not behaving like a grown up. SW pointed out there were excellent people on the ISC who waded through treacle trying to get things done. ND flagged that the law will require the club to behave differently. ND said if the ISC met without meeting the club it would not have any less information. At that point we could say to IREF the club has no consultation and must therefore not have its licence approved. ND – how can WHUST get behind the ISC and get the club to consult properly?</p> <p>White Paper says club must consult with its trust. The White Paper says the regulator cannot set ticket prices but the understanding is that clubs are expected to consult with the trust on ticket prices.</p> <p>Club has undermined the ISC constantly by not consulting, most recently by announcing – with no consultation – season ticket price increases when it remains uncertain if we will be a Premier League club.</p> <p>The club has said it wants to deal with the ISC main committee and not a ticketing sub-committee. This is for discussion at the ISC meeting on 10 May. Agreed we should recommend the ISC reject that. And MOU says clearly it can be someone else, not the main ISC rep. KH pointed out when ISC first formed each group had different members for sub-committees.</p> <p>The MOU of the ISC states:</p> <p>The Supporters' Committee has the power to form and dissolve Sub-Committees as required. The members of Sub-Committees are typically nominated/elected from the Committee, however, in special circumstances it may be that the Committee wish to include others from outside should they have particular skills or experience. In addition, it is expected that the Club will allocate appropriate staff to each sub-committee, dependent on the</p>	

<p>topics covered and their role in the Club. Sub- Committee meetings will meet as and when required and typically ahead of Committee meetings where they will present ideas/proposals, and updates. Sub-Committee topics will be determined by the Committee.</p> <ul style="list-style-type: none"> <li>• Each subgroup must contain a minimum of four and a maximum of six ISC members.</li> <li>• The subgroup ISC members must elect a Chair and Vice Chair for each subgroup</li> <li>• Each subgroup Chair/Vice Chair will be responsible to report back to the monthly ISC meeting and the ISC/Club meetings.</li> <li>• All subgroup meetings must be supported by an agenda and minutes. All subgroup minutes must be distributed to those ISC members who are not in attendance or members of that subgroup, once agreed by the sub-committee.</li> <li>• Should a subgroup have a vacancy, each ISC member on the subgroup may nominate another representative (non ISC member) from their respective Supporters Group. Each ISC nominee must be voted by and agreed by a majority of the ISC subgroup members. It should be noted that non ISC subgroup members is not able to participate if a subgroup vote is deemed necessary.</li> <li>• Any variation from the above must be sanctioned on an exceptional basis by the ISC. Any approved exceptions can be revisited at any time by the ISC should and ISC member request such a review.</li> </ul> <p>Agreed that under the MOU:</p> <ul style="list-style-type: none"> <li>• The ISC should re-establish a ticketing sub-committee.</li> <li>• Each group on ISC should nominate their own rep and it need not be the same person who is on the ISC and has relevant experience or expertise.</li> <li>• WHUST should nominate CW.</li> <li>• The sub-committee should elect its own chair.</li> <li>• The club must dedicate the necessary resources to service that committee properly.</li> <li>• Sub-committee meetings that include the club are in addition to the main ISC meetings involving the club.</li> </ul> <p>SW to write to the ISC to ensure this is on the agenda for next meeting. This is intended to help the ISC. To force the club to follow the rules of the MOU.</p>	<p>SW 5/5/23</p>
<p>5. AOB</p> <p>SW has sent round an email with 11 questions for a meeting on 4 May with the Alkmaar equivalent of WHUST and FSE. Could everyone answer those urgently please? Or ask additional questions.</p>	<p>All 3/5/23</p>
<p>6. Date of next meeting 13/06/23, 6.30pm</p>	

The meeting ended at 7.45pm