

Minutes of ticketing committee meeting 13:06:2023, 6.30pm

| | Action/ deadline |
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| <p>1. Apologies were received from Kevin Hind Present were: Chris Wheal, Rachel McFetridge, Nick Drane, Sue Watson, Mark Inskipp</p> | |
| <p>2. Minutes amended and approved. Publish on website. Noted previous minutes had not been published. CW to chase that they be published too.</p> | <p>CW/MI 116/6/23</p> |
| <p>3. Matters arising CW had received a reply from Samantha David: At this stage of the renewal window, we are not offering additional seats. The seats are to renew. There is no confirmation of how many additional seats can be sold as yet. We will inform supporters once confirmed.</p> | <p>No action</p> |
| <p>4. Season ticket renewals ISC had issued a statement after prices were announced with no consultation on 25 April. We added our own comment flagging up that we had requested a price freeze, quoting the letter CW had written on 11 April: "It would also be good, too, to get some clarity on planned season ticket prices for next season. We do think it would be better for the club to publish its plans as soon as possible, based on staying in the Premier League and the potential for relegation. Fans need to start budgeting now. I have to stress that WHUST urges the club not to increase prices if we remain in the PL, taking into account the devastating effect of the cost of living crisis on many West Ham families. A price freeze would be a small sacrifice for the club but a positive and welcomed gesture for the fans." The ISC had requested that season ticket renewals be kept open until the end of June. It had received an email from Jake Heath saying: "The Club specifically extended the proposed Season Ticket renewal deadline beyond the end of May in order to provide supporters with two payment windows across the months of April and May. To reassure fans, the finance payment plans also remain in place for Season Ticket Holders should they need to spread the cost of the payment across 4 or 10 months respectively." The club's chosen method of coms, 6foot2, had reported that renewals would not meet the 97% of the previous year. The new cap for season tickets is 49,000. WHUST noted the club is trying reduce the number of season tickets - it used to have 55,000. High numbers of season tickets was due to the move and so many people not wanting to move. Now the club can sell out individual matches selling higher priced individual tickets so they want to reduce the number of season tickets. The London Stadium has a capacity of 62,500. Some 3,000 are reserved for away fans, and 3,600 are taken up by Club London, leaving 10,000 for</p> | |

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| <p>general sale for each Premier League game.</p> <p>Club unable to make clear the process for those who want to move or buy an additional seat. It is possible to move when you renew but not all the seats you might be able to move to will be available. If you need to renew at a higher price and later move to get a lower priced season ticket, it will not be acceptable to get club cash for the refund. Also flagged that there is a greater chance of getting the best deal if you called.</p> <p>The main problems again stem from poor communication by the club. The website is not clear. The staff are all trying to help all the time but often do not know the answer or have not been told how to resolve a problem.</p> <p>As the club does not explain how it works, so maybe we should write an explanation, if we can work it out. And it has changed this year and could change again next.</p> | <p>Wait and see</p> |
| <p>5. AOB</p> <p>Any ticketing lessons from Prague?</p> <p>Ticketing worked smoothly. Concern was people were unaware how it would work so were unnecessarily worried. The process was explained by Uefa and the club pointed people to Uefa but the club should have helped by making it clear to West Ham fans. Club needs to understand that many people see they will have “digital ticket” and assume it will work the same as the NFC season ticket. But this was not the case. The ticket was activated by Bluetooth when you got near the ground but then had to be scanned (it did not work using NFC). The club should have explained this to fans. Some fans had called the club and the club had explained it well to them but many others were very unclear before the match. As many had bought tickets on the secondary market many were unclear whether they had a ticket or had been defrauded. CW should share the positive feedback with the suggestion for any future games that the club provide the information from Uefa or whoever and flag up the difference between those match tickets and the standard West Ham season tickets.</p> <p>More people would go into the London Stadium earlier if there was a better selection of food and drink, at a price similar to the bars nearby and with enough staff to serve it quickly. That would ease the security search queues. If the bars were still serving after the game, people might stay, reducing the Stop/Go issues and queues at stations. The bars stayed open in Prague and people stayed and celebrated.</p> <p>Attendance was reported at 17K when ground held 2k more. CW should try to find out the numbers (It was 17,363). FSE should ask Uefa how many tickets in the neutral zone were bought and then transferred. That would give an indication of touts.</p> <p>How much did fans pay for the tickets on the secondary market? Can we find out?</p> | <p>CW 16 /6/23</p> <p>CW 16/6/23</p> |
| <p>6. Date of next meeting 16/08/23, 6.30pm</p> | |

The meeting ended at 7.25pm