

Minutes of ticketing committee meeting 20:12:2022, 6.30pm

	Action
<p>1. Apologies were received from David Shaer. Present were: Chris Wheal, Rachel McFetridge, Nick Drane, Mark Inskipp</p>	
<p>2. Minutes amended and approved. Publish on website with ISC numbers redacted as ISC has not published them</p>	CW
<p>3. Matters arising</p> <p>3. Away fans crib sheet:</p> <p style="text-align: center;"><u>WHUST and Football Supporters Europe</u></p> <p>We are working with Football Supporters Europe (FSE) to ensure we are safe, secure and any problems are dealt with as we continue our European adventure.</p> <p>Below is the support FSE can offer. They have helped several West Ham Supporters already and will continue to act in fans interest within Europe.</p> <p><u>Away Fans Survey</u></p> <p>As part of our work monitoring the conditions for away fans in European competitions, we encourage every travelling fan to fill in this year's Away Fans Survey</p> <p>https://www.surveymonkey.co.uk/r/STHZR8S.</p> <p>By completing the survey, you help us collect hard, reliable data, which will inform our future policy. FSE will evaluate the data to offer a clear picture of the situation across the entire UEFA region and to liaise with the football authorities on possible improvements.</p> <p><u>Ticket Prices</u></p> <p>We are now working with UEFA on several topics for fans travelling to UCC competitions, ticketing being one of them. Therefore, we are continually monitoring ticket prices to identify trends and problematic clubs.</p> <p>It would greatly help FSE efforts to argue for a lower cap if you could let WHUST know as soon as possible what you are being charged for the next European away game, so we can collate and forward the information on. Please note that we need the face value of your ticket, in the currency in which it was issued. In order to facilitate data collection, please send us a picture of your ticket when possible, it will not be communicated beyond the FSE Office.</p> <p>If you have any suspicion that the price you are being charged at an upcoming international away game might be too high, please contact us as early as possible – and preferably before the game. We can then pass the information to FSE who will assess the it and in case of a potential breach</p>	SW/CW

of regulations approach UEFA with you and your club.

Standing sections

We and supporters' organisations from across the continent have long campaigned for UEFA to lift its outdated ban on standing at football stadia through our continent-wide 'Europe Wants to Stand' campaign.

With fans in three countries (Germany, England, France) now being allowed to use standing facilities for the 2022/23 season, it was great to see some of you being able to stand at their respective games.

The FSE are following this test phase closely, so if you were among the lucky ones, who recently played a team that offers standing for away fans or have standing allowed at home, it would be great if you could fill in the survey that we will circulate on the experience

Unfortunately, we realised that not every club jumped on the opportunity to order standing tickets for its away fans, even though the opposition team's ground would have standing facilities for away fans. The fewer games played with standing areas for away fans, the less proof the FSE will have during the test phase to show that standing areas are perfectly safe. Additionally, home teams tend to charge 2-3 times more for seats, than they do for standing.

So, if you are going to play a club in the next round, which provides standing for away fans, we will be approaching the Club to take up that opportunity.

Complaint mechanism

If you experienced/witnessed any problems or organisational failures at an away game (closed toilets / not enough turnstiles opened / bad stewarding / police violence / etc.) please get in touch with us and the FSE. The FSE will look into the case. In cases of serious problems and/or breaches of UEFA regulations, the FSE can file a formal complaint to UEFA on your behalf.

Body searches

Unfortunately, we've seen fans being victims of abusive body searches at various games during the group stages, some of which were close to sexual assault. If you and your fellow fans were victims of such an abusive search process, please get in touch with the FSE. We can take up a complaint as well as advise on potential legal options.

Troubleshooting

If you encounter any problems in the build-up to your away trip, please email info@fanseurope.org

or

contact a member of the FSE Office/WHUST info@whust.org . Please note that the earlier the FSE/WHUST are informed about any potential issues, the more likely it is that we will be able to provide help and advice.

Legal Help

If you or people from your fan group or club require legal assistance, the

<p>FSE are in contact with trusted lawyers in around 20 countries who might be able to help. Please let us know whether you would like to be put in touch with any of them by emailing us at info@fanseurope.org or contacting a member of the FSE Office.</p> <p>Rachel needed 48 hours to comment, as she had not had time to read it. Unless she had changes, it was approved</p> <p>Agreed we should ask the club if they would pass this information on to everybody sold an overseas ticket.</p> <p>5. More details added to ticketing manifesto</p> <p>6. SA confirmed there is a physical ticket office at the ground and on matchdays. He will ask about the contingency planning – CW added a line on this to the Ticketing manifesto, ISC to request a visit to tour the ticketing office/environment operated by West Ham.</p>	<p>RM</p> <p>SW</p>
<p>4. ISC Ticketing Committee</p> <p>The ISC ticketing minutes were shared. SA had asked the questions we had sent him and had just received the answer. Main point was allocation of away tickets:</p> <p>Premier League - 3k tickets (full allocation)</p> <p>Bondholders have access to tickets – between XXX to XXX (Redacted as given in confidence and ISC ticketing minutes not published) away tickets depending on match usually, though they could all go. Bondholders do not need ID to collect their tickets so often even though a Bondholder has taken their ticket, it is often not the actual Bondholder who goes.</p> <p>654 away scheme members secure their ticket</p> <p>90% of tickets go to GA season ticket holders, sold on a strict loyalty point basis</p> <p>10% of tickets go to Club London seasonal members</p> <p>60 player complimentary (agreed between every club)</p> <p>30 club guest/official</p> <p>300 tickets are kept for the ballot</p> <p>Some Premier League games have fewer tickets. Then club takes fewer and Club London get fewer. And there is no ballot. More are allocated to season ticket holders on a points basis.</p> <p>Agreed the club should show the allocation. And the club should show how many season-ticket holders have each level of points. Could this information be displayed as a graphic so you could see your chance of getting a ticket. Could it notify you as the allocation approaches your points number? Can it also show how many tickets are available still unsold. This should be on the website and within the club's app. It is currently on the main site and not within the ticketing section of the site. And the information provided is inaccurate as it suggests all tickets were sold to season-ticket holders and</p>	<p>CW</p> <p>CW/MI</p>

<p>bondholders when that it not the case. Perhaps just 2,000 of the 3,000 were actually available for holders with points. MI may be able to build a dynamic graphic. One game, Wimbledon away in 2018, the allocation was 675 only so there was a ballot of away season ticket holders to allocate tickets and none to standard season ticket holders with points. And those who lost in the ballot did not get a point for the game.</p> <p>Club is not replacing people on the Away season ticket scheme and clearly wants to close that.</p> <p>Club says it can resolve all complaints within 24 hours. CW points out that if complaints are resolved in 24 hours, a basic answers can be two hours. WHUST want the club to share its live dashboard on call answering etc so we can help the club improve and explain when things have gone wrong. If the club insists on dealing with the ISC, then it will refuse to share the information because it would be leaked. We should offer to provide a confidentially agreement with the club so it can share specific information with only us.</p>	
<p>5. Ticketing manifesto</p> <p>A revised draft of the ticketing manifesto was circulated. Subsequently Mark raised concerns about the away ticketing section. CW to amend with Mark's input.</p> <p>Send to the Club and ISC ticketing subcommittee for 48 hours. When sending to Nicola Keye, copying in</p>	<p>CW/MI</p>
<p>6. AOB</p> <p>Sue has a phone and Sim card so we can run a matchday experience service again. Mark to add that to the website.</p> <p>Sue will ask if the SAG knows about the emergency plans if the NFC system goes down. Would KO be delayed? Would fans we allowed in without using the NFC tickets.</p>	<p>MI</p> <p>Sue</p>
<p>7. Date of next meeting</p> <p>24/01/23, 6.30pm</p>	

The meeting ended at 7.35pm