

Minutes of ticketing committee meeting 23:08:2023, 6.30pm

	Action/ deadline
1. Apologies were received from Kevin Hind, Nick Drane Present were: Chris Wheal, Rachel McFetridge, Sue Watson, Mark Inskipp	
2. Minutes amended and approved. Publish on website.	CW/MI
3. Matters arising SW asked if the club had capped season tickets or had not as many people renewed and there aren't that many on the waiting list. SW to ask the club for clarity.	SW
4. ISC Update 4.1 CW reported on his meeting with Andy Payne of HU, under auspices of FSA to clear the air. Agreed ISC ticketing sub-committee should reconvene and CW would be WHUST's rep. CW shared the WHUST ticketing manifesto with AP. 4.2 CW reported he had seen this on social media: The @WHU_ISC have made a statement on Europa League tickets They say "The ISC had requested consultation on Europa League ticket pricing five working days prior to publication to allow a reasoned response to West Ham proposals..... West Ham have made it clear to the ISC that there are decisions that are made by them that cannot be shared with the ISC any earlier than just prior to the public announcement. This is one such decision. West Ham stress that the prices for the Band 6 and Band 5 are pegged to the Europa League prices from two seasons ago, but that there has been 'slight increases' in the other Bands. For example:- Last season's 3 match package for some fans was £66, this year it is £80 which is an increase of 21%. For 1 game it was £27 and this year £35, an increase of 30%. West Ham consistently reference the pricing of Bands 5 & 6 which are held by only a small number of season ticket holders. The ISC consider the continued example of Band 6 pricing only as potentially misleading given the number in this band to be tiny The ISC note the older age concession is 66 years, and once again we wish to register our deep and bitter disappointment that West Ham continue to be an outlier along with Aston Villa when compared with other Premier League clubs on this matter.	SW

<p>The WHUST ticketing committee had not been informed or had a chance to comment. CW had concerns/suggested improvements that could have been made. Agreed that any statement from the ISC needed to come back to the WHUST board or relevant committee before WHUST agrees them.</p> <p>4.3 Prices up by one third for three-match package of European games. MI to see if he can get a comparison with other clubs to enable us to comment knowledgably.</p>	<p>MI</p>
<p>5. Luton Town Ticketing</p> <p>ASTH did not get allocated tickets automatically and were not told about the change in procedure. Communication issues again from the club. Game sold out at 37 points.</p> <p>Luton had not confirmed the match was going to happen until one day before the announcement, which was two weeks before the match. Luton had not been ready to host the match until two weeks before the match.</p> <p>The main issue is the club should communicate with ASTH in advance in a timely manner if changing the ticket allocation for a match. Believed the club now knew that already.</p>	
<p>6. AOB</p> <p>Frist game, some tickets failed to work. There were a few angry people hassling staff and pushing in queues. Mainly it was people with cards. But some NFC tickets were also not working. Stewards said to use QR code, but not obvious how to do that. Solution had been to deleted season ticket and reload it from the email.</p>	
<p>7. Date of next meeting</p> <p>Originally set for 27/09/23 6.30pm, but due to cup match changed to 04/10/23, 6pm.</p>	

The meeting ended at 7.02pm