



## **Chelsea Supporters' Trust Newsletter – March 2025**

### **Chair's Introduction**

Welcome to the March edition of the Chelsea Supporters' Trust (CST) newsletter.

Thanks to the CST members who responded to our ticket touting survey last month. Following the survey, in which 68% of supporters who responded indicated that they did not have faith in Chelsea FC to combat ticketing, we shared the findings with Chelsea Football Club.

We know ticket touting is a significant and serious issue at Chelsea FC. It is not easy for club officials to tackle some of these secondary sites that sell tickets, and we are aware that CFC, like many other Premier League clubs, is facing very sophisticated online tout gangs targeting Chelsea tickets. Many of the websites that sell and advertise tickets are based offshore so are hard to close down as they are beyond UK prosecution boundaries.

Since the publication of the survey, we have met club officials on several occasions who shared some of things they are doing to prevent ticket touting and what their future plans are. We have suggested a list of actions as part of their strategy to tackle ticket touting and we are pleased that they have now updated the ticket tout section website page and have written to all season ticket holders and members explaining some of the work they have been doing to preventing ticket touting.

We have throughout this season, on behalf of our members, been passing likely examples of ticket touting to the club's security team. All the examples we have sent to CFC have come back and confirmed that the tickets were touted. The majority of the tickets we shared were sold via the ticket exchange and have then ended up on a secondary site for sale. Anyone who sold these tickets on has had their membership cancelled and any accounts linked to them.

Back in January, in an article we published on our website, we asked if any members had any examples where they know a seat had been sold via ticket exchange that has ended up on the secondary market or they know of a Chelsea supporter that has purchased a ticket through that they report it.

Soon after our game v West Ham we were made aware of a seat in Matthew Harding Upper likely to have been sold via a secondary site, so I passed details to the very helpful team at Chelsea that investigate ticket touting.

This was the example the club recently shared to supporters which confirmed that 1 touted ticket in the Matthew Harding Upper was linked to 340 club membership accounts, all of which have now been closed.

**1 reported ticket, linked to 340 memberships.**

The CST has been regularly raising the issue of ticket touting and the continued growth of the secondary

market for time now, so we are pleased to hear about the work club officials are doing. They have investigated every example we have sent to them, and they have shared some of the successful examples that show the scale of how organised online ticket touting now is. They have listened to our suggestions and have updated the website and written to all supporters. That is a positive step forward, but there is still a lot to do as the huge challenge of tackling ticket touting remains.

If you have any examples where you know a seat has been sold either via ticket exchange that has ended up on the secondary market or you know of a Chelsea supporter that has purchased a ticket above face value do report it to the club. The club will investigate any examples of touting sent to them and we would encourage members if they have concerns to send them to [toutinfo@chelseafc.com](mailto:toutinfo@chelseafc.com). All you need is the seat number and stand.

Although the club has a hard-working team tackling ticket touting, their task cannot be made easier when you consider recent reports connecting Todd Boehly and the ticket re-sale company, Vivid Seats. Mr Boehly owns 41% of secondary site Vivid Seats. The Vivid Seats website has Premier League games listed, including Chelsea matches, for significantly above face value.

I would say that contrary to some of the narrative on social media, I do not believe that Chelsea FC are listing tickets on Vivid Seats or for that matter that Mr Boehly himself is listing tickets himself. There is certainly no evidence of this practice.

That said, Mr Boehly is a majority shareholder of this re-sale site which allows sellers of tickets to sell tickets at above face value.

Mr Boehly has been contacted directly by the CST and has been offered multiple opportunities to both publicly and privately address supporters' concerns. Neither Mr Boehly nor his representatives have, however, acted on these requests, and thousands of tickets remain for sale on the Vivid Seats website. Our members have told us that Mr Boehly's connection with Vivid Seats is a clear conflict of interest and a breach of trust.

The Chelsea Supporters' Trust does not believe that it is appropriate for any Chelsea FC tickets or wider Premier League tickets to be listed on the Vivid Seats website. Not only is Vivid Seats unauthorised to resell Chelsea FC tickets and contravenes the Chelsea FC ticketing policy, but the website is explicitly named by the Premier League as "a known unauthorised ticket website." To exacerbate this issue, Mr Boehly's connection also undermines the ongoing efforts of Chelsea FC, The Metropolitan Police, and The Premier League to combat ticket touting.

We have therefore now raised the matter with Richard Masters, Chief Executive Officer of the Premier League and a copy of our letter to him is [enclosed with this newsletter](#).

Now is the time for the Premier League to act swiftly and ensure that a major shareowner of a Premier League club ceases facilitating the sale of tickets for significantly above face value. We will share any response with our Membership.

Elsewhere, in this newsletter, please read about details of Sheffield United refund scheme, the Big Stamford Bridge Sleep Out, Chelsea DSA launch at Kingsmeadow and future DSA events at upcoming homes games, Founders Day, and our most successful ever Foodbank Collection at Chelsea WSL game v Arsenal recently where at the same match, along with our colleagues from the Chelsea Disabled Supporters Association, we were delighted to provide match tickets for two teachers and eight very excited young ladies from a Special Education Needs school based in Fulham.

Thanks to CST membership for their continued support.

We welcome all feedback and members are encouraged to contact us with specific queries, comments, and concerns via our website.

Yours faithfully,

Mark Meehan - Chelsea Supporters' Trust, Chairman



### **Vivid Seats - Open Letter & DCMS Consultation**

The CST has today written an open letter to the Chief Executive Officer of the Premier League in response to recent reports connecting Todd Boehly and the ticket exchange and resale company, Vivid Seats

[The full letter is available here.](#)

In addition, the CST has also formally submitted evidence regarding Vivid Seats to the [DCMS open consultation on the resale of live event tickets.](#)

It is important to note that CST has penned this letter as we have received a significant amount of correspondence from concerned CST members and supporters from the wider Chelsea FC fanbase on this issue that cannot be ignored. As a membership-led organisation, the CST board has taken these actions on behalf of our members.

A further update is to follow.

### **The Big Stamford Bridge Sleep Out 2025**

The 6th annual Big Stamford Bridge Sleep Out took place on Saturday 22 March.

The CST is pleased to announce that, with donations still being received, we have raised over £21k for two local charities - Stoll Foundation and the Barons Court Project.

[More information here.](#)



### **Sheffield United Compensation Scheme**

The CST is delighted to confirm that a compensation scheme in respect of return travel, following the Sheffield United vs Chelsea Fixture which took place on April 7th, 2024, has now been extended to all Season Ticket Holders and members who purchased a ticket.

Full details can be found here and deadline for submitting a refund application is

**Friday 28th March 2025.**





## **Ticket Touting**

Last month, the CST [ran a survey](#) in which 68% of respondents indicated that they did not have faith in Chelsea FC to combat ticket touting.

In addition, CST vice-chair, Dom Rosso, spoke to TalkSport on this issue and discussed how touting has become a significant issue at Chelsea FC. The full interview can be [found here](#).

We are pleased to confirm that since these survey findings were presented to Chelsea FC, the club has worked closely with the CST and has recently updated the ticket tout section of the website and has proactively contacted supporters with details on how they are ensuring tickets are not being sold illegally.

The CST board has been encouraged by the renewed efforts of Chelsea FC to provide reassurance to supporters on the robust action it is taking to tackle ticket touting and stop those participating in this illegal activity.



## **Chelsea Disabled Supporters' Association**

The CDSA had a very successful re-launch at Kingsmeadow following the WSL match against Everton in February.

A few weeks prior to the re-launch, in conjunction with the club, a walk around had taken place to identify any problems that our disabled supporters might come across at Kingsmeadow.

The CDSA will be hosting events in the Tea Bar at Stamford Bridge for the annual Unite For Access campaign at the Women's Champions League match against Man City and the Premier League game against Ipswich.



## **Founders Day 2025**

Chelsea's 120th birthday was marked by club directors and supporters with the laying of wreaths on the grave of Henry Augustus Mears in the shadow of Stamford Bridge.

Mears, the main figure behind the formation of Chelsea Football Club, is buried in Brompton Cemetery, located just a goal-kick away from our stadium. Others who played a key part in the club's founding have their final resting places in the cemetery too.

On 10 March 1905, in what was then called the Rising Sun pub on the other side of Fulham Road, they held the meeting when they agreed to start a new football club to play in a freshly built stadium.



### **Chelsea Women v Arsenal Women: Foodbank**

The CST held its second ever foodbank collection at a Women's Super League game before the fixture against Arsenal.

The collection proved to be one of our most successful ever due, mainly, to having the well known and wonderful Basil and his wife Jeannie with us to shake our collection bucket.

At the same match, along with our colleagues from the Chelsea Disabled Supporters Association, we were delighted to provide match tickets for two teachers and eight very excited young ladies from a Special Education Needs school based in Fulham.

It's fair to say that all the girls and their teacher had a great time culminating in a win for Chelsea!

Full details [here](#).