Fans Forum 7 September 2015

Main points raised

* **Euro away ticket collection**  
  There will be a follow up meeting to the ticketing one held recently, on 14th October. Will discuss how the Porto ticket collecting arrangements worked. Advised by BB that a suitable collection point had been identified, a small hotel located en route between airport and ground and located in a main street. Around 12 CFC staff will be on hand to organise and will be available during the evening and daytime and up to ko. Expect to sell around 1,500 of 2,500 allocation.
* **Fans Forum duties and responsibilities**  
  BB unhappy with ‘petty’ and ‘personal’ queries about things such as warm beer etc. Happy that people can email the appropriate person, but would prefer more meaningful dialogue at FF meetings.
* **Stadium expansion**  
  In response to ticket price concerns, BB said that pricing was for future fan consultations but was not a project looking to ‘eke out’ costs from fans. He said (more than once) that RA had said the project is “for the fans”.  
    
  In response to a question from Dan S, there is no Plan B at the moment, but there would be an option for a ‘lesser’ build should the current plan not go ahead. Not looking to move away.  
    
  No decision yet on interim ground, and not considering ground sharing.
* **Tickets**KO said that 200-250 memberships are cancelled per month due to touting, but internet is also a problem. Arrests had been made at Swansea and Palace games and are going to court.  
    
  Tickets for home games will be posted out 18 days before fixture, starting with Aston Villa game, seen as sufficient time before game, but a lot less time for touts and touting sites to move tickets on. Supporters club rep agreed it was enough time for him to distribute amongst groups.
* **Loyalty points**Reps pleased Walsall game is on loyalty points, asked if there was a minimum ticket allocation from a club that would trigger need to sell on LPs. Nothing set in the policy. GS explained that AST level was dropped because of the Bournemouth allocation (1200 I think!) The away scheme has 800, supporters clubs 150 and corporate etc 10%.
* **Away game discounts**  
  Supporters clubs rep asked whether money could be used to discount tickets rather than travel because many people don’t use the travel but all have tickets. GS explained that there should be a balance and that if the same money was put towards tickets only it would amount to around £2-3 per ticket only. There will be 4 or 5 games with a £10 discount this season, usually evening games. Confirmed that £500k is spent on away initiative.
* **Chelsea TV**I raised the concern from member Tony Russell that not enough fans views were being mentioned on CTV. SA said he would take that to CTV editing team.