

# ISC/Club Meeting Tuesday 3<sup>rd</sup> May 2022 at 17:45 hours

## Attendees

**ISC** - Don Adams (DA), Robina Ahmed (RA), Steve Applebee (SA), Cathy Bayford (CB), Andy Byrne (AB), Paul Christmas (PC), Sara Page (SP), Lee Vehit (LV), Apu Vyas (AV), Sue Watson (SW).

**Club** - Graeme Ford (GF), Jake Heath (JH), Ben Illingworth (BI), Nicola Keye (NK), Sophie Lawson (SL), Ian Taylor (IT) and Tara Warren (TW).

Apologies for Absence - Karren Brady & Jim Dolan

## 1.0 Ticket Office

NK presented an overview of the Ticket Office including the commitment whenever practicable to give 24 hours notice of ticket sales to specific supporter cohorts and there will also be a new telephone number for Bondholders.

The drive to online business (away from telephone ticket purchases) will be complemented with the introduction of a single digital NFC season ticket for the 22/23 season. Currently less than 200 paper tickets are requested for each home game and season ticket cards will be made available for those Accessible Supporters who require them.

The changes to allocation for the Frankfurt fixture, including a much higher take by season ticket holders contributed to an improved outcome versus the Lyon ticketing experience.

### **For Information**

#### **1.1 Europa League Semi-Final**

For the Frankfurt home game NK advised that the following UEFA requirements were required to be accommodated and also choose which location(s) they will sit. The Club requested that when appropriate this is communicated to the wider fan base.

- Frankfurt fans 5% of Stadium Capacity (Block 217 closed to season ticket holders)
- UEFA receive 275 category one and 275 category two tickets
- Frankfurt receive 200 category one tickets (West Stand Block 206). It is a UEFA competition requirement that all host clubs must provide category one tickets in the home area. This is not unique to West Ham United. The Club requested that these tickets be located in the visitors section, but this request was refused by UEFA. The Club therefore enforces a no colours policy, with appropriate security measures in place in this small section.

### **Responsibility ISC Members**

NK informed the meeting that for the away leg the Club received 2,400 tickets (5% of 48,000 stadium capacity) plus 200 category one tickets. PC requested more transparency on the allocation of away tickets and NK agreed to take away the assignment.

### **Responsibility NK**

#### **1.2 Claret Members Tickets**

NK clarified the allocation criteria for Claret Members, in that the discounts and priority is for Premier League games. Cup ties being subject to higher away fan allocation (15% of capacity) and UEFA requirements for European games, allow only a very limited number of tickets for Claret Members.

### **For Information**

### **1.3 P1 Ticketing Partner**

NK confirmed that the P1 ticketing arrangement is a typical commercial partnership which all Premier League clubs have in place, with a small allocation of tickets provided to P1 in both Club London and general admission areas. P1 work with many Premier League football clubs and they're our exclusive and official International Ticket and Hospitality Reseller.

The commercial agreement with P1 will be subject to a review prior to the 22/23 season. The ISC will follow up developments of this topic.

#### **Responsibility NK/ISC**

### **1.4 General Admission Ticket Sales**

NK confirmed that all tickets sales are only allocated to supporters with a Client Reference number.

#### **For Information**

## **2.0 West Stand Reconfiguration**

GF advised that no CAD drawings can be made publicly available but there are schematic and CGI seating views provided to those season ticket holders impacted by the reconfiguration. This is available on the bespoke portal created for West Stand Season Ticket Holders and detailed information on the West Stand reconfiguration were communicated personally to all supporters in the West Stand along with FAQs and ticketing support available.

BI added that works on the lower west stand will commence immediately following the final home game versus Manchester City with completion and handover on August 1st. The stadium's summer events will be held with the in concert mode.

TW stated that the lower stand design was put out to competitive tender to the best stadium architects in the world and the design chosen was the best solution available at this time. The West Stand Lower Tier is being reconfigured to further develop a more traditional football stadium layout, bringing the upper and lower tiers closer together and more fans nearer to the action, providing more optimum seating for supporters as part of the plans to increase the stadium capacity to 62,500. NK confirmed maximum overall stadium capacity will increase to 67,500 with a current certificated capacity of 62,500 and TW confirmed supported by a 106 agreed transportation plan.

AB commented on the frustration that detailed CAD drawings and plans were unavailable earlier contributing to a lack of understanding for the need for relocation to a potential higher price band. NK answered that no individual will be offered a seat in a higher price band and the additional West 1966 seats offset the introduction of the lower Band 6 and U18 categories. TW clarified that the Club suggested the best available seat for each West Stand Season Ticket Holder to move to, based on a range of factors, including the current group that they purchase their Season Ticket with, location of their seat and current price band, and if supporters were not happy with this suggestion they were given the opportunity to request a priority seat relocation.

NK mentioned that she had received only two enquiries regarding the West Stand seat moves from the ISC, both from ISC committee members personal situations. NK advised that the Club had not received any other feedback from the ISC to date, but if there are any queries or concerns they should be directed to her for review and assistance in the first instance. TW added that the Club had received positive emails from families regarding the increase of the concessionary price band to Under 18s.

#### **For Information**

SW requested the ISC members have the opportunity to see the reconfigured lower west stand following completion and prior to the first game of the 22/23 season.

#### **Responsibility JH & SW**

## **2.1 Blocks 102 & 114**

NK advised that the relocation of the 600 season ticket holders in Blocks 102 and 114 is in hand with an opportunity for further moves immediately following the season ticket renewal window on 7th June.

**Responsibility NK**

## **2.2 Accessible Supporters Relocation**

It was agreed that this topic would be discussed outside the meeting between NK and CB.

**Responsibility NK & CB**

## **3.0 Closure of Block 217**

To address concerns of persistent standing and segregation Block 217 will be closed requiring the relocation of 200 season ticket holders. All Block 217 Season Ticket Holders have been contacted directly, once at the beginning of the season to request to remain seated or offered a relocation, and again to reaffirm this message as well as the consequences of the Safety Advisory Group closing the Block of health and safety.

**Responsibility NK**

## **4.0 Stratford Station Signage**

Following a question from PC, TW replied that for Stratford Station 'West Ham' signage is part of the agreement.

**Responsibility TW**

## **5.0 Street Vendors**

JH advised that a stakeholder meeting is provisionally planned for June 14/15th at 4pm and shared with two of the four stakeholders.

**Responsibility JH & SW**

## **6.0 Safe Standing**

A full report from this season's trial will be made available at the end of the season. It was agreed that an update would be provided at the next meeting and would also be progressed outside the meeting.

**Responsibility JH & SW**

## **7.0 23/24 Kit Designs**

GF stated that initial meetings are scheduled in the forthcoming weeks, including determining the critical path and CAD sign off is anticipated in the summer. SP commented on current availability and sizing issues need to be considered.

**Responsibility JH & SP**

**Meeting Closed 19:30 hours**