

CHELSEA FC ACCESS FORUM 1st MEETING MINUTES, 2025-26 SEASON

Meeting held in the Vialli suite at 5.30pm on Tuesday 9th September 2025

Attendees Group represented/ role

Akers, Diane	Chelsea Disabled Supporters Association (“CDSA”)
Baker, Chris	Club Head of Matchday Safety
Beckwith, Gary	Fan Advisory Board
Cornall, Michael	Club Head of Supporter Relations
Curteis, Sam	Club Supporter Liaison Officer
Humphreys, Dean	Deaf Supporters Group
Middleton, Pam	UK away scheme
Morse, Barry	Co-opted
Morton, Richie	Non-ambulant member
Regan, Andy	Forum Chair
Roberts, Dagan	Non-ambulant season ticket (“ST”) holder
Scott, Lara	Club Disability Liaison Officer
Tansey, David	Co-opted
Travers, Hannah	Club Disability Access Officer
Waddelow, John	Co-opted
Williams, Darren	Ambulant member & Fans Forum representative
Wittich, Margaret	Non-ambulant ST holder
Woods, Robert	Non-ambulant member

Apologies for absence

Finkelstein, Daniel	Club Director
Harrington, Abbie	Women’s Forum representative

Action points are underlined. Representatives introduced themselves. The Chair said minutes will be more concise. Meetings should remain confidential apart from publicised minutes.

MINUTES OF THE LAST MEETING

There were no changes to the minutes. Matters arising were as follows:

Fixture and ticket sale dates updated automatically on Outlook: The club said they have moved to more App-based use for fans so are not looking to carry this out. Information regarding ticket sales will continue to be highlighted on the website.

Access fans unable to purchase returned tickets: The club confirmed tickets are available when a supporter contacts the ticket office by phone or application. The ticket will still need to be appropriate for the access needs of that fan. The club will check the comment by a representative that they were offered a ticket, as the process should be the same for all fans.

AGENDA ITEMS

Digital ticketing including App instability: The club commented that there has been a major systematic change to Ticketmaster. The club had to move to digital ticketing under forthcoming Premier League (“PL”) rules anyway. The club have invested in new Wi-Fi, new mobile cell towers and about 80 “happy to help” staff with three specific assistance points. There have also been three test events.

There were teething problems before the Crystal Palace game when the system went down for around 45 minutes. Fans were asked to provide proof of purchase as alternative entry means.

A representative will forward information about stewards in the West Lower seemingly being unaware about the proof of purchase back up plan. The club said stewards had been thoroughly briefed and there were few complaints.

There were no reported incidents at subsequent fixtures against Fulham or Manchester City (WSL).

The club commented that they had considered applications for exemptions from using digital tickets, and had run workshops to assist fans. The club wants as many as possible to move to digital as it’s better for safety and security. If a fan accesses a digital ticket for the first few matches of the season the club hopes they would continue using the process. The club will consider requests on an ad hoc basis from members.

Access supporters online form: The club will publicise guidance for the phone line and application form on the website once they receive confirmation from the ticket office.

True Blue membership: The club stated that the demand for tickets often outweighs supply. True Blue membership is for priority access to purchase tickets earlier but the club still ringfences some tickets for later member tiers to purchase. This follows a representative saying they were asked to call back when the next batch of tickets was going to be released.

Ticket on sale dates/ Champions League (“CL”) ticket bundle: A representative said information is publicised relatively late and they can’t be sure of purchasing a match ticket after having arranged travel. The club replied they are trying to mitigate the Manchester United issue that arose. The CL package was announced five days after confirmation of matches.

A representative said CL information regarding package ticket sales was on the website only and not the App. They had to book via the access facility and couldn’t obtain a PA ticket any other way. A representative commented it was difficult to access the ticket office online. The club will look at modes of communication for tickets.

Ticketing and accessible ticket office: The club said they may assess loyalty points for matches this season. They understand the problems of getting to games for access fans. This followed comments by a representative that there is an inconsistency in matches for which loyalty points are needed to purchase a ticket.

At the Conference League final last season, some wheelchair users were asked to use the UEFA website which they reported as not being helpful. Tickets were sold via the UEFA website, instead of by the Ticket Office.

The club clarified it wasn't possible to purchase an individual match ticket for a CL league match at this stage and bundles will be sold first.

ST holders and cup game applications: The club confirmed fans could still use the portal to obtain domestic cup tickets.

Blocked views for access supporters: The club will consider more measures to prevent wheelchair/ access fans having their views blocked. The club said it's a joint effort between matchday safety and communications. Mascot parents are briefed not to obstruct any views during the warm up. The club wants to change the culture amongst all fans to recognise others' requirements. There is no ground regulation to stop fans standing in those spaces at present, but stewards are briefed to manage overcrowding.

The club stated they are working on many anti-discrimination measures, including countering hate crime and respecting those with disabilities. The club will feed back to the Hospitality department the issue of those in the dug-out seats who block views pre-match. It was commented by a representative that stewards are inconsistent in dealing with this.

Wheelchair access to refreshments: The club will follow up a complaint that there is no access to food at the front of the North East.

East Lower security checks: A representative said it can take 20-30 minutes on the ramp for this which can be very uncomfortable for access fans. The club confirmed a representative's point that the East Lower ramp has an access queue on the right hand side.

Disabled toilets/ lifts: The club will ask staff to be aware of use of lift timing in the Matthew Harding Upper, and remind staff not to use disabled toilets

Coach travel: The club said they were pleased to provide the subsidy for Manchester United and Lincoln, but decisions are made on a match by match basis.

ANY OTHER BUSINESS

Staff training: The club agreed that direct feedback from access fans to staff would be a good idea and could benefit stewards in their training.

Accessible counters in the East Stand: The club said all counter areas there have a lower counter and will check this after it was questioned by a representative.

Facilities for the deaf: The club will look at the possible introduction of a logo or symbol for deaf fans, once they have completed the audit.

The meeting finished at 6.40pm.