

CHELSEA FOOTBALL CLUB FANS FORUM 2025-26, 3rd MEETING MINUTES

Meeting held in the Bonetti suite at 7pm on Wednesday 22nd April 2026

Attendees	Club title/ group represented
Akers, Diane	Chelsea Disabled Supporters Association (“CDSA”)
Beckwith, Gary	Fan Advisory Board (“FAB”)
Brooker, John	UK away scheme
Cornall, Michael	Club Head of Supporter Relations
Crowe, Laura	Female
Curteis, Sam	Club Supporter Liaison Officer
De-Morgan, Malakai	Chelsea Pride
Eldridge, Andy	Chelsea Supporters Club (“CSC”)
Gedalla, Brian	Member
Prickett, Andrew	Club Head of Ticketing
Regan, Andy	Forum Chair
Sheppard, Nick	66 and over
Travers, Hannah	Club Disability Access Officer
Trenter, Liz	Chelsea Supporters Group (“CSG”)
Williams, Ben	Chelsea Supporters Trust (“CST”)
Williams, Darren	Access Forum representative
Willson, Paul	Home season ticket (“ST”)
Wolff, Brian	Overseas supporters club

Apologies for absence

Kirk, Duncan	Club Chelsea
Mcintosh, Aileen	LGBTQI+
Peters, Theo	16-22
Robinson, Adam	UK supporters club
Woodger, David	Ethnically and culturally diverse
Wrighton, Leslie	Family stand

(Action points are underlined.)

Minutes of the meeting

The club provided a further update to the December forum, detailing extensive consultation across stakeholders including the FAB, the Fans Forums and key supporter groups ahead of the new ticketing policy being announced in the coming weeks. This will be complimented by communication regarding updated anti-touting measures.

It was confirmed that the club will dedicate significant resources and communication to ensure supporters are fully confident with any potential changes made.

Details of a ticketing policy ‘town hall’ meeting, taking place soon, were shared with representatives. It was noted that advance notice of these events would be appreciated by representatives.

The club provided an update on anti-touting measures, beginning with the Ticket Collection Point (TCP). Introduced this season, the TCP requires ticket purchasers, who the club believe may be illegitimate, to confirm their identity before collecting their tickets for a match. Once they have successfully done so, they are not required to do so again unless there is further suspicious behaviour.

There has been an over 94% non-collection rate at home TCPs, from an average 1,000 ticket purchasers selected for identity verification. The club regards the TCP as a success and will continue its use into the 2026-27 season.

The club regards communication around this process as key, especially educating supporters to the risks of using illegitimate, third-party sites and unauthorised resellers.

Supporters with season tickets under company names will receive advance communication to change the ticket to an individual name. If this does not take place prior to the opening of the renewal window, the season ticket will be revoked.

Upon responding to a representative's question, the club said they will consider expanding the remit of the TCP, including potentially to away fixtures and to address the rate at which tickets offered on the Ticket Exchange sell; implying the use of bot software. A change in remit would only be actioned after consultation with the FAB.

Regarding the FAB, the club thanked those who nominated candidates. With a record turnout via an independent polling organisation, the club congratulated Tracey Chapman and Anna Phillips who have been newly elected as supporter advisors to the board. They also shared their thanks to Tracy Brown and Gary Beckwith, who have completed their terms. Neil Beard was confirmed re-elected as a supporter advisor to the board and will be the FAB Chair.

Any other business

The club clarified it is not possible to screenshot a ticket and that only supporters with management permission are able to hold other individuals' tickets via the club's official app.

They confirmed they are continuing efforts to remove bots from the ticket purchasing process, as well as seat pick functionality, to ensure system stability for legitimate purchasers.

They are working to provide clearer timelines for away ticket on sale dates and awareness of ticket exchange and forwarding functions.

Regarding a comment from a representative, it was noted that the club could better publicise non-matchday supporter events with greater notice to maximise attendance.

It was clarified by the club that subsidised supporter coaches have been arranged on a case-by-case basis for 2025-26 and further information will be shared in due course.

Thanks

The meeting ended with the Chair thanking those who had completed their two-year terms for their contributions: Brian, John, Leslie, Aileen, Duncan, Laura, Ben, Andy, Malakai, Diane and Gary.

The selection process for new representatives will take place over the summer.

The meeting finished at 8.05pm.