

CHELSEA FC ACCESS FORUM 3rd MEETING MINUTES, 2025-26 SEASON

Meeting held in the Bonetti suite at 5.30pm on Wednesday 22nd April 2026

Attendees Group represented/ role

Akers, Diane	Chelsea Disabled Supporters Association (“CDSA”)
Beckwith, Gary	Fan Advisory Board (“FAB”)
Cornall, Michael	Club Head of Supporter Relations
Curteis, Sam	Club Supporter Liaison Officer
Middleton, Pam	UK away scheme
Prickett, Andrew	Club Head of Ticketing
Regan, Andy	Forum Chair
Roberts, Dagan	Non-ambulant season ticket (“ST”) holder
Tansey, David	Co-opted
Travers, Hannah	Club Disability Access Officer
Williams, Darren	Ambulant member & Fans Forum representative
Wittich, Margaret	Non-ambulant ST holder
Woods, Robert	Non-ambulant member

Apologies for absence

Humphreys, Dean	Deaf Supporters Group
Morse, Barry	Co-opted
Morton, Richie	Non-ambulant member
Waddelow, John	Co-opted

Action points are underlined.

Minutes of the last meeting

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

Ticketing policy process

The club will address this today.

Minutes of the meeting

The club provided a further update to the December forum, detailing extensive consultation across stakeholders 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 to ensuring supporters are fully confident with any potential changes made.

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

A representative thanked the Ticket Office for their exceptional service level throughout the season, something the club confirmed they always strive to provide.

The club confirmed there would be an exemptions process in place next season and they will communicate this to supporters in due course. They also confirmed they are currently in discussions with the FAB regarding pricing, which is still in the consultation phase.

A representative asked the club how they could support those with disabilities or with caring responsibilities who do not currently hold an accessible season ticket or membership. The club confirmed they are reviewing the current access page on the website and how they can better advertise provisions available for all supporters with access needs, including making language more user friendly.

A representative noted that having the ability to transfer away tickets should be considered. The club said they are developing an away ticket transfer policy to help ensure a safer, fairer and more secure matchday experience for supporters.

A representative asked the club if they could reserve tickets in certain sections of the stadium based on specific disabilities. The club's view is that this would breach positive discrimination laws and highlighted that supporters have a broad range of needs and personal preferences.

The club confirmed that supporters with sensory needs wishing to attend a stadium tour can discuss reasonable adjustments with the team to be facilitated on an individual basis.

Any other business

To close the meeting the Chair thanked representatives who have completed their two-year term on the Access Forum for all their input: Darren, David, John and Diane. Gratitude was also expressed to Gary, who is completing his term on the FAB, for attending our meetings. There will be a selection process over the summer for new Forum representatives.