

CHELSEA FC ACCESS FORUM 2nd MEETING MINUTES, 2025-26 SEASON

Meeting held in the Vialli suite at 5.00pm on Thursday 4th December 2025

Attendees Group represented/ role

Akers, Diane	Chelsea Disabled Supporters Association (“CDSA”)
Allen, Laura	Club Senior Strategy Manager
Brown Tracy	Fan Advisory Board Co-Chair
Clarkson, Meg	Club Senior Supporter Services Manager
Cornall, Michael	Club Head of Supporter Relations
Curteis, Sam	Club Supporter Liaison Officer
Humphreys, Dean	Deaf Supporters Group
Middleton, Pam	UK away scheme
Morar, Bhavesh	Club Director of Strategy and Transformation
Morse, Barry	Co-opted
Morton, Richie	Non-ambulant member
Murray, James	Club Chief Operating Officer
Regan, Andy	Forum Chair
Rolfe, Bonnie	Club Venue Director
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
Roberts, Dagan	Non-ambulant season ticket (“ST”) holder

Action points are underlined.

MINUTES OF THE LAST MEETING

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

The club offering a match ticket: This was a one-off gesture of compensation to a specific supporter.

A steward being unaware of the proof of purchase back up plan: The club hasn’t received any further information.

Preventing wheelchair/ access fans having their view blocked: This is an ongoing item in stewards’ briefings; notices are in the programme and on the large screens.

Lack of food access at the front of the North East: The club has replicated the Shed Lower platform so a member of staff now takes food orders and delivers them.

Lifts in the Matthew Harding Upper and staff use of disabled toilets: This was raised with all relevant departments and staff have been reminded. Staff have to use some lifts but will ensure priority goes to supporters.

Food counters in the East Stand: The club confirmed all areas have these.

Possible introduction of a logo or symbol for deaf fans: The audit has been completed; there is an action plan for deaf fans and the club are upgrading induction loops across the stadium.

AGENDA ITEMS

Ticketing communications – supporter help channels and strategy

The club said they recognise the move to digital ticketing has represented significant change. Teething issues have been dealt with quickly and the club appreciates fan feedback and patience.

The club asked representatives on how it can better communicate ticketing information with supporters.

A number of representatives said it's important there is still personal contact for access fans and staff have been incredibly helpful to date.

It was raised that an extra category rather than ambulant/non-ambulant) for deaf fans would be welcome. It's important deaf fans can see the screens in particular.

It was mentioned that emails are not always responded to in a timely manner, especially for Cup matches. It was suggested clearer forms for ambulant/ non-ambulant/ deaf fans may assist.

A representative said supporter and PA ticket purchases don't always show up quickly online. Also both booked away tickets should ideally be sent to the access supporter, as they may be accompanied by a different PA for a particular match.

TICKETING POLICY

The club used this forum to present proposal changes to the Ticketing Policy for the 2026/27 season. It informed representatives that these are proposals only.

The club said today's discussion is part of a consultation process reaching out to various stakeholders. There have been meetings with the FAB who will present a paper in response and the club are communicating with various forums.

Our supporters provide useful feedback from their peers, and there are more supporter groups who communicate directly with other PL fans. The club aims to

anticipate problems that may have occurred at other clubs. The PL has regular meetings amongst our counterparts and FABs from different clubs hold meetings and communicate about common issues.

Loyalty

The club said it would like to revisit the loyalty point system to ensure it is rewarding genuine loyalty the right way.

Regarding the Ticket Exchange, the club stated that it wants a solution that benefits both the seller and the purchaser.

The club asked if loyalty point sales for access fans are appropriate in the same format as for other fans due to the barriers that disabled supporters may face to attend matches. A representative said it makes becoming a season ticket holder extremely challenging. The club said it would assess this.

Another commented access fans face a higher expense and planning needs to attend a match.

Cup scheme

The club is considering a Cup scheme for season ticket holders.

Utilisation

The club is considering minimum seat utilisation for season ticket holders. A representative stated there could be a different process for access fans as their circumstances are different.

Family stand

The club are considering reducing the size of the family stand to a better controlled area that is a safer environment for families in the East Lower North and repurposing the East Lower as an area for all home fans.

The club said access places would not be moved.

The club added that the family stand is proportionally larger than many other clubs.

There will still be access to the sensory room.

Balloting tickets

The club said that balloting home match tickets could assist with queueing time and help with anti-touting.

The club are benchmarking the proposals against other clubs and exploring models that can provide a fairer ticket access process for supporters.

A representative said this wouldn't work for access fans as direct communication with the ticket office is a really important factor. It would be better to have more staff to answer calls at specific on sale times for access fans.

Loyalty points for women's matches

The club said they are considering awarding points for these and clarified this would be based on seat utilisation and not purchase. A representative commented that fixtures often clash for men's and women's matches.

The club will consider all initiatives raised regarding the ticketing process and the intended policy alongside input from other stakeholders. Given how much we have covered today, representatives are encouraged to send in further ideas and feedback.

ANY OTHER BUSINESS

Women's Forum

The chair said there will be a vacancy for the access representative to the women's forum and nominations will be requested soon, with a draw undertaken if more than one person applies.

Sunflower lanyard alternative

The club has come up with a purple badge for disabled supporters and fans will be emailed to collect one for each match on request.

The meeting finished at 6.05pm.