



## **Additional AOB from club meeting on 30.9.25**

These questions all came from fans in the few days leading up to our meeting, and were answered after the meeting.

### **Catering**

**Halal food** - we have been asked to raise the lack of halal food in the Arthur Wait stand although we think that this would be replicated around the ground. The vegan option is welcome, but no halal choices exist. Even one certified halal item or labelling of suitable options would make the matchday experience more inclusive.

**Club response:** *In the Arthur Wait Stand, the only non-Halal food items are Roll Over Hotdogs and Pepperoni Pizzas. All other options are Halal, including: Vegan Pizza, Margherita Pizza, Meat Burgers, Vegan Burgers, Chicken Tender Baguette, Nachos, and Vegan Pie. All Halal options are clearly marked with the Halal symbol on the menu.*

### **Johnson Bar - LH**

At the Johnson bar there is only a loyalty points card reader on one of the two tills this means everyone wants the left till which makes queues longer than they need to be. Could there be one on the right till too

**Club response:** *A card reader is to be installed on the second till.*

### **Communications**

The current league table for 2025/26 in the Liverpool Programme shows Luton and Ipswich Town in the table and West Ham and Aston Villa are missing.

**Club response:** *We apologise for the incorrect League Table information printed in the Liverpool programme. As we used a freelancer for this match, an error occurred during production. Additional checks have now been implemented to prevent similar issues in future.*

### **Ticketing**

#### **Season ticket resale price**

Why are resale prices higher & why no concessions? Gan has contacted to say he has to have to pay £50 odd for resale for my 7 year old to sit in same stand as me in the Holmesdale Lower. Seats available, but unfair policy for members given how few std price tickets around.

**Club response:** *When tickets are first released, junior and senior concession prices are available across all stands. However, once a match sells out and the ticket resale platform*

*is activated, resale tickets revert to standard pricing. Concession match ticket prices are lower than the pro-rata season ticket rate paid to supporters reselling their seats.*

### **Young fans at away matches**

Fans would like a scheme that allows them to take young season ticket holders to away matches as they will obviously never have as many points as their adult family members. Eg. My grandson would dearly love to join me on trips to other grounds but as he's young he will never have as many points as I do and there are rarely tickets left for those with less than 6000 points like him.

**Club response:** *Young fans at away matches will be included in the upcoming review of the Loyalty Points Scheme and raised with the Fan Advisory Board for further discussion.*

### **Cup tickets and plastic season tickets**

Would it be possible to have cup and European home games tickets added to plastic season tickets rather than having to send a request to the box office for a PDF each match

**Club response:** *PDF tickets are automatically being sent to anyone with a season ticket card. There's no need for supporters to contact the Box Office to request them*

### **Fan query re touting**

A fan raised an issue re an away fan in the seat next to him at Liverpool game. He was an overseas visitor and bought his ticket on a secondary ticket website based overseas and paid £130! This obviously raises a couple of questions:

- Did the season ticket holder sell it back to the club? If so, did the club give it to the secondary ticketing website to sell?
- Did the season ticket holder put it on the secondary ticketing website themselves?

Finally, I'd like to ask how digital ticketing is a weapon in the war against touts (and by touts I mean secondary ticketing agencies) when someone can pay an inflated price for a match ticket as opposed to offering the ticket as face value to a CPFC member.

**Club response:** *The seat in question was not registered on the club's resale platform.*

### **Academy**

Why don't the club enter the U21's for the National League cup, other premier league teams do and it would be another opportunity to play against men's teams and compete for a trophy.

**Club response:** *Head of Academy Operations advised of the following*

*"The U21s can play in up to five competitions across the season - the PL2, which is mandatory, then there is the Premier League Cup, the Vertu Trophy, the PL International Cup, and the National League Cup. We have chosen to enter 3 from the 5 this season to manage the number of fixtures our Players participate in especially with the increased demands on the 1st Team Players with the Europa Conference League. We had heard mixed feedback from other PL2 clubs last season on the National League Cup and took the decision to prioritise the International Cup and Vertu Trophy this season as we felt they offered a more unique challenge to our Players.*

## Other issues

### Loyalty Points

CPISA understand that the loyalty points scheme is under review and at present are advising people to wait and see what the outcome is and in the meantime to collect bank/card statements for missing points and take to club shop to have these added manually.

Whitehorse lane fans still say they have no access to loyalty points on food and drink – we have advised them to take statements to the club shop

Specific fan question: Loyalty points not available around the ground people think they've scanned but not being added. I don't think Sharon realised we had been scanning but no points coming through. It would be good to know if they'll give comp points for this. Not sure I can go back the last couple of seasons to go to box office. CPISA have advised that with no statements or record of transactions it would be very unlikely that the club will give complimentary points

**Club response:** *The information CPISA are providing to supporters is correct.*

### Trophy photos

Fans say the free slots to have photos with the FA cup have finished and its now only available with the stadium tour. Would it be possible to reinstate a regular photo opportunity (even if this is charged for) with FA Cup and Community Shield as fans would like to see and selfie with both.

**Club response:** *Selhurst Park is a busy, working stadium and also hosts conferences, events, and community activities. The trophies are regularly used for community visits, including school engagements. However, we have planned to have trophy photo sessions throughout the season, additional slots have already been added for October half term.*

### Reading out of team info pre match

This used to be done twice before the game with one of them being just before kick off but now is limited to once and before many fans are even in their seats this season. Why has this changed and can it revert please.

**Club response:** *Team news continues to be announced twice - first at 2:20 pm and again at 2:45 pm. These times were adjusted to allow for more music and a livelier pre-match atmosphere. This approach will continue for the remainder of the season.*

### Fans still not able to see screen/clock or VAR

In the Arthur (from about half way up), you can't see the big screen. So you can't see the score, time or any announcements. There used to be some suspended TVs which showed the pitch (weird because you can see the pitch), could they instead replicate what's on the main screen?

**Club response:** *The original stadium screens suffered repeated water damage and required replacement several times. Until a safe and durable solution is found, we are unable to install new screens.*

Also a match clock at low level that could be seen by those at the back of the main stand in corner as most can't see big screen; guessing same in the opposite direction from AW?

**Club response:** *The match clock is displayed on the crowd-facing ADI boards. We regularly review possible locations for additional clocks, but have not yet identified one that is both safe and does not obstruct sightlines from other stands.*

### **Athur Wait**

Precis of fan complaint: A number of issues were raised relating to concourse crowding, use of barriers and staff to direct flow and possibly additional beer food stand. Beer taps stopping working in game causing a lot of product to be discarded. Lack of produce and beverage options often all that is left is sweets

**Club response:** *As an older stadium located within a densely populated residential area, Selhurst Park presents significant challenges in making structural upgrades needed to enhance concourse areas and improve facilities throughout the Arthur Wait Stand. A recent risk assessment concluded that physical barriers would worsen congestion and pose safety risks. Installing an additional stand-alone refreshments stand would significantly reduce the capacity of an already crowded concourse. Although previous trials using stewards and catering staff to direct movement were unsuccessful, we continue to actively explore ways to improve the supporter experience in this stand.*