NOTES OF MEETING WITH CPFC
Tuesday 22nd September 2026

Present

Sharon Lacey	CPFC	Chief Executive Officer
Paul McGowan	CPFC	Head of Ticketing
Nicola Gibbons	CPFC	Head of Supporter Services and Disability Access Officer
Dan Smith	CPFC	Head of Safety and Security
Terry Byfield	CPFC	Production Manager
Patrick Moore	CPFC	Supporter Liaison Officer
Selina Belay	CPFC	Note taker for CPFC
Peter Saysell	CPISA	Chair
Sandy Weller	CPISA	Vice Chair
Sue Maisey	CPISA	Secretary
Keith Powell	CPISA	European and FSE Lead

1. ACTIONS ARISING LOG

	Item	Updates
a.	Club to advise on outcome of handrail trial (Upper Holmesdale)	Handrails were previously installed in UH but the club were instructed by the Council to remove them. **Previous update:** the club have identified a handrail that will work. The club were trying to work out a solution. CPISA reiterated its concerns about the risk of possible injury to supporters in the Upper Tier of the Holmesdale. **30.9.25 update:** an improved handrail design for the Upper Holmesdale has been sourced, with a better size and height level than the original design offered and which minimises impact on the view of supporters. The handrails are to be trialed and supporters consulted. **25.11.25 update:** Currently awaiting building control and Local Authority Licencing Authority. The club want to proceed but it has to be tested, compliant and approved before this can happen. **3.3.26 update:** Design is approved awaiting Local Authority approval before installation. Club to chase LA **30.6.26 update:** The club do not yet have sign off for handrails in the Holmesdale Upper Tier with the council, but they do have a couple of versions identified and plan to trial and solicit supporter feedback. **22.9.26 update:** The club conducted a trial. The 'P' handrail design was delivered but was bulky and due to the steepness of the steps the style only allowed for one to be fitted on alternate rows, which meant it was not possible to have a continuous handrail and therefore did not solve the issue. It also impeded sightlines and impacted people getting in and out of the seats. Whilst is recognised that this is taking time to resolve, CPISA and the club are committed to finding a solution that is the correct. The club and are again speaking with various agencies regarding the particular challenges,

		given the narrowness and steepness of the steps, to try to achieve a workable and safe solution. Remains open
b.	Club to advise when the Academy is finished, and supporters can attend.	**Previous update:** it was hoped this would still be completed before Christmas. **25.11.25 update:** The work to the Academy rehab and recovery centre is almost complete and is being used by the players. Other work at the academy is still to be completed and the club will let supporters know when it is done, **3.3.26 update:** Toilets are in place however agreement from LA Highways dept is still required to enable the drainage system to be connected to the main sewer. Club to chase **Post meeting update:** Planning permission for floodlighting has been approved, with installation scheduled for the summer. Once the installation is finished, arrangements for spectator attendance at academy games will be reviewed. In the meantime, supporters can continue to attend academy fixtures at the VBS Stadium in Sutton. **30.6.26 update:** There is still outstanding work to be done prior to completion. Floodlights are to be installed during the summer break. Toilets and a kiosk have been installed but they have to be connected to the main waste system. Planning permission and highways access awaited before this can happen. When all works are completed an Event Management Plan will be created and reviewed by local authority. **22.9.26:** The installation of the floodlights had been delayed and will be installed next month due to contractors being busy with the Main Stand development. Kiosks are in place and functioning. The toilet drains need to be linked to the main sewerage system, so portaloos are still in place. The Council has approved the work, but it involves pipework, digging up the road, is a costly project and is not the most urgent. Remains open
c.	Club to advise on progress with installing rail seating	**25.11.25 update:** This is to go ahead in away section first and is in fabrication for the lower part of the away area. There needs to be a 3-4 week window without games so these can be installed. Other areas under review **3.3.26 update:** due to the successes of the various teams the number of games that are currently being payed at Selhurst there is not a sufficient window to complete the installation in the away section. This work will now take place in the off season **30.6.26 update:** Installation has started in the away section of the Arthur Wait stand in readiness for the new season. The club is waiting to complete the new main stand (MS), which will add seating capacity elsewhere before looking at installing rail-seating in the Holmesdale Lower (HL) to allow those in HL who don't want this to move to other areas. **22.9.26 update:** Installation has been completed **i**n the away end. CPISA noted there is growing appetite from supporters who wish to see rail seating installed in the Lower Holmesdale and Arthur Wait home sections. The club have found that many supporters do not want rail seating as they cannot stand throughout a match. They reiterated their decision to wait for the MS to be completed so people wishing to sit would then have options to move.

		CPISA raised that people already stand in Blocks A-E of LH with only those at the front preferring to sit, which the club will monitor. CPISA also suggested that rail-seating might be installed in the Arthur Wait, particularly the section closest to LH. At the moment the club has no plans to add rail seating in the AW. Remains open
d.	Club to provide updates on Selhurst Station situation	**25.11.25 update:** Agreed with partners (LS, BTP, Met Police, LA, Rail Co et al) to survey the issues and find a solution **NB:** Club pre-warned that Norwood Junction will be closed for Man City game and it is likely the road in front of Selhurst station will be partially closed and queueing barriers in place **3.3.26 update:** although not the club's responsibility the club have agreed to support and part fund necessary changes to help resolve the issues. They will raise again at the next SAG meeting **30.6.26 update:** CPISA raised that with possible rail investment there would be 2 new platforms at East Croydon, which would mean more trains and increased pressure around Norwood Junction and Selhurst. The club advised that they have contributed to the cost of an independent survey to identify the best way to resolve the flow issues at Selhurst station.. **22.9.26 update:** the club have received the first draft of a survey report on the flow issues at Selhurst Station, but this is not the complete report. It will be for the rail authorities to suggest what should happen. The report takes into account the potential increase in usage when the New Main Stand is open. Remains open
e.	Stewards to be reminded to move people on from Holmesdale Blocks A&B towards the end of games	**3.3.26 update:** still work in progress, stewards are aware but fans also need to ensure they don't block areas. All Stewards are fully trained and attend briefings before each game. The area is also monitored closely from the control room and instructions are given as soon as supporters are seen to be loitering in this area. **30.6.26 update:** no updates, will be monitored during the new season **22.9.26:** No further issues from supporters issue to be closed and CPISA will raise again if further issues arise **CLOSED**
f.	The club will raise all of the concerns re Blocks X&Y in AW with the security company owners to ensure a better experience for supporters.	**3.3.26 update:** CPISA confirmed there are still issues in this section with people in the aisles being moved by stewards and pushing into seats that are not theirs. Club have asked supporters to use the text alert number during matches to let them know when issues occur so they can be dealt with in real time. **The text alert number is 07507 477669.** **Post meeting update** Club has confirmed stewards are fully briefed prior to each game and have been more proactive in this area. The control room will continue to monitor this area. **30.6.26 update:** see below for update re text line. Other issues will be monitored during the new season **22.9.26:** No further issues from supporters issue to be closed and CPISA will raise again if further issues arise **CLOSED**
g.	Club to review with stewards re	**3.3.26 update:** Stewards are working to get fans moved into allocated

	fans standing in the Aisle between block E & F of LH **3.3.26 additional linked issue raised:**Some supporters in LH had been told by stewards to just sit anywhere which was causing fans whose actual seats they are to get annoyed. Also row and seat numbers missing from block G onwards not helping the situation **14.9.26 Update**: Row numbers on the seats in LH between blocks C&D still missing or faded. Other areas in LH have since reported issues with numbering too	seating. Club will continue to include this in the matchday briefings for staff deployed in Lower Holmesdale. Rows and seat numbers will continue to be checked and replaced as necessary. Supporters should report concerns to the text alert number at the time which allows the club to deal with issues in real time**.** **The text alert number is 07507 477669** **30.6.26 update:** see below for update re text line. Other issues will be monitored during the new season **22.9.26:** Seat numbers were replaced during summer break row numbers will be reviewed and reinstated where needed Remains open
h.	The club will continue to work with partners to resolve both contactless readers and loyalty points addition	**3.3.26 update:** CPISA reported some points readers not working at recent matches. The club has been checking and no new issues have been reported to staff on the day via text line or customer service email address. The club stated on occasion there can be temporary accidental disconnect when machines are moved, however, this is resolved when placed back to original position. The Club will ensure the IT team will continue to check each reader as part of pre-match preparation. **30.6.26 update:** No update will be monitored during the new season **22.9.26 update:** CPISA reported that some of the points readers around the ground had not been working at several fixtures. The club advised this was due to a mixture of reasons. New software and tills are coming for both the shop and stands. The IT Department was providing training for staff. For the New Main Stand development work some of the electric cabling had been shut down and then reactivated for the matches. Remains open
i.	Club to update on the issues with toilets in the Holmesdale. **3.3.26** this remains an issue and supporters are becoming increasingly frustrated. In	Previous update from CPISA re issues raised with us since last meeting • Ladies loo queue goes past the gents • Flushes don't work and handles at different angles • Only cold water in taps and the timers run out before you have a chance to wash hands • Club had previously mentioned reconfiguring loos in LH is this likely • Could an assessment of flushing and water inlet be undertaken doesn't seem sufficient for volume of flushes **25.11.25 update:** The flushes are tested pre match but this is on an individual basis vs multi use and the reason that things deteriorate in match is the simultaneous multi use. The club are aware and are monitoring but there isn't an easy or quick solution. **3.3.26 update**: the club are looking at a reconfiguration and options to increase capacity and drainage issues in the lower Holmesdale All toilets continue to be checked pre match and periodically through the games, so these issues should be managed. Sign check sheet to be re-

	addition comments re the poor state of toilets in the AW have also been raised with CPISA	introduced for staff. **30.6.26 update:** No update, will be monitored during the new season **22.9.26 update:** There were no changes to toilets in the Lower Holmesdale. However, it had been reported that the men's toilet in the Main Stand near to Eagles Nest were locked at the Man City game. The club advised these had been removed as part of the mainstand development work carried out over the summer. Comment was also made by CPISA that in the main stand the new ladies toilets only had three toilets and four sinks, when it appeared there was space for more. The club advised this was due to having to comply with new regulations. Remains open
j.	**From 8.7.26:** Club to update on review of points phases for ticket sales .	**22.9.26 update:** The club advised that it had looked at the points phasing and there had to be a cut off. Whatever way the phasing was flexed someone would miss out. Will continue to monitor and change if needed Remains Open
k.	**From 8.7.26:** Club to produce notes of Loyalty Points Group	**22.9.26 update:** The club had pulled together a lot of information and there were many ideas, so the Loyalty Points Working Group was in a good place, although it hadn't met recently so had yet to produce any notes. Remains Open

2. CPISA acknowledged positives since previous meeting

- **Mental Health Initiative** - the club was praised for an excellent and innovative initiative, which had been well received by supporters and aims to help both home and away supporters facing mental health issues. This has real potential ave lives. The club was asked about keeping the initiative 'current and focused'. The club will look for ways to keep it in view. It was suggested that posters could be placed on toilet doors and around the ground.
- **European Ticket Prices** - the club was commended for keeping ticket prices the same as the last European campaign despite the potential uplift in the quality of opposition. The club advised that they had reviewed their pricing, and this is in line with or lower than other English clubs in the Europa League, especially when the bundle price is considered.
- **First Premiership Match v Man City** - Thanks was conveyed to all the Management & staff that had worked hard to get the ground ready for the first home match of the season, this was an unusual and challenging few weeks. There were issues raised with the club relating to this match ahead of this meeting and these are picked up below.
- **U21 and Women's -** Updates provided prior to the matches on Friday were well received.

3. UPDATES ON MANCHESTER CITY MATCH ISSUES (RAISED PRE MEETING)

Post Man City match, CPISA provided feedback to the club on supporter issues together with some suggestions for improving supporter experience/safety. The club had taken the issues seriously and were working to resolve things that had arisen.

- **Allergen Info** – CPISA were contacted by someone with allergies not being able to find allergen information they needed. Whilst there is information on the counter at the kiosks with QR codes that people can scan and staff had tried to help they were unable to provide the specific information requested. The club take allergen issues very seriously,

they will make the QR code info more obvious. The club also recognises that not everyone may have access to a phone and they will also print tent cards to be placed near to food kiosks and on counters to help supporters with information. CPISA suggested some posters near to the menu boards might also be helpful. All staff have allergen training and are advised where information can be found, this will be reinforced.

If people are uncertain about ingredients/allergens and need more info, catering staff in the kiosks will be able to help and also know who/where to get further info from.
Action: additional allergen information to be provided via tent cards and other means

- **Seating and facilities main stand** – CPISA reported that many supporters from the Stanley Stephenson Lounge (SSL) do not feel that the new facilities are adequate. They are commenting that their season tickets cost them more, based on the facilities they had access to, not just proximity to half way line. The club noted that those displaced from SSL have access to bars unlike Arthur Wait, which has concourse only, and this forms part of the season ticket price. CPISA noted that the bars now available are not seen as having enough seating and are overcrowded.

  The club advised that it had extended the Wright and Bright Lounge along with Eagle's Nest for the sole purpose of accommodating supporters who previously had access to Stanley Stephenson. Additional seating has also been created in Wright and Bright for those who need it. The Club will continue to identify ways of improving the pre-match experience for supporters.

  CPISA noted that it is felt there hasn't been sufficient account taken of demographic of the SSL users in the new offer eg those more senior in years and with mobility issues have found the cocktail style seating in the Wright and Bright bar unusable, as is standing for long periods. There is insufficient additional seating provided around the bars to take account of the number of displaced SSL users. CPISA have had the most contacts related to this issue over the home matches so far. It is also having a knock on effect to the matchday experience of existing Wright and Bright bar users. Many supporters have told CPISA that they have decided to meet outside of the ground now because the social aspect of sitting with friends is an important part of their pre-match experience.

  The club acknowledge and understand the difficulties experienced and supporter feeling and are trying hard to mitigate these. The club have already made improvements post Man City and are looking at options to further improve this including planned reinstatement/re-siting of the Fan Zone.

  Post meeting update: Fan zone has now been reopened post meeting with a few changes and is available for supporters pre-match, albeit this is temporary pending works to Main Stand.

  The club noted that additional consul tables and air conditioning have been added to the Eagles Nest, although no seats were possible in this area. Additional tables and chairs have also recently been added to the Wright and Bright bar and the club are looking at options to put additional seating elsewhere.

  Post meeting update: CPISA mentioned to the club that much of the seating in in the Wright and Bright bar is taken by families of mascots so perhaps not having the impact

intended. The club have agreed to review and resolve this.

Once the current work phase is complete there is likely to be more space to utilise. Creating additional capacity elsewhere may be possible but this is not a given. The windows in the Wright and Bright, which were not fully opening have been repaired, which should help with ventilation there.
Action: Club to continue to look for further seating opportunities for displaced SSL ST holders.

- **Food** – CPISA received reports re temperature and quality of foods. The club confirmed it was looking into this currently. Changes were made this season so different food items can be purchased at different kiosks eg burgers in one kiosk and chicken in another. Except for one or 2 outlets, all offer chips with or without another item. This new system was introduced because due to risk of food contamination and limited space some items can't be prepared/served in the same kiosk.

  The club were trying to improve the quality of food, deliver a faster service and make it safer for staff to operate whilst also ensuring food safety. They are continuing to work to achieve this. Whilst CPISA understand the challenges, separating food into different kiosks means families and even individuals are having to queue multiple times to get everything they want, which is off putting for them.

- **Combo meals** – The club have moved away from Early Bird deals to the new Combo Meals. This is aimed at getting people into the ground earlier, especially families. These were priced to be overall less expensive than last season. However, despite the changes being shared via social media by the club not all supporters were aware, which caused confusion at the tills in the first couple of matches. There were also reports of individual items, both food and drink, running out which had a knock on to some combo deals. The club were aware that this had taken place and are confident this should be rectified for the future.

- **Willy's Pies** – it was noted that these were more expensive than last year's Pukka offering, but the club are confident these offer a superior quality product. The club also said the meat pies contained quality mince. The point was raised about the choice of flavours chosen by the club and it was asked if some of the more typical flavours could be considered. The club confirmed they would review flavours sold throughout the season

- **Catering Staff/stewards** – it was reported to CPISA that some items appeared not to be set up on the tills, so people were paying different prices. Some combo deals not available and staff not sure what to do when only part of combo deals were available, which led to some supporters being charged more for items. Some staff were not aware of what items could be paired together. Whilst staff receive training, additional training will be given to catering staff re food offer and tills and also for stewards on where to find different facilities and which areas people can and can't access.

  Club were aware of a possible till combo issue and will double check that till set up is correct to ensure items for sale are listed and offers available. To assist supporters in finding the appropriate food kiosk the club will publicise more on the website and look into the possibility of improved signage relating to outlets.

Post meeting update: The club are compiling a concourse food guide, which will help people know what food is available in their section of the ground and they will look into the idea of food maps around the ground

4. COMMUNICATIONS

- **Digital Programmes** – emailed programmes not being received by everyone – it's been a bit hit and miss and not everyone can log into the App. Also can be a challenge to read in the app, people have asked if the email programme can be re-instated. CPISA have advised people to check their junk mail and also check their account settings to ensure they are set to accept club emails.

  The club will check with the editorial department but requested that supporters not receiving the digital programme should email customer services with their email address/client reference so the club could look into it for them.

- **Conference League Trophy** – CPISA asked re supporters being able to have photos with the UEFA Conference League trophy, particularly as this is visibly on show in the corporate hospitality area each match. The club are keen to facilitate photos for supporters and are arranging for photo opportunities in due course.

  Post meeting update: There will be photo opportunities with the trophy as with the FA Cup and a photographer will be provided. This is separate to the Stadium tours

- **Supporters' Charter** - the new updated Charter is with the designer and will replace the current one on line in a week or so. The club agreed that CPISA's page would be returned in case any changes were required. The club will share with FAB prior to publication.

- **Sanctions Committee** - mentioned in the FAB summary notes of their last club meeting this had caused concern amongst supporters. The Committee has been put in place to protect people from being banned unfairly as it will no longer be a single person decision. There will be 5 people sitting on the panel at any hearing and the make up of the panel may change depending on the issue.

  The Committee's function is to look at the circumstances of the case, and to provide a fair hearing, there would be a right of appeal. This provides a much more transparent and defined process, which will help to ensure decisions are consistent and fair. The club uses banning as a last resort. Generally behaviour contracts are preferred unless the issue relates to violence, sexual misconduct, other serious offence or there is no choice due to a Football Banning Order.

- **Fan Engagement** - the point was made by CPISA that some club decisions affecting fans were made without supporter consultation eg ticket pricing because prices had not increased there had not been a discussion, no engagement re changes affecting SSL users in advance. More consultation has been regularly promoted by the FSA and the Independent Regulator.

  The club noted that it had surveys with questions covering various areas. The club said it also had working groups, the one covering fashion items involved supporters of various ages and Palace for Life were involved in a working group in additional to the loyalty points group.

- **Bag Size** - details had appeared on the website indicating very precise measurements for bags allowed to enter the ground. A number of supporters had indicated that if coming from work they would be unable to attend due to the new restriction. The club advised the A4 size was a guide, common sense would be applied and supporters would continue to be able to bring bags that would fit easily under the seats. However, this would be at the discretion of the security team on the day and all bags would be subject to a full search at the turnstiles. CPISA asked if this could be reflected in the wording in some way. For larger bags/cases the club were able to provide storage.

5. STADIUM

- **Centenary wall (Memorial Bricks)** - the club has already been in touch with those that have contacted the club about their bricks. The club has not made a final decision regarding what it can do re the bricks eg if an alterative area could be found. They will send out another communication to supporters who have bricks when any further decision is made. If any owners of the bricks have not contacted the club they are strongly encouraged to email customer services and let the club know details of the brick and their contact details.
  Action: Club to communicate any decision re Centenary/Memorial Bricks once made.

- **PA System** - supporters are reporting that the PA System is still too loud and prevents conversation with others. The club confirmed there are three levels of sound automatically programmed - from 1-2.30pm the sound is low level, then from 2.30 to 2.45 in the run up to the match the sound ramps up, and before the start from 2.45-3pm the sound is loudest. The club noted people have differing sound tolerance, but concerns maybe because people are sitting close to a speaker. The club requested that anyone particularly affected by the sound forward their seat details to the club via the customer service email and they will review.

- **Telephone Message** - thanks to the club for dropping the continuous 'Glad All Over' tune, and for indicating the number in the queue, however, the silence between the numbers leaves the caller uncertain as to whether the call has cut off. The club would look into including classic club match commentary between number notifications.
  Action: Club to include music or commentaries on waiting calls.

- **Clock Missing on advertising hoarding**- it was reported the clock on the advertising boards was missing at the Manchester City match. The clocks were on all four stands. The clocks are part of a rotation, and as far as the club are concerned they have been working and visible since the beginning of the season.

- **Cycle Parking** - there was a request for more cycle parking as available car parking had reduced. The club advised that there were now two more cycle parking areas, and would look at the possibility of more.
  Action: Club to identify additional suitable cycle parking areas.

- **Disabled Parking** - there are a limited number of reserved disabled parking spaces. Usage and access to these continues to be managed by the DLO.

- **Pathway to Clifton Road** - concern was expressed at the lack of lighting and safety since the hoarding boards had been erected. The club were in a difficult situation as they

did not own the land and it was unclear who had responsibility whether it was highways, council or Sainsbury's. It was possible part of it belonged to Sainsbury's. The club managed to create level access, a mirror has been installed and a local resident has put up some lighting. The club will see if they can assist the resident with other measures/lighting, and Sainsbury's might also engage with support. The hoarding boards have been painted black, as this was the base required for a proposed art work on the hoardings

- **"Americanisation" of matchday** – some supporters people had complained to CPISA about the seeming Americanisation with pom poms, fireworks, loud music pre-match, post goal music and lighting shows. The club pointed out that the pom poms, fireworks and light shows were popular with children and that it was trying to meet the expectations of the Premier League along with a global audience. This is becoming a part of matchday at all premier league clubs.

  Post meeting update: The club are looking at ways to shorten the post goal music to help fans be more involved in driving the atmosphere

- **Post HF/Singing Section** - CPISA have been contacted numerous times about a diminished atmosphere since the HF disbanded. The club confirmed they are in dialogue with members of the Former HF.

6. EUROPE

- **Tickets** - The bundle sales were slightly down on last season but this was attributed to the timing of certain matches, which would make it better for some to buy individual tickets. CPISA raised that it would have been nice to have had the opportunity for discussions before the final prices were announced and that they would have appreciated the opportunity to raise ideas such as more focus on youth and children's discounts. CPISA asked whether if ticket prices had been lower it was likely that more tickets would have been sold, meaning overall the income generated would be similar. The club said that this has not been their experience historically.

  It was noted that there were several empty rows in the main stand where ST holders had been displaced. The seating allocation for UEFA representatives in the Main Stand has increased for the Europa League matches. If seats subsequently become available they will be offered to those displaced. Any remaining will be sold.

  Tickets for Lyon were now being put on sale, but the club had only been advised of available blocks, but not the seating arrangements. Those purchasing tickets would be allocated a block but seating would be unreserved. The club has repeatedly contacted Besiktas but has not received any response. The club had approached the consulate in Istanbul to seek assistance. The club was asked to publicise the number of tickets still available each day, which it agreed to try and do.
  Action: Club to advise European tickets remaining each day so people in upcoming phases are able to see if they are likely to get a ticket.

- **Travel and other information** - supporters were keen to have travel information for Lyon particularly around town to ground travel and be assured they would not find themselves stranded post match. The club were meeting with Lyon police and the local authority about travel arrangements later this week and would be travelling to Lyon and Istanbul to determine more details about arrangements for the matches and to then provide

information for supporters.

The club will continue to provide information as soon as they are able to get this - from opposition clubs and authorities – despite the best efforts of the Palace team, some clubs are quicker than others to provide this. In future, rather than waiting until they have all the information to hand, the club will release this information as it is received. This will give supporters information earlier when possible.

7. AWAY COACH TRAVEL

- **Everton coach condition** - the club were aware of reports that the coaches provided by the current coach company for Everton were not ideal.

  Coach 1 was a lefthand drive double decker with power sockets for European 2 pin plugs. It had only one driver, which resulted in an extended stop on the return journey. There was gaffer tape on the front bumper, the first offside window was fixed with tape and some of the interior panels were coming away due to missing screws, with parts held together with gaffer tape, giving off smoke fumes. There were only 3 seats and a wheelchair space on the lower deck and access to the upper deck was by way of stairs, which were not suitable for some of the passengers with disabilities or age related issues. Coach 2 was a normal single decker and Coach 3 was a minibus.

  A further concern had been coach parking at a distance from the Everton ground making it difficult for those with mobility issues. This was not something the club could change, however, it was suggested by CPISA that passengers' seat and telephone numbers be taken so they can be contacted if the coach has to pick up from a different area which the club accepted.

  The club confirmed they had changed coach company at the end of last season and the present company was a work in progress and had been on trial the last couple of matches. The club have received a proposal from another coach company that ran buses to Leipzig. The club will consider whether to return to their former coach supplier, or trial the new proposed company. The club currently arrange coach travel, but another company it has spoken to arranges the whole process, including booking tickets, making arrangements with the opposing club and the police and is cheaper for supporters. This may also be a future option.
  Action: The club is looking at alternative options.

8. HSBC SPORTS GROUND

- **Purchase** - supporters were aware that the club had purchased the HSBC Sports Ground. The club confirmed this was a last minute purchase and it would be some time before the purchase is complete.

9. WOMEN'S TEAM

- **Teams** - the WSL team were congratulated on the good start, although the match against Spurs was a disappointment. It was queried why the Academy team showed up for a match with only 8 players and that the match eventually had to be abandoned, and whether there were any issues with scouting and recruitment. Club representatives were aware there was a problem with the match, but would check the reasons.

- **Safety** - the Holmesdale Road was open for the match against Spurs. Cars speeding

down the road posed a safety risk, especially with many young children attending the match. There were no 'Slow Down' signs placed at each end of the road. The club will consider this for any future Women's matches held at Selhurst Park.

- **Fixture Changes** - with the fixture changes for the men games due to European competition, this means more clashes with the Women's matches. It was asked if there was scope for the Women matches to change date. This was thought not to be possible as the WSL had their own fixture dates and broadcasting arrangements.

10. AOB

- **Safety Advisory Group** – there is a vacancy for a FAB member to attend SAG. Other FAB members were content for CPISA's FAB representative to take up the SAG position. The club will contact SAG for their agreement**.**

- **Away Season Tickets** – due to the number of rearranged fixtures that take place over the season, CPISA were requested to ask the club to change the number of missed games allowed from 2 to 3. The club will consider.
  Action: Club to consider allowing 3 missed matches for away ST holders

- **Nottingham Forest Game** - the date and time for the match on digital season tickets was showing incorrectly. The club advised these would automatically alter near the actual date.

- **Big Screen Team Listings** – it was pointed out that it was difficult to see the dual team listings on the big screen and to make out red and yellow card indicators from beyond the halfway line and almost impossible from the Holmesdale Lower or Upper. It was suggested the team lists might be put up individually and rotated every few minutes. The club advised that it receives the display in the template form from Opta and was unable to change it, however, it will look into if they can make it clearer.