



NOTES OF MEETING WITH CPFC

Tuesday 30th June 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
Matt Franks	CPFC	Head of Marketing
Terry Byfield	CPFC	Production Manager
Patrick Moore	CPFC	Supporter Liaison Officer
Peter Saysell	CPISA	Chair
Sandy Weller	CPISA	Vice Chair
Sue Maisey	CPISA	Secretary
Keith Powell	CPISA	European and FSE Lead
James Burrows	CPISA	Committee member
Rick Wilsher	CPISA	Committee member

1. ACTIONS ARISING

	Item	Update
a.	Club to advise on outcome of handrail trial (Upper Holmesdale)	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. 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. Remains open
c.	Club will look at highlighting the change in step depth mainstand block F. 3.3.26 In the same area there is also an issue at row 20 where a part small part of the front of the step has broken away	25.11.25 update: The step will be painted with yellow crosshatching 3.3.26 update: crosshatching has not been undertaken as yet, club will action this and also look at the additional issue with the step at row 20 raised in this meeting Post meeting update The club plans to carry out this work during the next international break and will ensure affected steps are highlighted accordingly. Step 20 will also be looked at. 30.6.26 update: Hatching done CLOSED
d.	Club to review issues and update on the Main Stand roof. 3.3.26 Club thanks as original leaks seemed to have been resolved at Burnley game, however, unfortunately a new leak started affecting Row 16, seats 146 & 147	25.11.25 update: It is thought that the small holes are from where the previous speakers were removed. These are to be repaired 3.3.26 update: Club have requested quotes for abseilers to check the roof and make any necessary repairs Post meeting update Repairs to the Main Stand roof have to be carefully planned with licensed workers/ abseilers. The Club has obtained quotes and a window in which this work can be safely completed will be arranged. 30.6.26 update: All identified holes have been rectified CLOSED
e.	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 played 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. Remains open
f.	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.. Remains open
g.	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 Remains open
h.	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 Remains open
i.	Club to review with stewards re 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	3.3.26 update: Stewards are working to get fans moved into allocated 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 Remains open
j.	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 Remains open
k.	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 addition comments re the poor state of toilets in the AW have also been raised with CPISA	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-introduced for staff. 30.6.26 update: No update, will be monitored during the new season

2. CPISA RAISED POSITIVES OCCURRING SINCE PREVIOUS MEETING

- Freezing Season Ticket Prices for season 26/27 - This was widely welcomed by all supporters especially those who had supported the club around Europe last season.
- New manager appointed early.
- Women's team promotion back to WSL.
- Unprecedented number of Palace players at the World Cup.
- Our first ever UEFA Conference League win. The club noted that they had looked at various possibilities to celebrate the win, but there were limitations and restrictions and there was very little time following the match as many players had to link up with international squads at the world cup. The club will consider what might be feasible for a future celebration.
- Fantastic U/18s Premier League Cup win.
- It was acknowledged and appreciated that the club had worked hard to manage the Arsenal game ticketing under exceptional circumstances
- Acknowledgement of the Club's positive management of the European adventure, maximising allocations and ticketing, staff being available and accessible abroad. The club confirmed that the European journey did prove hard work for the staff at the club, being busy both covering the European aspects and maintaining the normal workload. The SLO and others for instance had to travel back and forth to various European venues to check them and feedback information.

3. TICKETING ISSUES

- a. **Liverpool away** - there had been feedback to CPISA about a significant number of home supporters in the away end at the game. Palace stewards were at the match, and it was thought they would collect ticket numbers to action post match, but the lack of action made it appear to supporters that the Palace stewards were disinterested. The club advised that although Palace stewards travel to opposing ground it is up to 'Home Ground to manage stewarding & policing of fans. . Palace also had fewer stewards available to travel to domestic away games toward the end of last season, owing to the number needed to meet UEFA staffing requirements at European away fixtures. The club will consider with other clubs how the issue can be addressed.
- b. **Ticket Touting** - All clubs share information regarding ticket touting. Many clubs, as with Palace, now require supporters to sign up to membership. Most clubs season tickets have to be stored on a digital phone at high demand clubs such as Manchester United and Liverpool this has led to issues with touts selling 'burner phones' that carry tickets with the cost of the phone included in the touted price.

To counteract touting clubs conduct 'spot checks' by asking for certain account holders to collect tickets from Box Office or check tickets and ID at away matches once in the stadium. In Brazil facial recognition is being tried and tested at stadiums, this would ultimately stop touting but is currently unpopular as a remedy. In Larnaca where supporters have to have ID and passport numbers attendance has declined. Crystal Palace are a club actively looking to grow it membership base, so a careful balance is required, it wants to encourage membership and support growth rather than deter it.

- c. **Shaktar Away** - some Palace supporters bought tickets from both Shaktar (who put tickets on sale to both sets of supporters in the home areas) and also from Palace who were selling tickets from their allocation in the away section. In order to make sure they were able to secure a ticket some supporters bought from both Shaktar and Palace. However, they did not receive their tickets in the Palace away section if they had already given Shaktar their passport numbers for the home ticket as that is where they were seated. Their passport numbers could not be used twice so Palace could not register them in the away section. Some supporters have raised the issue of a refund for the tickets that were paid for but not issued.

CPFC confirmed it has not contacted Shakhtar, as all revenue from ticket sales is retained by the opposing club and, therefore, it is not in a position to issue refunds directly. Any decision on whether to offer refunds rests solely with Shakhtar, and CPFC has no influence over that decision. It was noted that every club has its own refund policy. Also, as was experienced in Cyprus, if someone already had ticket in the home end an away ticket would not have been issued due to having to give Passport no for the first ticket.

For the forthcoming Europa League, it is worth noting that when purchasing tickets supporters should be aware that the caveat of risk lays with them in that, if they buy tickets in the home end and away section a refund may well not be available for the unissued ticket.

Shaktar may be playing their matches at Brentford this season.

- d. **Arsenal Match** - Despite the warnings from the club re ticket purchases and huge amount of back office preventative work invested in this match there were still a significant number of away fans around and within the stadium. Palace fans reported that stewards were reluctant to remove them, unless they were wearing colours. The situation was difficult for stewards, who will only remove people if it is safe to do so. It was recognised as a very challenging day for the club all round, not only in monitoring/managing supporter areas safely but also, for example, in dealing with medical issues and bottled water supplies running out with additional urgent stock having to be purchased for some parts of the stadium due to the temperature.
- e. **The text line at the Arsenal game** – An unprecedented number of text messages was received and, at the same time, the Lead Safety Officer was managing a number of urgent issues as events unfolded at the match. While every message was logged, unfortunately it was not possible to respond to or action each one, as priority had to be given to the most time-sensitive incidents requiring immediate attention. The club will ensure that the Head of Supporter Services is notified should a similar situation arise so that her team can provide additional support.. The club are confident this won't happen again.
- f. **Non season ticket prices for the coming season** - there has been no decision as yet on general ticket sales prices for next season.

4. STADIUM UPDATES

- a. **Main stand progress**- the car park is cordoned off at present and a temporary hospitality facility is likely to be set up there. The Wooderson Close houses are being demolished. High and low voltage cabling work is progressing in order to provide more power to the new stand. More changes are likely to be undertaken including the removal of stairs and more temporary turnstiles.
- b. **Updates and remedial work elsewhere at SP** - the regular remedial works, such as the Holmesdale Road roof being cleaned, are being carried out and the club will release more information by way of a pre-season story, ahead of the start of the new season. The replacement of the small turnstiles in the Whitehorse Lane end is not included in planned works for the summer. However, the club are now in possession of a new mobile shop facility.
- c. **Clock visibility** – CPISA had been contacted re the clocks that appear on the top of the advertising boards it has been reported that they had appeared for a few matches but then seemed to disappear. The club advised that the clocks are pre-set and generated digitally, and so are expected to be displayed at every match. To date, no reports had been received to indicate that they were not in place; however, the club confirmed that they will be checked at each game going forward..

5. LOYALTY POINTS

- a. **Gap between phases** – It was asked if the gap in loyalty points required for each phase for away tickets might be reduced. Paul McGowan explained that this depends to some extent on the allowance given by the home club or taken by Palace for the fixture. The aim is for all those in Phase 1 to be able to get a ticket. Could look at dropping the gap by 500 loyalty points. Paul would look into this for next season.

- b. **Leipzig** - there were no loyalty points awarded for the visit to Leipzig as the ticketing was organised by UEFA not the club.
- c. **Loyalty point programme** - CPISA have been contacted by a number of supporters who are concerned that they will lose retail points from their total. It was suggested that as these purchases had been made in good faith to help bolster their points, any changes to the loyalty points allocation could be applied going forward rather than retrospectively.

Brentford have just established their loyalty point system and CPISA suggested the club may wish to look at their programme and that of Burnley's, which has been going for years, as part of their considerations on a new system. Mention was also made that it would be good to have regular updates from the Loyalty Points working group, so that CPISA can contribute effectively. The club advised that updates should be shared through the FAB by the supporter representatives involved in the working group, and that any contributions or feedback arising from working group discussions should be communicated to the club through the same channel. The club also agreed to produce meeting notes going forward, which can be made available to all members of the Fan Advisory Board..

6. COMMUNICATION

- a. Once again the season was extremely busy, the communications team had a number of new staff join over the season.. It takes a little time for things to bed in and for a seamless and smooth operation to happen. With many weeks of frantic deadlines and tight turnarounds some mistakes (typos) were made, however, these were corrected asap. Lessons have been learned and the Comms team are now fully ready for another European adventure in 26/27.
- b. **Club correspondence/emails/calls** – CPISA had received a few complaints regarding emails/calls not being replied to in a timely fashion. The club stated that over the last season a great deal more enquiries had been received via supporters and there had been a slight problem with retail inbox which had impacted. The box office does at busy times receive upwards of 300-400 emails per day on top of telephone enquiries and personal callers, which takes time to clear. However, in general the customer service email inbox is cleared by the end of each day, although at peak times the club may take a little longer to respond.

There had been some issues of rude and abusive emails, telephone calls, or in person visits affecting CPFC staff. The club reinforced that this will not be tolerated and staff members may well not respond in such circumstances, supporters could also face further sanctions.

- c. **Programme Vouchers** - These have once again proved very popular and sold out again last year. Hopefully they will be increased in volume slightly and repeated for season 26/27.

7. AOB

- **Everton Allocation** – CPISA asked if a full allocation had been requested for the Everton away match and it has.

- **UEFA Cup Photos** - The club advised that the UEFA Conference League trophy was not currently available for display; however, they are exploring various options to enable fans to have photographs taken with it..
- **Pride Float** - the club reported that it had a Pride Float and Blimp and would be participating in the parade, which would also feature the cheerleaders. Fan groups were welcome to participate.
- **Turn around time for meeting notes** - a request was made for a quicker return time for the meeting notes.

8. New Actions

Action – points phases to be reviewed by Paul McGowan

Action – club to produce notes of the loyalty points group going forward