



Notes of CPISA meeting with CPFC Tuesday 25th November 2025

PRESENT

| | | |
|----------------|-------|------------------------------------|
| Jonty Castle | CPFC | Chief Operating Officer |
| Nikki Gibbons | CPFC | Head of Supporter Services |
| Paul McGowan | CPFC | Head of Ticketing |
| Matt Franks | CPFC | Head of Marketing |
| Neil Robinson | CPFC | Head of Safety and Security |
| Rob Mann | CPFC | Public Catering Operations Manager |
| Clive Mitchell | CPFC | Health and Safety Coordinator |
| Foz Bowers | CPFC | Head of Merchandising |
| Terry Byfield | CPFC | Production Manager |
| Peter Saysell | CPISA | Chair |
| Sandy Weller | CPISA | Vice Chair |

1. Actions arising

| Item | Update |
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| Club to advise on outcome of handrail trial (Upper Holmesdale) | <p>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.</p> <p>30.9 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.</p> <p>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.</p> <p>Remains open</p> |
| Club to advise when the Academy is finished, and supporters can attend. | <p>Update: it was hoped this would still be completed before Christmas.</p> <p>25.11.25 update: The work to the Academy rehab and recovery centre is almost complete and is being used by the players.</p> <p>Other work at the academy is still to be completed and the club will let supporters know when it is done,</p> <p>Remains open</p> |

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| <p>Club to advise on loyalty points for the women's game.</p> | <p>Update: this was to be looked into by the Box Office manager. 30.9.25 Update: will be included in the overall club loyalty points review which is due to take place over the next 2-3 months 25.11.25 update: this will be included in the overall loyalty points review. The working group for this should be finalised in December Remove as an open action - CPISA will ask for periodic updates on progress if needed</p> |
| <p>Club will look at highlighting the change in step depth mainstand block F</p> | <p>25.11.25 update: The step will be painted with yellow crosshatching Remains open</p> |
| <p>Club to review issues and update on the Main Stand roof.</p> | <p>25.11.25 update: It is thought that the small hole are from where the previous speakers were removed. These are to be repaired Remains open</p> |
| <p>Club to advise on progress with installing rail seating</p> | <p>25.11.25 update: This is to go ahead in the 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 that this can be installed. Other areas are under review Remains open</p> |
| <p>Club to update on the issues with toilets in the Holmesdale.</p> | <p>Update from CPISA re issues raised with us since last meeting</p> <ul style="list-style-type: none"> • 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 <p>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. Remove as an open action - CPISA will ask for periodic updates on progress if needed</p> |
| <p>The club will look into food and beverage supplies and arrange to leave one outlet open if food sells out</p> | <p>Actioned and closed See further down for other food and beverage updates</p> |
| <p>Club to advise on the TMO Extension</p> | <p>25.11.25 update: This has now been approved by the Mayors office. This will be stewarded and the club will provide full details prior to implementation.</p> |

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| | <p>This will have an impact on pre-match access to roads for parking but is expected to be cleared relatively fast post match.</p> <p>Remove as an open action - CPISA will ask for updates on progress if needed</p> |
| Club to provide updates on Selhurst Station situation | <p>25.11.25 update: Agreed with partners (LS, BTP, Met Police, LA, Rail Co et al) to survey the issues and find a solution</p> <p>NB: Club pre-warned that Norwood Junction will be closed for the Man City game and that is it likely that the road in front of Selhurst station will be partially closed and queueing barriers in place</p> <p>Remains Open</p> |
| Club to update on pre-match music once reviewed | <p>Update from CPISA. Elvis song remains the biggest complaint to CPISA. Less than 2% of fans are in support of this on the threads we've looked at. Other issues raised - playing of Hey Jude pre Brentford, loss of the palace "DNA" music</p> <p>25.11.25 update: Club are aware that the Elvis song is not universally loved but do feel a lot of fans do sing along. CPISA stated that they would like to see fan consultation rather than a shortlist of songs decided for fans to vote.</p> <p>Remains open</p> |
| Club to update on the opening of gates post match | <p>This was a one off situation, stewards have been advised and will make sure these are open.</p> <p>Actioned and closed</p> |
| Club to advise displaced season ticket holders and assist with alternative seating | <p>Actioned and closed</p> |
| Club to release details of ECL bundled home game tickets | <p>Actioned and closed</p> |

Positives since previous meeting

- No Strasbourg away tickets found on resale sites that we've checked so far
- Updated bag policy means people can hold on to their laptops when coming starting from work
- Member day for kids was amazing
- Great customer service from Patrick who proactively emailed Ian to let him know A5 cards/photos had arrived, which was very thoughtful.
- New steward Tristan on entrance 11 main stand turnstiles is very friendly, recognising ST holders and making them feel welcome.

Ticketing

European Tickets

1. **ID Checks** - When Strasbourg tickets went on sale, first it said no ID checks required then this was changed to ID required. We are some way in to the ECL now, could there

be a clear strategy so fans know what is required for the remaining games.

Response: Going forward ID will be required for all match tickets. Where possible the club will arrange for ticket collections locally for small allocations (under 1,000) otherwise there will be checks at the turnstiles. Turnstile checks will definitely happen for Strasbourg and people will be required to stay in the section where their ticket is eg unreserved or seating.

2. **Plane charters** – *These were very positively received by supporters. Are future plane charters likely and can these be linked to tickets. By the time the Strasbourg tickets were on sale and it was known who had not been successful in purchasing, other fans had already made alternative arrangements, however, the club were able to resell the spaces via waiting list and wider email. Initially in the resale email the price was noted as £399 each way, this was quickly corrected. £399 return was perceived as very reasonable.*

Response: The club will look to offer more charter packages where possible. The basic package option will not include tickets but the club aim to ensure packages and other tickets will be sold closer together timewise. The club apologised for the initial error re flight price message during the reselling phase.

3. **Hospitality allocation** - *Is there a separate allocation for hospitality for ECL games and are these available on general sale or only to existing hospitality customers, would the club consider extending the number of these for future charter packages.*

Response: No this is included in the overall allocation

4. **Palace fans in away sections** - *CPISA aware that some Palace fans have purchased tickets in the Strasbourg and Shelbourne home ends, will the club be putting out a warning of the risks of doing this. We know Palace fans don't like away fans in home ends, there is concern this may cause issues if other fans feel the same.*

Response: There is no plan to do this

5. **Fan Zone** - *Is there any way that the club could either work with a local venue to arrange a "fan zone" for the ECL away matches with a large screen for those fans who are travelling without tickets just to soak up the atmosphere as a way of offering a safe place for fans to gather for the match*

Response: the club did this for Lublin but there was not a large take up so unlikely to do this again, more likely to recommend away friendly local pubs or communal areas to meet up.

6. **Ballots** - *Where there is a small allocation would the club consider using a ballot to open a set amount for people with less points*

Response: no the club will continue to sell tickets as per the current process

7. **Away ticket allocation** - *could the club state the net number of tickets available for general release, rather than total. It appears that the allocation quoted does not take into account tickets required for players families, staff and other groups. If the net available figure is given there would be no confusion amongst supporters going forwards. For example Strasbourg published allocation was 1500 but on the morning they went on sale the available tickets were counted and there were only 800 showing for general sale. This is creating bad feeling and finger pointing at specific groups.*

Response: The club will not change the way they advise of allocations because the number reserved changes per game and some seats are returned so would not be accurate. The club is allocated 5% of the ground capacity for European matches + 200

Category 1 seats, UEFA take an allocation from this. Category 1 seats have to be adjacent to the Directors box.

The club overall are working to maximise the number of Palace fans that get access to these matches. Paul McGowan has worked hard to increase the allocations we have had for each of the matches so far as follows.

| Match | Initial allocation | Final allocation |
|-------------|--------------------|------------------|
| Fredrikstad | 500 | 1700 |
| Lublin | 1500 | 2500 |
| Strasbourg | 1518 +200 | No change |
| Shelbourne | 500 | 1800 |

9. **Away season tickets-** *initially we were informed away season tickets were not going to be included in ECL matches but they are being given priority, which is also an issue amongst other supporters particularly when members were told their ticket priority only applied to domestic games.*

Response: This was a misunderstanding/miscommunication, away season ticket holders will continue to receive priority. Away season ticket holders are expected to attend all domestic away matches regardless of distance /kick off time as well as regularly attend home fixtures, Supporters not meeting these requirements have their tickets cancelled. In the majority of cases away season ticket holders have the required number of points to obtain ticket in the earliest buying phase

10. **Sales phases** - *There were a lot of sales phases for Strasbourg could these be condensed in the future, this would manage expectation better ie people see multiple phases and assume that the tickets will last through more of these and then are disappointed when it sells out in phase 1. This may enable people further down the points levels to access tickets.*

Response: The club is following the same process and sales phases as for domestic away games. This is set dependent on sales expectation, demand and ticket numbers.

11. **ECL Hospitality** - *Is there a separate allocation for hospitality for away ECL games and are these available on general sale or only to existing hospitality customers,*

Response: No there is no separate allocation, the Category 1 tickets are effectively these

Other Ticketing

12. **Concessions on resale tickets** – *CPISA have been asked why the club don't offer concessions on resale tickets to allow parents the chance to buy junior gold members tickets in Holmesdale. The supporter in question says he has "not been able to get his son a ticket all season in Holmesdale unless he buys a resale ticket for £50+". We have raised something similar previously, CPISA noted that some resale tickets would be junior tickets.*

Response: At present the club resell the tickets on an adult only pricing basis, they stated it would be too complicated to identify junior tickets and to resell those separately.

13. **Block E resales** - *CPISA have been asked to raise the following: could ST holders be given a priority window to move into block E? for midweek games and vs 'big' clubs,*

seats are taken by fans who a) weren't expecting standing/singing b) say 'you're in my seat' when ours are also taken and that's not how "E" works.

Response: Only a small number of resales aren't to existing season ticket holders, if people aren't able to get into their seats at matches they should speak to stewards and if unresolved use the matchday text alert on 07507 477669.

Communication

14. **Advertising Ribbon info** – info appears re the teams prior to a match, and for in match substitutions. If this is possible why can't other info also be inserted such as VAR details and RIP applause.

Response: RIP messages can be included but would require a month's notice and availability will depend on demand. VAR is managed externally and is inserted directly onto the main score board. Goal scorers etc can be inserted into the ribbon because the squad info is programmed in.

15. **Sainsbury's Car Park** – we are getting more and more questions regarding who can park there. Some matches people are allowed in sometimes not. Sometimes there's a clipboard and list and sometimes not. There seems to be a difference of info being given to people depending on who they speak to at the club. Previously we were told that info had been put out at the beginning of the season but it would be helpful if clear guidelines could be publicised again.

Response: Sainsbury's will only be opening the front kiosk for Sunday matches going forward, however, parking will remain restricted

16. **Clock** - other than the WHL screen, which not everyone can see, there is no other clock visible in the stands. There appears to be no prospect of clocks attached to the stands, but would it be possible for clocks to be fitted on the front of the commentary box or floodlights.

Response: There are boards in each corner of the ground that include clock and mini scoreboard. Visibility has more than doubled this season

17. **Added time ECL games** – this is not added to scoreboard clock for ECL matches, is this a UEFA 'thing'.

Response: Yes UEFA don't allow this to be shown

18. **Coaches** - there have been further instances of coaches arriving late at Selhurst, then taking circuitous routes through London and also arriving late due to issues on the motorways. In the latter case, passengers were told that the coach driver had no way to contact anyone at the clubs to try to ensure they could still access the coach drop off at ground. Would it be possible for there to be a contact for the receiving club that coach drivers can use if there are problems or if they are having issues finding/accessing the parking facilities, particularly for drop off of supporters with disabilities. If police close the road before the coaches arrive is there any way they or stewards could be available to just allow coaches through when they arrive.

Response: Road closures are set by police. There is a steward on each coach and they have access to the SLO if there are problems. The club have spoken to the coach company following the Liverpool issues and as a result coaches will now leave 1 hour earlier to ensure timely arrival.

The club has asked that coach drivers avoid using routes through Central London for non- London games particularly for evening matches. There is a coach pack for each

game which includes info from the away club, this is given to coach companies and the coach stewards. The club will ask if there can be a contact at the away clubs for matchday.

Action: Coaches to leave earlier and drivers to be advised to avoid central London at key times. Club to ask if there is a contact at away clubs that can be given to coaches/coach stewards for matchday

19. **Coach companies** - *We appreciate this would probably be the club's preference anyway but we have been asked if there is any way that the club could use the same coach company and drivers each time as this might help with the issues over time, especially if it's a local company.*

Response: The club tries to do this but match dates change and then coaches are not available. The club work with a 'travel group' which incorporates 10 companies under its umbrella, some are locally based. Where possible the club try to work with the same company.

20. **Coaches for Leeds** – *CPISA asked if additional coaches be available for the rescheduled Leeds match, with the changed date and time train travel will be difficult. Arsenal are offering fans coaches for £10 for their rescheduled Everton game.*

Response: the club are considering a special price and additional coaches will be available as needed. More info will be published shortly.

Action: Club to look into discounted coach travel for the rearranged Leeds fixture – subsequently announced that the club will provide free coach travel for this match.

Stewarding/safety

21. **AZ Alkmaar** - *a person climbed over the barrier and onto the pitch to obtain an autograph from Dean Henderson, which Dean did but no-one attempted to prevent him or detain him, and there has been no comment on the incident.*

Response: This has been dealt with by the club

22. **Senior Steward** – *a senior steward was observed speaking loudly and unpleasantly to younger stewards in LH by a CPISA committee member. This was not good to see, especially for younger supporters.*

Response: The palace Head of Safety and Security is going to raise this with all Stand Supervisors and reiterate the importance of being professional and respectful when speaking to their staff.

23. **Stewarding AW-** CPISA contacted by fan re aggressive stewarding in AW, precis below.

There seems to be a change of security staff in AW, which has led to a more intimidating approach by them. This has happened at more than one game. At Brentford home game a fan asked to speak to a senior person but she really wasn't helpful. At Alkmaar game they managed to speak to someone at half time and things did improve and some stewards were moved.

There is concern that there is always a problem of 'tourists' at big games Arsenal, Liverpool, City, who congregate where this family sit, these people then get pushed into the rows to stand with the ST holders during the game, where they have no seats. They also raised this with the steward at AK Alkmaar and asked if they could in

future move people back to their own seats. They are waiting to see if this happens at Man Utd. It is felt that instead of the rudeness and intimidating by security if they work with fans it will be more enjoyable for all.

Also there are absolutely no checks at the turnstiles either.

Response: The club will raise all of these concerns with the agency owners to ensure a better experience for supporters, however, they are deployed in these areas for a reason and the local authority has stated that we need to do a better job of keeping the aisles and stairs clear for safety reasons.

Palace have a matchday text alert system in operation for supporters to report such issues directly to the control room which enables them to respond in real time – the number to use is 07507 477669 – it is much easier (and more effective) for the Head of Safety and Security and his team to be able to observe/act on the behaviours being reported whilst it is happening.

The club do not operate a 100% search policy at the AW turnstiles.

Action: The club will raise all of these concerns with the security company owners to ensure a better experience for supporters

25. **Standing in the aisles** - CPISA have had multiple contacts from people in various parts of the ground re standing in the aisles as follows

- i. Top of Block A&B in Holmesdale – fans leaving towards the end of the match gather towards the top and stewards don't move them on to get people to leave the area, this has a knock on effect of blocking the view from the disabled supporters' platform.*

Response: Stewards to be reminded to move people on

Action: As above

- ii. Stewards are standing in the aisles between Blocks B and C of the LH during match time and are blocking people's views.*

Response: this is part of the safety plan and they are meant to be there to stop fans congregating in the aisles. If people want to move because of lack of visibility they can contact the club to see if there are other areas available

- iii. Fans are standing in the Aisle between block E & F of LH during the game and not being moved on which blocks view and makes it hard to get to the concourse*

Response: Stewards are there as above, fans should not be standing in the aisles.

Action: Club to review with stewards

- iv. There are so many stewards standing in the stairway between block Y & Z of AW which makes it really difficult to use and very crowded*

Response: Stewards are meant to be there to prevent fans standing in the aisles

Action: See point 23

27. Is there a policy for stewards in dealing with unaccompanied bags left inside the stadium? Example given of a recent incident

Response: Yes and this is included in pre-match security briefing, security company to ensure stewards are aware/follow procedure

CATERING/RETAIL

28. Food - the quality of food is perceived to have deteriorated, CPISA have had a number of contacts re this. It was noted that some items were now being served very dry, including burgers and curry and chips with hot dog bread rolls disintegrating. In some areas queues are said to be so long that people are just giving up.

Response: Food offer is under Review. Premium sausage roll in MS is made in house and looking to extend this to other areas as it is very popular. The burgers were changed after last season due to complaints that the salad element was affected by being kept in the warming cabinets, further work is being done to improve these. Also looking at possible pasta pots.

Catering is limited in WHL and MS by space and in the AW by logistics and limited kitchen facilities so most hot food has to be delivered there, this impacts what food can be served in different areas of the ground. New ovens are being installed shortly which will help speed up service and assist with matchday capacity.

Action: CPISA to encourage people to complain direct to the club via customer services re any food/beverage issues to help them to monitor customer experience & make appropriate changes.

29. Contactless Readers – we have been advised by fans that these were not working for the match on Thursday in LH Red & Blue bar, box office, Fan zone and Arthur.

Response: IT are aware of the issues and have asked the till company to find a way to manage and add loyalty points at the till rather than a separate reader.

Action: the club will continue to work with partners to resolve both contactless readers and loyalty points addition

30. **Points Addition** – CPISA were updated at Brighton game so we know work is ongoing, the machines were working for a while pre match but within a few minutes of update, staff were saying that they weren't working again. This is known to have affected other areas. Is it possible this is a training issue or is it IT?

Response: staff all receive training, IT are aware of the issues and working on a solution

Action: as point 29

AOB

31. **Seats in Block B of Holmesdale** - some of these are reported as broken and damaged, fans have raised several times but not dealt with

Response: All seats are all checked pre and post match and the club are not aware of any broken seats. Any broken seats should be reported to the club via customer service email and will be dealt with.

32. **PA system**- this is still too loud in some areas and barely audible in others

Response: The system will be completely installed within the next couple of weeks and will then be switched on in its entirety. It can then be balanced, which should

resolve the difficulties currently being experienced.

33. Mainstand update

Response: this will start in January, there will be a lot of info coming out re what is happening and how this affects fans.

34. Half time challenge – the new challenge is not very popular and we’ve been asked if the club could bring back the penalty challenge or crossbar challenge instead.

Response: The Penalty challenge was seen as stale and the new challenge was introduced. There have been some excellent prizes won recently including a holiday to Turkey which many fans aren’t aware of. This will be reviewed as part of the working group looking at music and full matchday programme

35. Stock levels in Croydon and Bromley stores – this appears to be quite low

Response: the club have been making room for Black Friday stock and will be fully stocked for this

36. Racism on train – club advised of incident that CPISA were made aware of and had reported to police. Police have advised CPISA they are looking for CCTV footage.

Actions arising list

| Action | update |
|--|--|
| Action: Coaches to leave earlier and drivers to be advised to avoid central London at key times. Club to ask if there is a contact at away clubs that can be given to coaches/coach stewards for matchday | |
| Action: Club agreed to look into discounted coach travel for the rearranged Leeds fixture | Closed - Free coaches announced |
| Action: Stewards to be reminded to move people on from Holmesdale Blocks A&B towards the end of games | |
| Action: 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 | |
| Action: Club to review with stewards re fans standing in the Aisle between block E & F of LH | |
| Action: Club to ensure stewards are aware of how to handle unaccompanied bags in stadium | |
| Action: CPISA to encourage fans to complain direct to the club via customer services any food/beverage issues to help them to monitor customer experience & make appropriate changes. | |
| Action: the club will continue to work with partners to resolve both contactless readers and loyalty points addition | |