



NOTES OF CPISA MEETING WITH CPFC 14:30 – 1st April 2025

PRESENT

Sharon Lacey	CPFC	Chief Operating Officer
Nikki Gibbons	CPFC	Supporter Liaison Officer and Disability Access Officer
Paul McGowan	CPFC	Head of Ticketing
Foz Bowers	CPFC	Head of Merchandising
Neil Robinson	CPFC	Head of Safety and Security
Terry Byfield	CPFC	Production Manager
Steph Pavesi	CPFC	Public Catering Operations Manager
Peter Saysell	CPISA	Chair
Ian Weller	CPISA	Treasurer
Sue Maisey	CPISA	Secretary

Pre-Meeting

Prior to the meeting the club advised CPISA that it did not wish to cover topics that had already been discussed at FAB meetings and previously published in FAB meeting minutes. The point was made by CPISA that although topics may be discussed at FAB meetings the notes can be high level which can lead to topics being reraised at their meetings. The club expressed a wish for the FAB and CPISA to work closer together.

CPISA expressed a willingness to contact FAB members again and engage in discussions around working together. The club indicated a willingness to facilitate this by offering club facilities for the meeting.

Action - CPISA to write inviting FAB members to a meeting.

TICKETING

Season Tickets 25/26 - there had been no decision made as yet on season ticket prices. This would be advised to the FAB before other groups. The announcement would include information on concessions, renewal of existing seats, the position with plastic cards and the situation around membership categories.

Action - Club to announce information on season tickets for 25/26 season

Touting

The club were asked about additional steps being taken for next season to reduce incidents of Touting - the club think there can be more done to combat touting and the box office and

stadium security will try their best to reduce it. The new ticket sharing system should prevent further the touting problem along with soft ticket checking. The New Main Stand digital access should eliminate touting. The club also commented it was not engaging with dynamic pricing.

Reselling Refund Scheme - the club were considering a revised refund scheme. Currently, there are different prices, and it takes time to work out the refunds on different amounts. The club are proposing an average rate, to speed up refund payments. This will be calculated on an average across ticket prices. Also there will be a faster return programme of money back to ticketholders.

Action: Information on this will be part of the season ticket launch.

Ticket Sharing - the club have just produced a ticket sharing demonstration which they believe should be helpful and enable the sharing to be done in seconds.

Clash of Men/Women's Games - the suggestion was made at the FAB that the Women's season tickets might be delayed. This was to enable supporters to check if any fixtures clashed with the men's matches and so help them decide whether to purchase a women's season ticket. It was unclear how this would assist when men's matches change through the season in days and times. The club accepted there was no benefit and that it was unable to interfere with fixtures

Match Clash Refunds - there were 341 women's season ticket holders of which 80 were both men and women's team season ticket holders. When there is a men's/women's game clash most attend the men's match. There are relatively few clashes. Those attending the women's match in preference to the men's can obtain a credit refund, but the refund for a women's match is £4.00.

Liverpool Match - the club will be taking the full allocation for the Liverpool away match and would be meeting with Liverpool to discuss the ticketing policy. It was noted that some websites were already selling tickets for the Liverpool match at inflated prices. (This is pure speculation on the part of ticketing sites). The club were confident that with the digital system Palace supporters should not have difficulty entering the ground. Anyone found selling to websites were likely to be banned. There will be a seating area organised, but once again it will depend on stewarding by Liverpool. Liverpool will advise where supporters with disabilities should sit. The club will provide coaches for this match.

Action - club to announce ticketing and additional information for Liverpool when available

COMMUNICATIONS

Follow up Actions

Forum Events - the club were to notify any forum events. The club were considering locations for the Awards Evening - this would probably be the Fairfield Halls. The advertised Quiz Night did not happen due to a lack of interest. It was suggested that there might be some lower cost or free events and invitations sent to season ticket holders notifying events. There would be an open training session held on 8 April which was advertised on the website, which was open to all.

Action - club to announce any forthcoming events.

Anniversary of Sash Shirt - club advised to watch this space.

Beer Festival - CPISA would be permitted to have a stall at the Beer Festival on 24th May.

STADIUM AND SECURITY

Follow up Actions

Selhurst Station - the club was thanked for sending stewards to manage the queues at Selhurst Station in the interests of supporter safety as raised in our previous meeting. However, there was concern that stewards were being placed at risk themselves by some supporters spilling into the road and being disrespectful and abusive to stewards who were trying to keep them safe. The club requested that supporters be asked to respect the stewards and refrain from abuse.

Action – CPISA will post on fan sites re fans supporting stewards at Selhurst and include in the notes of this meeting when published to help spread the message.

Handrails – following discussions at our previous meetings the club have now gained costings for handrails in the Upper Holmesdale tier and have looked at the percentage of the upper tier's view affected by installing handrails. There may be a trial in a few rows with a request for feedback this summer.

Action - club to update on outcome of handrail trial

PA System – following discussions at our previous meetings the club have hired an expensive concert level PA system until the end of the season, effective from the Brighton match. If the PA system is popular with supporters, then the club may consider acquiring it.

Action - Club to advise on the decision about the PA system's future

New Items

Thornton Health Station - the station was closed for two hours either side of the Millwall game. It was queried whether this could have been better notified to supporters. The club advised that the information was on the website and was communicated over the PA system.

Brighton Match - there was no special arrangements for the Brighton match. Brighton supporters would be directed to Norwood Junction or Selhurst Stations post match.

Stadium Developments - during the close season the car park would be dug up and there would be enabling work for the New Main Stand development.

MERCHANDISE

Follow Up Actions

Merchandise Stalls – these are now being set up at Women's matches but there are not many sales.

New Items

Wembley - there will be more merchandise as Palace are to play at Wembley

Action - Club to announce merchandise for Wembley.

New Kit - there will be a new kit for next season which will be launched in a whacky way. The shirt sponsor will remain the same.

ACADEMY

New Items

Supporter Access - the Academy is still not completed; work is being undertaken on the exterior. It is hoped that it will be finished for next season and that supporters will have access subject to number restrictions imposed by Bromley Council.

Action - Club to advise when the work on the Academy is finished, and supporters can attend matches.

Women's Academy - the Women's Academy is in place at the Academy, training three nights a week. The end idea is for the Women to have their own home and stadium but there is no available land at present.

WOMEN'S GAME

Follow Up Actions

Loyalty Points - the club to consider the situation in relation to the women's game.

Action - Club to advise on loyalty points for the women's game.

Big Flag - it was unclear what had happened to the Big Flag that had been purchased by the club following gantry work at Sutton FC. The flag was known to be too heavy for display on the new gantry, The club have agreed to pay for a new lighter weight flag and were arranging for measurements to be taken for the order.

Action - Club to advise on when the new Women's Big Flag will be available.

AOB

Manchester City Allocation - the 1550 allocation taken by the club was sold out by 19 March. The club did not wish to take the risk of requesting a larger allocation as it has never sold out tickets for Manchester City. It was also a 12.30pm kick off and on live TV which would mean many would have to leave around 4am in the morning to get there on time. Clubs had different ticketing policies with some being a lot more flexible than others. Manchester City is not at all flexible and requires payment for unsold tickets.

Club Shop - it was asked whether the club could consider dementia and autism exclusive shopping times. The club had already thought on this, but the club shop already has some quiet times during the week that having a special time was not really thought of as being required. The club had tried coloured baskets to indicate whether people wished to be spoken to or not, but this had not proved very successful. The SLO however was continuing to look at different ways to be helpful.

Women's Away Coach - the club loses money on coach travel, and it was probably not worth it, but it may experiment with coach travel for a particular game next season.

Action - Club to advise next season on coach travel for the Women's game.

FA Cup - the club were waiting on a handbook which would give them details about the FA Cup policies. The anticipated allocation was 34,000 but a date for the semi-final match was still to be announced.

There is a contract with Ticketmaster club confident ticket purchasing will be a lot smoother than previous Wembley visits.

Action - Club to announce details of tickets and information for the Wembley semi-final.

Catering - the club believe the food is getting better however fans still wanted variation. The chef was drawing together a forward plan in the coming week. There was improved draft beer in the Arthur Wait, with better equipment to help reduce queues. The intention was to enable people to have a drink in one hand and food in the other in the Arthur Wait due to the limited space. The matter of shelving space came up as people like to put their drinks down whilst eating. Extra shelving will be added where it can.

THANK YOU

Sharon Lacey the Chief Operations Officer was thanked for her achievements in improving issues for fans and for her engagement with supporters and was wished well in her new overseas position. She would be leaving at Easter. The club have appointed a replacement, yet to be announced.

ACTION POINTS

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Action - Club to announce ticketing and additional information for Liverpool when available

Action - Club to announce any forthcoming events.

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Action - Club to advise on outcome of handrail trial

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Action - Club to announce merchandise for Wembley.

Action - Club to advise when the Academy is finished, and supporters can attend.

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