



NOTES OF CPISA MEETING WITH CPFC

15:00 - 22nd July 2025

PRESENT

Jonty Castle	CPFC	Chief Operating Officer
Nikki Gibbons	CPFC	Supporter Liaison Officer and Disability Access Officer
Paul McGowan	CPFC	Head of Ticketing
Peter Saysell	CPISA	Chair
Sandy Weller	CPISA	Vice Chair
Keith Powell	CPISA	European Liaison
Sue Maisey	CPISA	Secretary

INTRODUCTION

Introductions and welcome to Jonty Castle our New Chief Operating Officer.

Jonty Castle discussed his time at Palace which has been very busy and hectic since joining just before the Aston Villa FA Cup semi-final match in April including:

- Preparations for the FA Cup final, organising for the Winning Celebration Parade.
- Ongoing works at the Academy where the Rehabilitation Facility has been taking time to finish,
- There was much TLC required for the stadium and there were different types of projects going ahead to make it safe. The summer refurbishments within the stadium including a deep clean underway
- Continuing enabling works on the New Main Stand preparations, which the club hope to convey to the fanbase by the beginning of the season.
- UEFA – action plan to prepare in place. The stadium has been accepted as a ‘Category 4’ for UEFA Match purposes, but there is much to do to accommodate UEFA requirements.
- Broadcasting Requirements - there is also much work to be undertaken especially in relation to the new EPL broadcasting cycle. To attain the viewing level for the Premier League up to 32 cameras will now be in use during live broadcasts, as well as having handheld cameras physically following goal celebrations. Similar attention will also have to be given to the training ground.
- The club are also installing a new audio system installed in stages and hopefully completed by Christmas. This will be top range, fabricated into the stands and will be configured into the new stand when built.
- New Main Stand planning and enabling works are going forward. However it is believed that it could be constructed at less cost and easier than originally

considered. This work included sustainable planning with black water holding constructs, and a building to cover low to high voltage requirements. Changing rooms were being built in preparation in the Holmesdale Road stand. A revised construction programme would have to be worked out, so the club were finalising the enabling stage and were trying to move at speed. The plan was to tell the story of the revised development shortly.

- UEFA Legal Challenge – the club have been engaged with lawyers in preparation for the application to the Court of Arbitration in Sport, after UEFA's decision to demote the club to the Europa Conference. (*The appeal submission was announced later the same day*). If the club is in the Europa Conference League, David Blitzler's ownership interest in Brondby is not thought to interfere with the club's participation.

ACTIONS OUTSTANDING FROM PREVIOUS MEETING

Item	Update
Club to announce information on season tickets for 25/26 season	Closed
Information on reselling scheme will be part of the season ticket launch	Closed
Club to announce ticketing and additional information for Liverpool when available	Closed
It was suggested that there might be some lower cost or free events and invitations sent to season ticket holders and club to announce any forthcoming events relating to awards night.	Closed
Re safety at Selhurst station - 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	CPISA actioned as agreed but would help to know the arrangements for this season Update: the club will continue to steward queues post-match at Selhurst in the forthcoming season in the interests of supporter safety. Closed
Club to advise on outcome of handrail trial	Outstanding Update: the club have identified a handrail that will work, but there are budget considerations. 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. Continue as agenda item for next meeting
Club to advise on the decision about the PA system's future	Outstanding Update: See Jonty's update above Closed
CPISA to write inviting FAB members to a meeting	Done and will update as an agenda item at next meeting. Update: See meeting notes
Catering forward plan being drawn up, consideration being given to suggestion of additional shelf space in AW stand to allow people to put drinks down whilst eating	Outstanding Update: a new Beverage and Logistics manager has been employed and was following up on catering requirements and looking into possible

	changes in some kiosk menus. He had met with a few different suppliers. A request was made for the return of the Goddard pies
Club to announce merchandise for Wembley.	Closed
Club to advise when the Academy is finished, and supporters can attend.	Outstanding Update: it was hoped this would be completed before Christmas.
Club to advise on loyalty points for the women's game.	Outstanding Update: this was to be looked into by the Box Office manager.
Club to advise on when the new Women's Big Flag will be available.	Closed
Club to advise next season on coach travel for the Women's game.	Outstanding Update: budgets were tight in this area and it was not anticipated to sell out a 50 + coach. However, if supporters can come up with a list of sufficient people requiring coach travel the club may consider assisting. Action: CPISA happy to coordinate this and will contact women's fan groups
Club to announce details of tickets and information for the Wembley semi-final	Closed

1. CLUB COMMUNICATIONS

A number of instances of misinformation were identified including:

- Vote results for Women's Ten Player - season 24/25 to be announced in 27395 days
- Women's player of the season Ashleigh - video of Elise from previous season posted
- Sarr winning first trophy - second picture in the article was of Jefferson Lerma
- Women's International Match - 31.5.2025 Jamaica v Nigeria – This was a men's international.
- There were also a number of typos in articles.
- Lack of Communication - it was also noted the reselling scheme dates at the end of 24/25 season were changed without notifying supporters.

The club explained there had been a turnover of staff in the Communications Department, but that Matt Franks was now the Head of Marketing and was aiming to clear up communication issues. The club are confident that the errors have been significantly reduced and will continue to improve.

2. STADIUM AND SAFETY

Invicta K9 Dog Security

Concerns were expressed by CPISA regarding the dog searching procedures associated with Invicta K9 who were employed by CPFC last season. Several incidents had been investigated and reported by 'Inside Croydon' who had also expressed their concerns to CPISA along with several fans. Issues such as

- searches being conducted by handlers not showing proper identification or refusing to identify themselves when asked to do so.
- pursuing non-match attendees for search purposes.
- changes in search procedures throughout the season from Invicta K9 carrying out searches, the club stewards carrying them out to lastly the Police carrying them out.

The club advised CPISA that they were in the process of reviewing security arrangements and were looking to a company who could deal with crowd safety, traffic management and dog searching in light of Martyn's Law. *(Officially called the Terrorism (Protection of Premises) Bill, became law on 3rd April 2025. It aims to Improve security and preparedness at public venues and events by helping organisers be better prepared and reduce the impact of potential terrorist attacks.)*

Wi-Fi Signal

Supporters continue to raise with CPISA the lack of adequate signal at the ground. We had been advised of fans who are carers for elderly relatives who were unable to contact or be contacted during matches and others who were unable to use the club's confidential text reporting service.

The club stated there is an open mast close by one the corner but the only supplier utilising it is Vodafone - so supporters with this supplier should get a signal. The club are looking at wi-fi solutions, but currently there is only an in-club system but not one for supporters as yet. It was suggested that in the meantime supporters be encouraged to chase their own providers to enable a supply to that mast.

Hydration in Stadium

It was pointed out that supporters should have access to free water and be able to refill cups and bottles. The issue had been raised previously but had yet to happen.

The club said It was thought this should be possible to implement but would not give a timeframe.

3. TICKETING

Season Ticket Price Increase

CPISA are aware that many supporters were not happy with the 10% increase in season ticket prices, which was not well notified in advance. The box office was unaware of any disgruntlement from the fanbase, with no-one expressing anger at the increases.

The increase could have been 5% last season and 5% this coming season with no increase last season the club decided on the 10%. The club feel they have been transparent across communications about the reason for the increases with finances being tight, increases in NI coming into force. Time restraints worked against getting out details in advance but the reasons were well publicised during the window.

Away Season Tickets

The club were contacting individuals on the waiting list for 25/26 away season tickets. There were only 300 being permitted for the new season, a reduction on previous seasons. The club were mindful of the small allocation of some European grounds and felt a reduction was necessary.

Membership and Gold Membership

These continued to be sold after the Fulham match and was seen as unfair by season ticket holders that missed out on FA Cup tickets. The decision to continue selling was made by the club because at the end of the day they are a business and revenue generation is necessary. All those on the waiting list for the semi-final had the chance to purchase a ticket. There were 34,000 for the final, 3000 less than for the semi-final, so tickets were more restricted.

Season Ticket + / FA Cup tickets

Following its use in the allocation of FA Cup tickets, many more supporters felt obliged to purchase it for the new season due to concern about missing out on tickets. The additional revenue was welcomed by the club with rising costs including employee NI, and with 80% of club costs being on personnel.

The change in its use for the FA Cup had annoyed some supporters as it had not happened before and loyalty points were abandoned for the semi-final but restored for the final. The order of selling for the FA Cup semi final and final was different.

For the semi-final the club wanted families to have the opportunity to sit together. The semi-final was the first big game that season ticket+ could be used for since its introduction. The reintroduction of loyalty points for the final was due to the reduced capacity. Initially for the final there was a 30,000 allocation, with an additional 4,000 provided by the FA, following the release of tickets not taken up by corporate partners. There was a huge demand for final tickets with people travelling from across the globe.

Community Shield

There are ongoing sales of tickets for the match, which have been selling slower than FA Cup matches. Blocks 124 and 147 have been released by the FA which initially holds back a huge amount of seating particularly in the middle tier and then feeds it back.

For the FA Cup the club had a limited number of middle tier blocks to squeeze in player requests, sponsors etc. Wembley have notified the club for the Community Shield more seats will be available in the middle tier. The club expect to be notified in detail soon.

European Matches

Still determining the strategy - first the club must ascertain which competition it will be participating in. Ticketing arrangements will be similar to away matches with loyalty point phasing; there may also be 3/4 game packages. Season ticket holders will take priority on seating. UEFA take around 200 seats in a central area plus an additional 75 which will include a portion of the Directors Box. The club will have to deliver UEFA requirements which may mean the club having to relocate some season ticket holders in these areas.

Away Tickets

CPISA raised re there being consistent timings for the purchasing of away tickets. The club are currently pressing Chelsea to provide information on tickets for sale, but as yet have not received a response.

Season Tickets - Swapping seats when this opens

CPISA asked if this could be done electronically. The response was Yes and No. Ticketmaster can only recognise a direct sale for transfer so if payment was being made by direct debit, then it can only be done by phone season ticket payments, but others can be undertaken online. There was a need to be consistent but Ticketmaster could only process one payment for the season ticket.

Whatsapp and Instagram

CPISA queried whether these methods could be used to contact the box office. The club do not have enough staff to enable their use. It had thought of live chat, but does not have a suitable dedicated person. However, when people contact the box office it is mainly for complicated matters.

Reselling Scheme Refunds

CPISA noted that there were two windows in the original rules and the last window did not open at the expected time.. It was mentioned that the club should have sent out a communication advising the delay. The club confirmed this was due to the FA Cup demands

Season Ticket Plus Points

Some supporters who purchased this late on last season have not had their points added. The club is undertaking this manually and will ensure that everyone is allocated the correct points.

4. MERCHANDISE AND ASSOCIATED REVENUE

Fan/Club Merchandise

CPISA noted that some supporters produced popular, innovative merchandise for the FA Cup, which was popular with fellow fans, whereas the club's offerings were more predictable. Also the restocking of the clubs 'Winners 25' shirts is a case of buy now for delivery in September, albeit the Community Shield is on 10 August, for which again fans will be producing merchandise. It was queried whether the club would consider working with fans and perhaps selling items in the club shop under licence or another arrangement.

The club advised that it sold out of the Winners 25 shirt and had to re-order, which would mean delivery in September. It was governed by Macron and its lead in timings. The club was contracted with Macron.

Whether there was any appetite for the club to work with fans was unclear. The shop manager would be consulted about the situation..

Community Shield Merchandise

There was to be a scarf in association with the FA, but nothing further as it was seen as similar to a pre-season match opener.

Shirts

CPISA raised that club branded polo shirts were no longer available and this had been the case for a number of years.

Design

Timelines are significant as with the FA Cup final etc. The club have to consider all aspects including protection of the Eagle brand and possible abuse of its intellectual property. Asked about possible supporter participation in design, it was considered the club would usually wish to control this aspect, but there could feasibly be a competition and this might be built into the six month production and delivery cycle.

Food Range and Quality - noted that many supporters had stopped purchasing food in the stadium due to the poor quality and range. The club were looking to improvements with the food provided.

Programme Vouchers

CPISA asked if these would be provided again and if there would be a greater number available this season. The club confirmed they will be providing more programme voucher booklets than last year and will make an announcement when available. *(Subsequently announced)*

WOMEN'S GAME

Women's Structure

CPISA noted that the new team manager and assistant had been announced, but fans were unclear about the rest of the Women's Football Structure at the club. The club confirmed there were a number of new positions including a Chief of Staff to work with the women's team, a Women's Head of Operations, and there would be a Women's Head of Recruitment, which was currently going through the appointment process. There was also a new Women's Academy Manager.

The SLO (Nikki Gibbons) would be the fan's liaison for the women's team and will determine what to refer to the Head of Operations.

LOYALTY POINTS

Loyalty Points

CPISA raised that there are ongoing concerns that some supporters are unable to access away tickets due to insufficient loyalty points. It was suggested that a simple answer might be to split the number of supporters with loyalty points into 5 weighted bands from top to bottom, this would allow the club to decide the level of weighting given to each band. Allocations could then be made to each of the bands.

Match and Non-Match Loyalty Points

It was suggested that consideration might be given to splitting loyalty points between matches and other areas with non-match points attracting offers not related to the purchase of match tickets. It also needed to recognise that some parts of the ground can get loyalty points while others cannot.

Discussions on loyalty points was currently very topical. For some there was just an interest in away matches, but others were open to experiences such as attending a training session.

The club wished to define their use as soon as possible and was trying to work out the mechanisms.

FAB

CPISA advised that Sharon had wanted to see collaboration between the 2 groups and that it had previously invited FAB members to joint meetings although the last invite was yet to be taken up. CPISA does see some collaboration, sharing of information and resources going forwards. However the roles of both groups still need defining further to prevent duplication perhaps strategic vs operational.

AOB

Wembley Commemorative Tickets

CPISA advised that these were not being well received by those who had received them. Supporters were expecting a proper commemorative paper ticket, not a plastic card with a lanyard hole. It did seem very remiss that there had been no picture or description of what was on offer. The club were already looking at this and it was appreciated that the reality did not match expectation and the club apologised.

Club Shop Discount

Clarity was sought on the availability of the 10% shop discount for season ticket holders and members. As these are seasonal the discounts and benefits pick up on the first day of the season and end on the last day of the season.

Community Shield Tribute

CPISA had contacted Spirit of Shankley to see if any tribute was planned at the match for Diogo Joto and tooiffier support. Liverpool had been approached by the club to check whether the club had any plans but a response was still awaited. CPFC were unaware of anything happening and it was thought that the tributes may have concluded at the Preston v Liverpool match.

Europe

CPISA has linked to FSE (Football Supporters Europe) and had some useful information in relation to travel etc. This would not be publicised until more information was available on the club's European position but would then go onto their website.

The draw would be on 29 August. The following week club representatives go to Bern and go into a room with their opponent and exchange information about travel, access, fan zones etc. The club will provide assistance with a match day guide working with police, travel groups and advising how supporters will approach and access the stadium. The clubs SLO will attend the European away matches.

Plastic Season Tickets

An email message was to be sent out advising on eligibility for the plastic season ticket. So far supporters with disabilities referred to SLO had been approved to receive a plastic season ticket where these had been requested.

Congratulations

CPISA conveyed their congratulations and thanks to Crystal Palace Men's Senior team and management for winning the FA Cup.

The club were also congratulated on the Innovation Award enabling supporters with visual impairment to enjoy matches. There are currently 7 supporters benefiting, and the club have 15 sets of equipment so the club will widen its approach to organisations covering visual impairment and invite more people to matches which hopefully will encourage them to become supporters