

MEETING - 26<sup>th</sup> April 2018

Michael Davies (MD) attended on behalf of the Club. Tony Sutton chaired the meeting.

1. **Anti Social Behaviour (ASB).** The Club needs an ASB section to be added to the Charter. MD said that the ASB notice that appears in the programme will be used as a base with some specifics included. The Club's ethos is to promote a welcome safe environment to all new and old fans alike home and away.
2. **Ticket Refund Policy.** The Club will update the charter with the caveat that a home match ticket can be refunded if the club are notified more than 7 days in advance of the fixture. After that there are no refunds. Away game refunds are up to each individual club. WWFC will not refund away tickets bought by fans nor refund away tickets bought for our home games. It is not WWFC responsibility for away tickets bought to be refunded as WWFC still get charged for the ticket. When purchasing online tickets for games the Club will still leave the option for fans to make a donation of £1.00 if they so wish.
3. The club promotes all fans to buy away tickets when possible through the club as this will provide a history of your purchases. If the need arose for purchasing history of away games to come into play for ticket priority this is the only true way to see who has bought a ticket or not. Also the club is able to benefit from royalties on all tickets for away matches purchased through WWFC.
4. **Away Strip.** There was a discussion at the last meeting as MD asked for fans' opinion on the possibility of the club being able to slightly relax the rigidity of the Customer Charter on when the alternate strip can be worn, so it could be worn more to promote it. There was a suggestion of having Black and Red halves as a change strip as this was used historically.
5. **Update on Big Screen and Scoreboards.** MD is working on getting quotes together but it will probably be one or the other and not both revamped it is huge capital expenditure and the club is reviewing all commercial avenues to make this as little as possible.
6. **Updates.** Speakers in the terrace need updating but it is down to resource. The Stand lights in the Beechdean have already been done and the PA is on the list. It is satisfactory for Health and Safety but the quality of the sound needs improving. It was suggested that the Club think about publishing a Wish List as there will be some big expenditure going forward as some parts of the stadium are getting old. MD will liaise with the Chairman on this. i.e. Frank Adams Stand roof. Health and Safety must take priority when budgeting over the next few years.
7. **Kiosks and outside BBQ.** MD is reviewing several options with regards to a professional experienced company running the kiosks. The EHO rating has improved for the club with further work to be done but on the right path despite the challenges. Overall card payments are going well at kiosks and more will be bought in if we continue to keep running of the kiosks by the club.
8. The card machines at the ticket entrance for terrace are working well. Wifi for card machines in the Woodlands and for conferencing is also working well.
9. **Other information.** Air conditioning in the Vere Suite is on but the amount of people can make it hot in there. As the season moved on more and more people are going to the main bar and when it is at maximum capacity it can get very hot. The Safety Officer keeps an eye on how many more can go in due to safety. There is a lot of praise for hospitality and it was felt the club should do more advertising re hospitality and boxes.
10. **Constitution.** The Fans Council need to look at a Constitution for next season and have aims and targets. Where are we going? Work with the Club and find something tangible to do with them. An idea is to have a meeting after a Saturday game occasionally. MD is happy to have a pull up made for us as we need to be seen and visual.

MD left the room.

## Ideas for next season

Contribute to the Club by the 500 Club or a similar venture

Regular Fund Raising events i.e. Walk to Oxford. Have a Go Fund Me Page with the Club Wishlist.

Visibility - get a page in the programme, have jackets. There is a Fans Council website but this needs updating and improving. Tony Sutton will speak with Matt Cecil about these.

Fans Council Page on Facebook

Request to have articles about the Fans Council in the Independent and OWWSA Newsletters

Ask the Club if we can use the Blue Room to promote the Council and have a presence there before games.

There was a question of whether we need our own Bank Account. Tony to speak to Trevor Stroud.

**There being no other business the meeting ended. The following dates are for the Fans Council meetings for next season - 2<sup>nd</sup> Thursday of the month**

12 July	9 August	13 September	11 October	8 November
13 December	10 January 2019	21 February	14 March	11 April

Due to Valentine's Day next February the committee will move the date for this meeting only to 21 February.

To contact a member of the committee :

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