



**FSA Cymru / FAW Meeting (on Teams)  
28th January 2021 FSA Cymru**

**FSA Cymru**

Paul Corkrey

**FSA Gogledd Cymru**

Robyn Cooke

Adam Jones

Martyn Jones

Dafydd O Wynne

**DSA Cymru**

Kieran Jones

**Gôl**

Kevin Davies

**Red Wall Members**

Allyson Rees

Colin Lewis

**FAW**

Mark Evans, Head of International

Ian Gwyn Hughes, Head of Public Affairs

Lucy Mason. Ticket and Membership  
Manager

Ffion Miles- Digital Marketing Executive

Jason Webber – Equality, Diversity &  
Inclusion Manager

**Cardiff City Stadium**

Wayne Nash, Head of Operations

Adam Gilliatt, Operations Assistant,  
SLO & Disability Officer

**South Wales Police**

Superintendent Jason James

Sergeant Wayne Palmer

**Wonky Sheep**

Dave Dulin

**Meeting Started 13:30hrs:**

**APOLOGIES**

Vince Alm and Ian Davies

**UEFA Euro 2020 - Ticketing, Refunds, Travel**

FSA recently did a survey for fans regarding Euro 2020. There were 300 fans who responded: 50% of fans said they opted for a refund of tickets and would not be attending, 33% undecided and 17% definitely going.

UEFA's announcement yesterday to say they have delayed their statement for the Euro's moving from March to Mid-April.

This has since affected many travel arrangements

PC said following FSE meetings he has been in, UEFA are still talking about the capacity of fans allowed at the stadiums, criteria is being put in place for all eventualities including full capacity, limited capacity and right down to behind closed doors.

WN said the dynamics are changing daily with the pandemic.

FSE have meetings with UEFA planned for February and March and are hoping for more information that can be released to the fans.

Many fans have lost monies on flights, some still fighting airlines to get cash back rather than a voucher.

A lot of patience and perseverance is needed to get monies back

AR said all the travel members in the Cardiff City Supporters group travel that she arranges, have now had 99% of their monies back for the Euro's. Only one Italian hotel would not give monies for the deposit back, but have moved the dates to coincide with the 2021 dates in Rome.

DOW said he had lost monies from flight cancellations and is still fighting to get monies back for his family. AR advised Cash back

KD highlighted some queries sent in via social media, questioning the nature of the partnership between FAW and Wonky Sheep. – Under what circumstances even in a non-pandemic situation could customers apply for a refund as some booked have suffered bereavements and are also suffering financial difficulties as well as possible ill health themselves.

DD responded that booking pages are clearly marked that trips are non-refundable as a standard policy, but they would look at every scenario individually, and they do offer alternative options where fans can get their money back. However, as is standard in travel, issues such as ill-health or bereavement would usually be covered by travel insurance.

As far as this year's tournament goes until UEFA announce that the tournament is cancelled or no fans are allowed, or restrictions are put in place which prevents travel, the trips they have are going ahead.

The Wonky Sheep representative said they prefer to communicate direct with their clients individually rather than post on social media when it comes to updates about trips they are booked on.

Wonky Sheep are the recommended Travel partner for the FAW, however they do not run trips on behalf of the FAW. Wonky Sheep produce and manage their own logistics and T&Cs.

Social media is used more for communicating about trips going on sale, trip availability and general announcements. However, its various social media messaging channels are open for people to get in touch

AR asked what refund policy he has.

DD responded that booking pages are clearly marked that trips are non-refundable as a standard policy but they would look at every scenario individually, and they do offer alternative options which can get fans their money back.

Following a question about travel insurance, he added that it is down to the individual to have the correct travel insurance and supporters are required to get insurance as part of their T&Cs.

However, it was pointed out that no matter where anyone travels or who they book with, they should always have the adequate travel insurance from the moment they book a trip.

### **2022 FIFA World Cup Qualifiers – Planning, Travel**

PC asked DD for how the World cup games are selling on travel.

DD said the Belarus game in September is going slowly as expected due to the high price but as things stand it's the only option which gives the most flexibility, however the double header, Czech and Estonia is practically sold out.

WP asked how many are going to this double header, DD said about 170 people booked to date.

KJ asked if there were difficulties getting COVID Travel insurance, DD said there are a few companies that do it, Nationwide he believed currently offers the most options but people need to shop around. More options are coming on the market.

PC said it has been brought to the FSE attention that several fan groups across Europe are planning to boycott the World cup as it is being held in Qatar due to the current human rights and equality issues within Qatar

FSA Cymru did a survey last week and had a reply of 600, 35.4% said they would not be going if Wales qualify and 47% were not sure, a surprising result.

WP asked if anyone had intent to going to the Belgium game in March, DD said they had no intention of going to the game, WN said all the pubs, Café's etc was closed and there was a curfew from 8pm – 6am currently in Brussels.

During the meeting there was a statement online that the game was behind closed doors and being played outside Brussels.

KD asked if there was any update on the Wales tickets for the qualifying games. LM said there had been no interaction with any parties due to Covid and many staff in different countries on furlough

### **DSA Update (Disabled Supporters' Association)**

KJ said the original launch was planned for last year but Covid prevented the launch at a home game. There has been a lot of communication with Level Playing Fields, CAFÉ, FSA, FSE and the DAO at Swansea and Cardiff.

We hope to launch this year pre-Euro's and would welcome the input from the new Equality and Diversity Officer at the FAW Jason Webber.

KJ was very grateful to all the DAO, especially Adam at Cardiff City as the CCFC stadium excelled for Disability access.

## **Jason Webber - Introduction**

JW introduced himself as starting with the FAW in June 2020, as their new Equality, Diversity and Inclusion Officer

His role is from Grass roots to the full international stage for every fan to have a voice.

Looking forward to working with Cymru DSA, he has spoken to Cath Dyers in West Wales and will speak with KJ asap.

He wants Wales to have an LGBT group like in other countries and welcomes anyone who is interested to contact him direct.

There is a lot of Education on Equality that is required.

JJ (SWP) asked if he was involved in racial equality within the game, JW said he had worked with Show Racism the red card for several years. JJ asked if JW could meet with the local Police football officers. JJ said no problems and would contact them soon.

## **Red Wall Membership Update**

PC asked LM how many members the Red wall have, LM said there were 12k members

LM also said the membership runs from 2020 – 2022.

Due to the Pandemic, there had been no activities or the prizes, raffles planned, but once we are out of the Pandemic all this would be up and running.

LM said the FAW Coms team will look at ways to include FSA Cymru in Red Wall communications but at present could not publish surveys on their behalf.

## **FAW Fan Forum**

PC asked if the FAW / ME had got any further, unfortunately due to lockdown this has not progressed. Again once we are out of the pandemic this can restart.

## **AOB**

GOL: KD said that even with the country in lockdown they have been fund raising and donating to various charities.

Examples were:

Around £5000 raised

Raffles both USA and Finland games for signed shirts. They were done live at half time on Facebook

Total of over £5000 in donations

- England 2 donations
- Hope centre and Kennedy Leigh centre
- Ireland project fun
- School lunches in Rhondda

- Bulgaria cedar foundation
- Ty Hafan
- Donation to children's charity in North Wales

KD also asked if everyone on Social media could retweet and share any of the GOL activities, which would be most welcome. If possible could the minutes be shared as widely as possible with the red wall membership so the message reaches as many members as soon as possible

PC asked JJ how one of the SWP officer was doing as he like several others in this group had been very ill with Covid, JJ said he was now doing very well.

PC Thanked everyone for attending and meeting closed 15:00