



## **FSA Cymru/FAW Teams Meeting minutes**

**27/01/22**

### **Welcome**

No apologies

### **Minutes of last meeting**

Circulated via email – No matters arising.

### **Transport for Home Games**

A PowerPoint presentation from Alan Hamer and Lewis Bencher from Transport for Wales.

Main points were:

Transport from North Wales timelines were given out: Seven train departures from 04:25hrs to 14:34hrs from Holyhead, three of which will have 4 carriages including First class and buffet car.

The last train from Cardiff Central following the Austria game is 11:30pm but will stop at Shrewsbury, where there will be buses available to transfer passengers to North Wales with an approx. capacity for 350-400 fans. These coaches will go direct to Wrexham, Rhyl /Prestatyn, Llandudno Junction / Bangor with an additional time increase of maximum 10 minutes compared to train journeys.

Unfortunately, a low capacity for West Wales i.e., onto Carmarthen etc after the game. A question arose about an Aberystwyth train, TFW to come back with an answer.

TFW were keen to look at the future with their new fleet of trains coming into service with faster times, more frequent services, a new Valley's Metro and more capacity overall. TFW said they will help Welsh fans as much as feasibly possible including a competitive pricing structure.

### **Summary of men's WCQ home games**

**Games v Estonia, Belarus and Belgium were discussed in detail.**

There were reports of a few Incidents involving Swansea and Cardiff fans, South Wales Police were involved in sorting this out, this was not serious but still a concern and will be monitored.

### **Ticketing and getting into the game**

A few hundred fans were outside on kick off v Belgium but worryingly a few thousand outside for Estonia at kick off. Lucy confirmed there had been an issue with Fortress ticketing at both games, fans also had issues with their phones with Android GPay wallet and Wallet on iPhones, moving forward an app is more likely for the Nations league games which will not involve wallets, they have been doing this for a long time and they have no issues.

Fans mentioned that there was nothing outside the stadium to occupy fans, like a fan zone etc, this will be looked into.

In hospitality not enough staff was present and fans could not get drinks, there were only two tills, and this was extremely slow. Again, this will be addressed for next games.

Ideas such as NM said the FAW should have full control of the stadium including hospitality on all Wales games, KJ said to introduce Pre-Order half time pints like the Canton stand and employ more staff.

AR brought up No programmes again for the home games which is annoying many fans, NM announced for the next two home games a limited number will be produced, the same programme will cover both games. The CCSC shop offered to sell them on FAW behalf.

### **Summary of men's Away WCQ games**

The games v Czech Republic and Estonia was discussed, unfortunately the Czech game had several issues:

AR: The fans were crammed into one section and the opening of the other section had all the stewards and only some fans in there. SWP replied that all the stewards and SWP went into the second stand area as it was to do a segregation line between Wales and Czech fans.

AR injuries to some fans falling, KJ treated a few fans who had fallen down the very steep rake of steps, a lot of this was due to the flags covering up the first six rows so everyone moved back and at the top of the stand, despite Wales not buying the back six rows due to the limited view with a big display screen impairing the view, fans had to move up there due to the flags.

We took the full allocation and due to fans migrating and not sitting in correct seats there were issues, the Czechs made a late decision to open another section after the tickets had been sold so it was random who ended up in the additional area next to the Czech fans.

The collection of individual tickets was received quite well by fans, some fans tried to get others to collect, however this was stopped.

A mention went out to Leigh James for his work organising the two pre-game Gol parties.

### **Summary of women's WCQ home games**

The home game at Llanelli was a nightmare for fans, several fans just went home after trying to get in. There was no transport available after the game from TFW and the stewards within Parc-y-Scarlets were not very good to say the least.

The game at CCS was great, a new record crowd and easy parking and a better day for fans.

The big game v France is again in Parc-y-Scarlets as a request from the manager Gemma Grainger, The FAW will look at trying to improve transport and stewarding.

Wonky Sheep said they may be able to assist with some transport for the Llanelli game.

### **Summary of women's WCQ away games.**

The away game in France was in the middle of nowhere and policing stewarding was neglected. SWP said they had reached out to their counterparts but had no reply.

The Kazakhstan game is looking doubtful for fans due to trouble in the country. FAW will keep everyone updated.

### **Membership / Ticketing plans for WQC Play off's**

LM : Currently there are around 21,000 Red Wall members, membership is still open to all, communication for this also went out in late summer.

**Tickets:** the increase in ticket prices has been noted by the fans, some are concerned by the increase in booking and transaction fees LM said this was due to a Ticketmaster charge and an FAW charge. KJ said the paper ticket charge of £3 has not gone down well with some fans. LM said it is hoped most people will opt for the digital ticket and added that there had been no increase in 7 years in regard to booking fees.

The communication on the increase on the ticket prices was going to be part of the funding to substantially improve facilities and accessibility around grassroots football alleviated many fans. NM reminded everyone this was in with the Six Pillars in the FAW strategy with money going into many all-weather pitches.

<https://our.cymru/>

### **Play off games**

The FAW put a system in place for ticket sales with those who bought a "double ticket" for the November games getting priority, this has angered some fans who bought individually but the FAW believe that there will be enough tickets for stage 2 to satisfy those who bought individual tickets for Belarus and Belgium.

The FAW decided that there will not be a double ticket for the playoffs in March. Supporters will have the option to buy the Austria ticket and or the final ticket, obviously buying for the second game involves an element of risk in the event Wales fail to beat Austria. Tickets will be on sale February 8th for the stage one sales.

### **Fan Engagement (Amir Cymru, Rainbow Wall, Wal Goch y Menywod, DSA, Women's Fan Embassy)**

Jalal from AC introduced himself and the aim was to bring inclusion for BAME fans and encourage the community to attend games. This had already started. All agreed it was a good start.

Carys from RW mentioned their new Rainbow event in Wales where they have representations across the LGBTQ networks in Wales, discussing homophobia in sport. Three sessions will be held on a Q&A with Welsh football fans/ footballers

Penny WGM, reaffirmed earlier comments on attending home and away games and promoting the women's international game. A new website and a New Wales women's supporters' group on Social media has been set up.

KJ DSA / WFE said a new Women's Fan Embassy meeting has been set up for early February to help fans have a better matchday experience in a safe environment. DSA side meetings across Welsh clubs in the EFL/ National league had gone ahead with a plan for promoting Hidden disabilities within communities.

### **2022 World Cup in Qatar and Fan Embassies**

PC had done a pre visit to Qatar for Football Supporters Europe in early December, he attended four games and besides the football there were not the usual things you see in football tournaments, but hopefully with fan Zones this will be better for the World cup.

For the WC there will be Fan zones having 70k supporters with a more cost-effective charge on refreshments, the stadiums were fantastic though but there are still internal transport and accommodation issues that need addressing.

Dave said the accommodation is now all offline, all accommodation will now go through FIFA with prices as much as £200 per night talked about, it's not going to be straight forward.

*The tickets prices have come out and will cost £1490 to follow your Team, 19 of the 21 categories have increased in price.*

*The 2 categories to have decreased in price from Russia 2018 have subsequently seen the number of tickets available in those categories decrease.*

A general chat about Qatar went around, some fan organisations are boycotting Qatar due to human rights etc. Many fans in Wales were against the WC being held in Qatar, however if we win our next two games, we expect a large following will still go.

The 2-year WC was discussed briefly with all nations in Europe firmly against it and hoping that this idea will never come to fruition.

#### **FSF Gogledd Cymru update**

Adam said it was mainly transport issues down to Cardiff for the two games, many booked accommodation, but prices have drastically risen. They noted the TFW presentation and will feed back to his members.

AOB