



FSA Cymru meeting with FAW May 12th, 2022

3.pm. Cardiff City Stadium and video conference

Agenda

- **Welcome, introduction and apologies.**
- **Minutes of the last meeting matters arising if not on agenda**
- **Transport for home matches (Trains and coaches)**
WC Play off final, Holland and Belgium
- **Wales v Ukraine/Scotland update (security, fan activities)**
- **Nation league update (Ticketing)**
- **Poland away**
- **Netherlands away**
- **The Rainbow wall,**
- **Amar Cymru**
- **Wal Goch y Menywod,**
- **Disabled fans association,**
- **Gol Cymru**
- **Qatar and the fan Embassies**
- **FSA Gogledd update.**
- **Any other business**

Apologies

Vince Alm (FSA Cymru) Colin Lewis (Red Wall member) Dafydd Wynne (FSA Gogledd) Penny Miles (Wal Goch y Menywod) Ian Davis, Peter Barnes and Rob Dowling FAW

Present

Paul Corkrey, Kieran Jones, FSA Cymru, Adam Jones Martyn Jones, Robyn Cooke FSA Gogledd
Mark Evans, Lucy Mason, Ian Gwyn Hughes, Jason Webber, Rebecca Crockett, Wayne Nash, Carys Ingram, Ffion Miles, Seren Eagle Hill FAW, Tracy Brown Rainbow Wall
Allyson Rees, Gareth Rees (Red Wall) Jalal Goni (Amir Cymru) Elin Thomas (Wal Goch y Menywod)
Wayne Palmer (Welsh police) Dave Dulin Wonky Sheep

Minutes of last meeting matters arising

Transport links on match day

The feedback from FSA members was not good and many were unhappy with the TFW solution of a train to Shrewsbury following the Austria game. Serious concerns are once again being raised by members about the poor service they expect for the June games, with many saying they have lost faith in any trains being suitable in terms of times and rolling stock to accommodate demand not only from North Wales but also west of Swansea. The least we can hope for are extra carriages for the return trip following the play off final.

Rebecca from the FAW said she was in contact with them and will get back to us

There are Coaches from North Wales being arranged by FSA Cymru and Wonky sheep plus many other private companies and we expect up to 70 coaches of Welsh fans at the stadium

Contact slo@cardiffcityfc.co.uk to book coaches and receive a parking permit, this is free if booked in advance.

Wales v Scotland/Ukraine

The FAW said the Austria game the ticket entry went well, and no queues at kick off, everyone came early because of the importance of the game. Once again, we are urging fans to arrive early for the final . There are bands scheduled to play on the Spirit 58 stage in the Canton stand and in the Ninian stand. Dafydd Iwan will also be singing on the pitch 30 minutes before the game. The car park will also be closing early so if you want to park be aware of this and its first come first served until full.

It's important to note that should we play Scotland there will be a very high security presence at the stadium and surrounding areas both stewards and police. No one should try to approach without tickets, and we are aware that Wrexham may be playing the same day and were assured that they can get full refunds on tickets by returning to the FAW, they will be sold to Welsh fans. They also reminded us that it was illegal to sell tickets. It is important full segregation is maintained.

The FAW explained there will be some branding around the dressing rooms and player's areas but not full branding of the stadium as in previous years, this was due to savings needed following the Covid period.

Nation league update (Ticketing)

FSA Cymru believes tournament tickets are good for the fans and good for the FAW, they mean savings to fans and familiarity with their seats and for the FAW its guaranteed income and helps security at the stadium with fans knowing where their seats are. So, we are asking what the numbers were in the hope sales are good and why they were on sale for a shorter space of time than usual?

Lucy explained that we had sold around 10,500 Tournament tickets and it had gone very well: she explained it was a two-week sales window due to the time restraints and the fact the single games tickets needing to go on sale and both could not be done at the same time.

It was asked what feedback was of the Fan Ambassador at the last game, with some fans saying they were not very effective at the Austria game. FAW said for the women's game in Llanelli went well and the ambassadors were received very well but the concept is under review.

Members had asked why there was an increasing hidden/extra costs added to tickets as booking/transaction fee what is the difference? There is also the postage and paper ticket surcharge.

Lucy explained that the booking fees were not a profit to FAW they were to cover costs, the same as transaction fees. The booking fee applied to each individual ticket whilst the transaction fee only applies to that. so, in other words if you bought 10 tickets you would pay 10 x £2 booking fee but only one transaction fee of £2, if you bought just one ticket you would pay £2 booking and £2 transaction, buying in bulk reduces transaction fee.

Some fans complained they never had e mails about ticket sales or anything else although they are red wall members, the FAW said this may be because members had opted out of receiving a newsletter and their e mails were not on the system then, members need to check that they are getting e mails and if not check that they have agreed to accept them.

Poland

There had been a site visit by the FAW, and FSA Cymru and it was very helpful, it was noted that transport links to Wroclaw were difficult but once in the city the transport was good. The stadium was modern and built for Euro 2012, but it was very steep. We did not take our full allocation due to that, but we never looked like selling out with sales around 1800. Lucy explained it had not been easy sorting the ticket blocks so fans should ignore the booking numbers such as end one, end 2 end 3 etc. Anyone with a disability should contact tickets@faw.co.uk, for Lucy to

issue suitable tickets. For those opting to collect tickets, they will be available at the Mercure Hotel, which will be in the city centre.

Members were saying they were hearing that some fans were buying without intending to travel, since hearing that there was no compulsory collection, the FAW reiterated that ticket collection is not in place for this match. The decision not to implement a full collection was made to minimise inconvenience for Red Wall members following the rearrangement of this fixture. To protect the integrity of the FAW's loyalty scheme, full collections will be reintroduced for future matches.

Netherlands

Once again, a site visit had been made and good relationships made at the stadium and in Rotterdam. We are aware that some fans were based in Amsterdam and booked coaches which have now been cancelled but transport from the Central station in Rotterdam to Amsterdam is available every hour throughout the night due to excellent transport links between the cities.

The FAW are doing ticket collections, for those that chose that option, at the old Harbour Citizen M hotel in the Blaak district, the fan embassy will also be based there on match day and its highly recommend for Welsh fans.

The FAW were asked about ticket allocation, and we were told over 2300 were available to Welsh fans and that was sufficient for the expression of interests shown, they are on sale from Tuesday May 17th. There will be issues with disabled access, these were identified on the site visit. The Dutch FA have given the FAW some accessibility seating and Welsh fans need to contact Lucy on tickets@faw.co.uk to get these seats.

FAW also informed the meeting that transport is available to and from the stadium from the Blaak area and throughout Rotterdam, but the Dutch police have warned all fans must have transport tickets They advise these are purchased early in the day to avoid queues.

Belgium

The FAW have no updates yet about the September fixture.

Rainbow wall

Rainbow wall mentioned they will have a presence at all the home and away games and have sorted out with Lucy a block booking for them all to be together. Rainbow wall also have now launched their new Rainbow Hats which are available to buy.

Wal Goch y Menywod

Unfortunately, Penny couldn't attend but Ellen asked the questions that were sent in around the Women's game and upcoming fixtures.

Greece match –

The members asked could information be made available as soon as possible for people to organise, especially as Greece play all over the country. More fans than usual potentially travelling to this match, including group from SWWGL. She added can the FAW get details of local transport etc to venue?

Ticket info for this match will also be important, e.g., where we can buy, etc. Some people being put off going by a lack of info around tickets, venues and transport, etc

FSA Cymru suggested that the FAW request a block of tickets specifically for Welsh fans at away grounds. The FAW said they will ask Lucy to investigate this.

All was noted by the FAW, and Mark Evans said that there will be a site visit, and this will be on the agenda. Dave from Wonky Sheep said that he had also been gauging interest.

FSA Cymru said that they will start producing information online for Women's away international matches

Some chants starting to emerge as community starts to build and louder voices start to converge. Have started to collect quite a few chants from fans via fb, Twitter and Instagram. One member thought about distributing the chants on sheets at the next home match - e.g., just on a few sheets of paper. Might this be something that the FAW could do?

It was suggested Rob Dowling from the FAW could help with this?

Amar Cymru

Jalal was happy to be invited to his first physical meeting with FSA and FAW, again like Rainbow wall have block booked an area at CCS for home games, currently none of the group travel away. FSA said the red wall is growing and it's great to see the diversity within it. Jamal thanked everyone and said he would go back and speak to everyone about away travel.

Gôl Cymru

Kevin Davies told the meeting that Donations of £1000 went to charities in Prague and Tallinn, unfortunately due to Covid visits were not possible. For Poland two charities have been selected, one with links to Ukraine children and the second for a Children's Cancer charity in Poland. They are looking for a suitable charity in the Netherlands.

Leigh James is organising two parties to raise money for Gôl Cymru, one will be at the Hard Rock café in Wroclaw and the second at Paddy Murphy's in the Blaak area of Rotterdam, close by the old harbour and ticket collections

Cymru Disabled Fan's Association

Kieran said the DSA Cymru had a meeting two months ago with many Welsh clubs attending including some Welsh Premier League clubs.

It had been noted that the Cardiff city stadium on league home games fill the 169 disabled spaces but on Wales home games not even 60% are filled. The issue was discussed at length, with some of the reasons being many did not want to drive all the way to Cardiff and the cost of transport for a wheelchair coach for four people is £1,200 from North Wales. It could also be a case of disabled supporters being unaware of the spaces available. FAW asked Kieran to contact them outside of the meeting to see what they can do to help.

Issues at the stadium or at away games

FSA reminded everyone at the meeting that if anyone experiences any issues at the Cardiff City stadium where you are made to feel intimidated or uncomfortable that there is an emergency texting service available that you can use discreetly, you can text with your seat number/block and the issue that affects you. The control room will send staff to immediately assist without involving you The CCS Hotline number is 07554 158224

At away games if you have any issues, please contact the FSA Cymru number on +44 7479 203205 and we will pass on to the relevant security personnel.

FSA Gogledd update

Transport was again brought up and the lads said they believed a lot of fans were thinking of staying overnight for some of the June fixtures. They are very disappointed with the train service, and they are looking to run transport themselves.

Mark Evans FAW informed the meeting about the Wrexham upgrade of their ground in partnership with the FAW Gateway Partnership and WAG and progress is being made. Upcoming U-17's and U-19's will be played at Wrexham. The capacity of the ground will be 16k when finished and a lot of work is involved but eventually the stadium will be able to host international football again.

QATAR

A member sent in a question to the FAW re: Qatar.

If we were to qualify, we'll be one of the last in the world to do so. Where do we stand with tickets, accommodation etc. Are the FAW in consultation with FIFA so that we don't lose out?

The FAW are aware of these issues and have made a site visit to Qatar, if we qualify more details will follow.

Paul and Kieran (FSA Cymru) attended a FSE / FIFA meeting last week and were informed the costs of the accommodation was very high, but Qatar authorities were working hard building and creating more rooms, they were confident there would be sufficient accommodation at various prices for everyone.

Wonky Sheep are looking at several options to get a reasonable price for Welsh fans and will update at the next meeting. They are doing a site visit soon with a Cruise ship docked in the harbour being one possible option.

Gol asked if the FAW are putting out a statement if they qualify on Qatar human rights etc, FAW said they have things in place if they qualify and when appropriate will announce them.

Any other business

SWP announced there were several issues in the Austria home game with some fan's doing Nazi salutes these have been arrested and referred to CPS for Hate crime. As well as this a Welsh steward was assaulted, this also will be going to court. These crimes can result in long banning orders.

The FAW stated that these actions are totally unacceptable will not be tolerated at any level, FSA agreed.

The FAW also updated us that the flare / smoke canister that was thrown onto the pitch has now activated a £2000 fine from FIFA to the FAW. More stringent checks to be made by stewards. The FAW said anyone caught trying to bring these into the stadium or caught using one will be dealt with.

FSA Cymru asked if the next physical meeting could take place at a suitable venue in North Wales, Mark Evans said the FAW were not opposed to that idea,

Meeting closed 4.30 pm.