

TICKETING POLICY FEEDBACK OVERVIEW



Here is a summary of suggestions and requested changes/implementations gathered from feedback posted in our forums, and sent in by our readers.

JUNIOR/STUDENT

1. Junior/Student tickets on sale throughout ground at concessionary price.
2. Improved concessionary rate for Junior/Student.
3. Designated "Youth" area.
4. Special Kids days e.g. Kids for a £1/£5.

SEASON TICKETS

5. ST's to have opportunity to relocate for 08/09 season.
6. Any ST's on sale next season?
7. Student ST's.

ONLINE PURCHASING

8. Choice of block/seat when purchasing online.
9. Abolish/reduce £1.50 per ticket charge.
10. Not putting 3-4 games on sale on same date.
11. Improve online system so aware how many and how long queuing time is.

AWAY GAMES

12. General Sale relaxation for away games.
13. Retain 50/50 split for away games. Change split to 60/40;75/25. Unsold to members.
14. ST's to be able to purchase away games when up for sale to members if unsuccessful when available when first on sale to ST's.
15. Chance to buy extra tickets for unpopular away games.
16. Return to Shed away days including cheap travel.

GENERAL

17. CL Group Stage prices to be reduced now that playing "lesser" teams.
18. Lower match day prices for the poorer seats I.e. MHL and SL.
19. Concessionary prices for ST's in CL knockout stage to remain.
20. No price increase.
21. Price reduction.
22. Viagogo too expensive.
23. Categorise games and charge accordingly.
24. Better located tickets for buying early.
25. Ticket Office and Phone sales to advise purchasers MHL and SL are SINGING AREAS.
26. Sit where you want ticket areas.

LOYALTY POINTS

27. Loyalty points for tickets purchased on viagogo.
28. Loyalty points per competition- for Cup final ticket allocation I.e. attendance at all Carling Cup or FA Cup games means you get a chance of a ticket for the final. Should improve attendance. Exception... Away points to count towards any competition/game.

Please note: All information has been collated from feedback in our forums. You can access all of this information in full here; <http://www.cfcnet.co.uk/2008/02/12/chelsea-fc-supporters-consultative-forum-4/> - at the bottom of the preview are links to the relevant forum threads.