



DECEMBER 2019

YOUR FEEDBACK

OUR RESPONSE

Online ticketing system

Why are supporters regularly suspended from using their accounts due to suspected fraudulent activity, and therefore prevented from buying online for 30 days?

The club is aware this is an on-going issue. Box office staff explained how the payment system works and that any freeze on ticket holders' accounts is in place to ultimately protect both the club and supporters from potential fraudulent transactions.

Due to data protection, the club is only privy to a limited amount of fans' personal information and therefore cannot always forewarn if a block is imminent.

Box office staff are working with the club's payment partner to improve this system so that supporters are not inconvenienced wherever feasibly possible. Some changes have already taken place to the club's systems and positive progress has been detected.

The club continues to monitor this closely and is open to inviting its service suppliers/partners into future meetings in order to provide supporters with further depth about how the system works.

Status: LIVE

Away tickets

Why did tickets for the away match at Chelsea not go on general sale?

Chelsea Football Club informed Newcastle United that it does not sell any tickets on general sale, and therefore away tickets could not be sold to non-members.

Status: COMPLETE

Season tickets

When are existing long-term price freeze deals on season tickets set to conclude?

The recurring ten-year price freeze deal is scheduled to conclude at the end of the 2023/24 season. The club will update supporters on what will happen at the end of this period in due course.

Status: COMPLETE

Free half-season ticket offer

Some supporters were aggrieved by this offer. What is the club's response?

The club has always maintained that the support of a full St. James' Park gives the players the best possible chance of success.

Given the availability of tickets, the club wanted to reward the loyalty of current season ticket holders by giving them the opportunity to share Premier League football with their friends and family. The club is pleased with the overwhelming popularity of the offer.

Status: COMPLETE

Allocation of seats at away fixtures

Does the club randomly allocate away tickets? Some supporters who buy early are often given 'poor' seats.

Tickets must be sold by the Newcastle United box office in line with the host club's instructions. This can often be by specific blocks or rows, for example.

Where possible, the club tries to allocate the best seats available to those who purchase first.

Status: COMPLETE

Fixtures in London

Can the club keep an allocation of tickets for the London Supporters Club?

The club's priority is to reward those with the most loyalty points, however the box office will liaise with the London Supporters Club to assist where this becomes possible.

Status: COMPLETE

Loyalty points

Will the club award tickets bought in the general sale period?

The box office explained that loyalty points are not currently awarded to those who purchase away tickets on general sale.

The club is open to looking at this system in future.

The club does not believe it is feasible to award loyalty points for cup fixtures.

Status: COMPLETE

Loyalty point thresholds

How does the club decide how many loyalty points an away game will start off at during the on-sale period?

This calculation is based on a number of factors. This includes analysing data to identify how populated certain loyalty point 'bands' are, as well as vast experience of similar fixtures (opponents, locations, dates, kick-off times) and gauging any relevant external factors.

The aim is to always sell the maximum number of away tickets possible.

Status: COMPLETE

Away season tickets

Does the club run an 'away season ticket' scheme?

The club does run an away season ticket scheme, with around 40 supporters currently enrolled.

The scheme requires the box office to manually process credit card details for those supporters for each fixture and may no longer be feasible if this number increases dramatically.

The club would like more supporters to be enrolled in future and the club's ticketing partner is looking at potential options to facilitate this.

Status: COMPLETE

Travel Groups / Friends & Family Groups

What is the difference between Travel Groups, and Friends and Family Groups?

Travel groups can be set up by the box office to ensure you can sit with other specified supporters at away matches. You can only be in one group at a time.

Family and Friend groups enable a nominated member to purchase tickets on behalf of the group.

Status: COMPLETE

Encouraging diversity in the club's fanbase

Could the club have offered free season tickets to supporters from under-represented parts of the community?

The box office explained that prior to its free season ticket offer, the club's season ticket base was 98% white British and that some groups are under-represented for a variety of reasons.

The club takes its work around equality, diversity and inclusion very seriously and has introduced the United As One brand to highlight its work in those fields.

Through its official registered charity, Newcastle United Foundation, the club continues to take football into all areas of the community and does provide regular match access to the community groups it works with.

The club would be delighted to welcome supporters from all backgrounds and identities to St. James' Park for every match and its work to support this aim continues.

Status: LIVE

Disabled supporters

Why can't disabled supporters purchase tickets online?

Supporters who are registered on the club's online system and who satisfy the relevant criteria for disability concessions can purchase tickets online at book.nufc.co.uk.

Status: COMPLETE

Phone system

Why do some supporters experience being 'cut-off' during phone calls to the box office?

Although the club introduced a new local-rate telephone number in 2018, some phone providers do drop calls after a certain period to avoid higher call charges.

The club has the infrastructure to handle thousands of waiting calls and does not terminate calls from fans in the queue.

Status: COMPLETE