

Supporter Consultation Group – Meeting 8

Meeting Minutes

Thursday 23 April 2026

The Quarters Training Facility

Attendees

Supporter Consultation Group Representatives

Ian Sams - Chair DSA Representative (IS)

Danielle Smith - Women's Supporter Representative (DS)

Nicola Kumi - Family & Juniors Representative (NK)

Anthony Cockayne - Season Ticket Holder Representative (TC)

Lucy Durcan - Season Ticket Holder Representative (LD)

Martin Hudd - Supporters Club Representative (MH)

Gary Brindle - Senior Supporters Representative (GB)

Allen Williams - Diversity & Inclusion Representative (AW)

Bristol Rovers

Ritchie Bates – Chief Executive Officer (RB)

Mitch Waddon - Head Of Media & Engagement (MW)

1. Actions and discussion points – previous meetings

- A. Club to investigate Monzo payment issue for junior supporters

The Club has identified a potential alternative option and is optimistic for having it introduced in time for the start of the 2026/27 season.

- B. Update on walker/ wheelchair storage issue (IS)

The area for this storage has been identified and is on the Club's list to develop soon.

C. Defence Privilege Cards and Blue Light Card

The Club has discussed with other Clubs in Bristol regarding a joint offering for defence privilege cards, blue light card holders and other schemes for the start of the new season.

Bristol Rovers will also continue to offer existing options, such as tickets for troops and Remembrance Fixture offerings.

D. Decision on a member of Pirate Crew being selected for matchday mascots

The Club is in favour of this idea and, with more mascot opportunities to be available in the 2026/27 season, there will be more chances to include Pirate Crew members in mascot experiences.

E. Shelving/ fan furniture under South Stand

This is a job which has been allocated for completion in the off-season.

2. Club Updates

A. Meetings with other Fans Groups

The Club reaffirmed its commitment and willingness to meet with all supporter groups which requested such interaction.

B. CEO's Update

CEO Ritchie Bates thanked the representatives from the Supporter Consultation Group for their support throughout the 2025/26 season.

The Club has held meetings with the Football Supporters' Association and the Independent Football Regulator in relation to fan engagement, with each

commending the Club for its process in starting, running and maintaining the SCG a year ahead of the compulsory date (now confirmed as the Act has been granted Royal Assent).

Constructive comments were also raised by each external organisation consulted on the future of the fan consultative process and how the Club could tighten up the process of fan engagement, which the Club has noted and accepted.

As such, the April 2026 meeting of the SCG will be the final meeting of this body in its current iteration. The Club will share plans on how this will morph into a Fan Advisory Board (FAB) for the 2026/27 season in the near future.

3. SCG issues and Fans Feedback

A. Club communications feedback

The SCG collectively noted positive feedback from supporters in relation to CEO Ritchie Bate's recent video interview, posted on Club channels in March. The visibility of the Chairman in the on-pitch announcement of Steve Evans appointment on match day also received good feedback as did his acknowledgement to fans for sticking with the Club.

The SCG and the Club agreed such communication was vital to a healthy relationship Club/ fan relationship for all.

B. Game Day feedback

Following discussions in the last meeting regarding supporter survey feedback, IS noted that Derby County send such a questionnaire to fans following matchdays.

The Club will explore such options and will trial such an email for the first league home game of the 2026/27 season. SCG commended the Club on this approach as if successful it will mean fans can get more feedback to the right staff on a timely basis than can be achieved by SCG.

It was noted that some email communication had not reached certain supporters. The Club will send an updated 'opt in or out' communication over the summer.

The Club added they are keen to add more kiosks in the areas behind stands to reduce queueing and improve service times and were in discussions with the relevant stadium safety groups on this.

The Club is also keen to offer fan zone facilities on non-Club match days for big fixtures in the football Calander and more detail will be released on this in the coming weeks.

C. Food options in kiosks for early kick-offs

The Club noted that they are required to provide certain options and items as part of longstanding contracts with particular providers. All food options will be reviewed through the summer, including options for early kick offs, to ensure a widespread variety as permitted by any such remaining contracts The Club confirmed the Kids meal deal will be part of this review and retained and improved if possible.

D. Feedback on Pirate Crew takeover day and on ticket sales to PC members friends?

The Pirate Crew takeover day was very well received and got high praise from supporters. MW noted the event was kept deliberately smaller to first gauge interest and ensure maximum opportunity for success. The Club is eager to make the Pirate Crew and subsequent events even bigger and better in the 2026/27 season.

E. First Time Fan packs and ordering dates

MW will investigate the last order times for first time supporters and look into further promotion of this scheme throughout the season. SCG asked whether if fans missed the deadline of 5pm on Friday (usually due to being unaware) whether first game packs could be sent or collected at a 2nd game. The Club confirmed there was no reason why not.

F. Points scheme

The following questions and points were raised by supporters in relation to the Priority Points Scheme.

- i) Fans who block book tickets for unregistered friends get allocated points for each ticket purchased (ie 5 home tickets purchased gets 25 points).

The Club confirmed with the Ticketing Manager that this is not the case. The maximum number of points the system will allocate to any individual is five, no matter how many tickets are purchased.

- ii) Allegations some fans have used multiple purchases of kid a quid tickets to boost points total

The same as above.

- iii) Fans split on views of tiering of away ticket qualification (too many tiers or not enough & varies from game to game).

The Club will continue to monitor this but acknowledges there will never be a system that will perfectly suit every single supporter and every single need. The current system is the fairest to ensure those fans who attend the most away fixtures are protected.

- iv) Some fans claim they got random points additions they didn't understand.

The Club will need specific information to identify and address these points.

- v) Some supporters were given their 125 points for 26/27 season on purchase so qualified for this season's away tiers.

This was a system error which was noted, rectified and resolved before the Notts County tickets went on sale. It did not affect the sales.

- vi) Is 125 points for a home season ticket enough?

The Club believes so.

RB added that the plan is to not re-set the points scheme to zero and that points will be carried forward. This ensures fans who have attendance at away games this season are recognised in the 26/27 season and to prevent issues with sales of early Away game tickets for regular away fans

G. Update on 26/27 Season Ticket sales

The Club is extremely happy with how Season Ticket sales have progressed so far. The first 500 purchasers, who will be getting The Quarters tour, will be confirmed and contacted in the fortnight following the conclusion of the Early Bird window. Further details relating to the tours will be communicated in due course, once pre-season plans are confirmed.

H. Bar Products

TC noted wines and spirits were difficult to purchase in certain bar areas. The Club will look into this and check availability for the next fixture.

I. Pirate's Deck closed on Good Friday

It was noted the Pirate's Deck was not available during the Good Friday fixture at home to Fleetwood Town. The Club confirmed this was due to staffing and will not be an issue moving forward.

SCG noted fans had offered to act as a backup should club/ CT staff not be available, and are willing to complete any training and safeguarding checks and registrations. The Club thanked those who volunteered and will bear this in mind for future games should cover be required.

J. Update on 26/27 SCG membership process

This was covered above.

K. Pirate Crew plans for 26/27

The Club plans to make improvements and add to the Pirate Crew for the 2026/27 season, including another Open Day and earlier plans regarding the Christmas party. SCG asked if the shirt would again be free to Pirate Crew members. This was confirmed and it is likely Pirate Crew Memberships will be on sale before shirt sales to ensure shirts are not purchased before the details of the Pirate Crew scheme are known to all. SCG asked about Pirate Crew friends ticket offer take up. The Club confirmed that they were very happy with the numbers and likely to repeat as part of next year's scheme.

L. Plans for hot weather training camp and games?

Pre-season plans will be announced imminently, following the conclusion of the 2025/26 season and confirmation of the arrangements by first-team staff.

4. Any Other Business

Both SCG representatives and The Club shared appreciation for the work completed by the SCG throughout the last 12 months. Each member was invited to consider the future announcement on the structure of the successor to SCG (the Fan Advisory Board (FAB) and consider applying for the restructured Fan Advisory Board when the time comes.