

Changes to the Family Section at Fratton Park

John Kimbell, June 2016

I wanted to keep fans up to date with plans that will impact those that sit in our Family Section at Fratton Park. The changes are part of a bigger project I am helping facilitate alongside a number of other people at PFC and PiTC, including Colin Farmery, Clare Martin, Adam Lea and Marie Steadman. It is hoped that all the work we are doing with the Family Section alongside a number of other initiatives will see us regain recognition from the EPL for 'Family Excellence'.

Below is an extract of a letter the club sent to fans recently :-

The club will be working over the summer to improve the Family Section (now called Nelson's Family Zone) match day experience for supporters and as a result, the Family Section is being combined into one area at the West (i.e. Fratton End) side of the South Stand Lower, rather than the current arrangement where it is split across both the East (i.e. Milton End) and West sides.

This change means that:-

Those supporters that sit on the East (Milton End) side of the stand do not have to change their seats, but they do need to be aware that this section will no longer be classified as 'the Family Section' and tickets will be made available on a general sale basis to all fans. If you do wish to sit in our designated Family Section, you will be given the opportunity to relocate and choose new seats.

Please email familysection@pompeyfc.co.uk with your seat details and number of season tickets and you will be given the opportunity to relocate and choose new seats.

Those supporters that sit on the West (Fratton End) side of the stand will be unaffected by these changes assuming you still fulfil the requirements needed to sit in the Family Section. The criteria are as follows:

- *Junior accompanied by an Adult, Senior Citizen or Special Concession*
- *Unaccompanied Junior*
- *Senior Citizen*
- *Special Concession (includes carer if on highest rate of PIP)*

Requests from Adult or Young Person season ticket buyers to accompany fans who are in any of the above categories but who are not in parent or carer capacity (e.g. a family member accompanying an elderly parent or grandparent) will be considered on a case by case basis. Please contact the ticket office to discuss your specific situation. If you don't appear to meet any of the above criteria, please contact the ticket office and we will help you relocate your seat to another section at Fratton Park.

Those fans who are aged nine or under (on September 1, 2016) will again receive free entry to Fratton Park in the Family Section if accompanied by an Adult, Senior Citizen or Special Concession. However, usage of these tickets will be monitored to ensure they are used for at least 50% of the season by the ticket holder (tickets are not transferable). If this threshold is not met, the club reserves the right to withdraw the ticket.

In summary, it is hoped that these changes will ensure more positive match day experience for all fans as we embark on what we are sure will be another exciting season of football at Fratton Park.

Thank you for your ongoing support and please do not hesitate to contact the ticket office if you wish to discuss this further.

If any fans wish to discuss these changes with me personally, then feel free to email me at - jk@pompeyfc.co.uk.