



Subject: BWFCST Structured Dialogue Meeting

Venue: The Bolton Stadium Hotel

FANS FORUM

Q 1 Are the Club going to re-evaluate their relationship with Charity Stars after the resolution was passed at the Trust's AGM (57% for & 43% against)?

A 1 The Club and BWiTC both responded prior to the AGM that they were satisfied with the commercial outcomes of the contract with Charity Stars. It was recognized that there maybe a misunderstanding as to the nature of arrangement caused by the misnomer in the Company's name, they are not a charity but an international merchandising platform.

Q2 Prior to the Radisson take over of the Hotel the Trust had a discounted room rate, which appears to be no longer available. I was quoted £252 for room, albeit I also got a quote from Booking.com of £93, which I accepted. Can the Club or the Trust negotiate with Radisson a Discounted rate which will allow me to continue watch my beloved Wanderers?

A2 The trust will enquire with the Radisson if there are rates that are available which would benefit Trust members and the wider fan base. Without wishing to second guess the response from Radisson it would be a very pleasant surprise if this was better than using the Booking.com App.

Q3 Do the Club still intend to introduce safe standing?

A3 It has been previously published and the fact still remains that this project is to be reviewed with the viability of its introduction when the team are playing in the Championship.

Q4 Why do we never see our new head coach wearing a Bolton badge during a game?

A4 The Club do not dictate the dress code of the head coach on a day to day basis. Many professional sport persons have rituals and superstitions they like to adhere to, however, this may or may to be the case with Steven. Perhaps a good question for Steven for a future forum event.

Q5 What has the £4M raised by the Bond issue been spent on so far?

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| A5 | | £ |
| | Funded sports & enhancements at Lostock | 2,500,000 |
| | Digital infrastructure and LED pitch side driving a revenue of £1M | 1,000,000 |
| | Connectivity Motorway, replacing outdated fiberoptic | 550,000 |
| | Hospitality upgrade, driving a revenue of £5.5M this season | 550,000 |
| | Kiosks and Fanzone | <u>50,000</u> |
| | | <u>£4,650,000</u> |

Q6 How much did it cost to replace Ian Evatt and his coaching staff?

A6 The Club will not place into the public domain the contractual details of any of its employees.

Q7 How does the Club plan to guarantee to progress Academy and B Team players into the First Team?

A7 Unfortunately there is no guarantee that any player will continue on an upward projection.

The point of the question, however, is a good one and best answered at the proposed forum with Steven. In the meantime, it is worth noting that Steven regularly attends the coaching of both the Academy and B Teams, which demonstrates his desire to maximize the potential of players at every level of the Club. With the introduction of a new Sporting Director all football it is being reviewed across the whole pathway.

Q8 I have been an active BWFC Supporter for 68 Years but next year to pay an extra £50 for a a season ticket. Do the Trust this is any way fair?

If the over 75 ticket had been kept at present levels what would have cost, or is truth BWFC are not interested in life long supporters?

A8 At the Trust AGM held a few weeks ago a motion was tabled that the Trust should lobby the Club to re-introduce the over 75 season ticket. Prior to the AGM the Club was asked to set out their raison-d'être for no longer offering the over 75 ticket and their response was sent to all of the Trusts members. The Trust members voted against the motion to lobby the Club and at the meeting concluded the Club offered fair and reasonable ticket prices, which stood up really well in comparison to other League One clubs.

Q9 I have been recently prevented from consuming alcohol for medical reasons. Can the Club Investigate the introduction of zero-alcohol drinks?

A9 The Club are proposing to introduce a zero-alcohol drink next season on the concourses.

Q10 Disabled supporters in the glazed area in the NE stand have asked can the heaters be repaired/replaced?

A10 The Club have undertaken to work alongside the Bolton Wanderers Disabled Supporters Association to carry out the necessary repairs and replacements. Disabled Supporters are Encouraged to become members of the BWDSA, which is a very proactive group, working with the Trust and the Club to improve the matchday experience.

Q11 At a previous AGM attended by Neil Hart the possibility of the club using renewable sources was discussed but the Club had just signed a new contract with an energy supplier.

I have since found a community run co-operative that install solar panels on large buildings completely free of charge, called Big Solar Co-op. Perhaps the Club would be interested in working with them? <https://bigsolar.coop/>

A11 The Club are working on a sustainability strategy to reduce the carbon footprint.

Q12A When will the rest of the hotel be completed and when will the gym be back in use?

A12A There is a rolling programme over the next few years to refurbish all of the rooms including the gym. The gym will be for the exclusive use of the hotel guests.

Q12B What expectation do the club have that the debt will be reduced over the next 5 years?

A12B There is a lot of work going on at Board Level in terms of budgeting for a new financial year and importantly, our shareholders remain fully committed to providing the necessary funding to support our ambitions.

Q13 I would like to suggest that the volume of the pre-match music/PA system is turned down significantly. This would be more welcoming for neuro-diverse fans and also allow all fans to talk to each other more easily.

A13 The music is turned up in various increases in volume as the time for the game approaches to create an anticipated atmosphere for the game. The music at a high volume only lasts for around 10 minutes.

The Club understands how this may be difficult for those who are neuro-diverse as can the noise of the crowd, which is why we have introduced sensory packs additional to the Quiet Room for those who struggle with sensory overload.

<https://www.bwfc.co.uk/news/supporter-sonory-packs-launched>. This includes the ability to rent ear defenders for match days.