



Annual General Meeting 2026

Addendum to the Minutes

Manchester United responses to questions raised at the AGM

Responses received 27 August 2026

The following official responses were received from Manchester United after the AGM. They supplement Section 11 (Any Other Business) of the AGM minutes and should be read alongside the original record of the meeting.

1. Vicky Besley – New Fan Zone and disabled parking

Question: With the new Fan Zone, how many disabled parking spaces will be lost to make room for it, and what is the club's plan to accommodate disabled supporters on matchdays, particularly those who have already paid for a season parking pass?

Manchester United response: All parking will remain in W1 car parking; the reallocation of spaces remains within the same car park.

2. Graeme Murray – Online booking for disabled supporters

Question: Can the Manchester United website be changed so that disabled supporters and their carers can book accessible tickets and tours online, rather than having to telephone?

Manchester United response: All amenity/ease-of-access seating is sold online. Official Members can view live ticket availability and select their tickets. The exceptions are Liverpool, Arsenal, Manchester City and Chelsea, where Official Members must enter a ballot.

To purchase accessible seating online, supporters should log in to their ticketing account, select an amenity seating area (shown as 'AMS' on the seating plan), select two seats and assign the second seat to their PA account.

Stadium and Carrington Tours must still be booked by telephone so that the club can ensure the most appropriate options are offered for the supporter's individual needs.

5. Tom Garratt – Ability Suite in the proposed new stadium

Question: Is there any information regarding the Phil Downs Ability Suite in the proposed new stadium?

Manchester United response: At present, no further information is available regarding the Ability Suite within the proposed new stadium plans. As the project develops and additional details become available, the Club will continue to engage with supporters and share relevant updates where appropriate.

6. Lamin Manneh – Family seating

Question: What is the best way to buy tickets for other family members so they can sit closer to the disabled member?

Manchester United response: Family members can purchase seats directly from the website, provided they hold a valid Membership. They can then select seats in the same areas as disabled supporters.

8. Garry Heil – Late gate opening

Question: Why are disabled supporters regularly made to wait beyond the advertised two-hours-before-kick-off opening time, while other groups such as supporters' clubs are allowed into the stadium earlier for pitchside visits?

Manchester United response: Pitchside visits and similar experiences operate to a pre-arranged schedule and are carefully managed within a designated timeframe. Once the activity has concluded, supporters are escorted from the stadium and are not permitted to remain inside.

The Club aims to open general admission gates two hours before kick-off wherever possible; however, operational and safety considerations may occasionally result in short delays. Any such decisions are made to ensure the safe and effective management of supporters entering the stadium.

9. Georgina Fisher – Wheelchair space 47W

Question: Is there an update on wheelchair space 47W in the Stretford End tier, which was being investigated after she was unable to access the toilet during matches because her wheelchair was blocked in?

Manchester United response: As this matter is currently being considered through the Club's formal complaints process, the question has been referred to the appropriate team for review and response. To ensure the integrity of that process and avoid duplication, any further correspondence relating to this matter will continue to be managed through the complaints procedure.

Note: This addendum records responses received after the AGM. It does not amend the record of what was said at the meeting on 19 August 2026.