

Q & A

WITH NORWICH CITY FOOTBALL CLUB

Q: Can you advise of the date of the celebration/Memorial Day for NCFC fans who have passed away? Can you further advise what this will look like?

A: This will be the Coventry game, the first home game of the New Year (2025) and will mark fan deaths from the year just ended (2024). Keep an eye out on club channels for further information relating to this nearer the time.

Q: Numerous people are complaining about the leaking roof. Are the club going to issue a statement about this and what are the plans for getting it repaired?

A: No statement is planned, and our maintenance team have assessed all areas they can reach themselves. Any other areas would require specialist equipment to access. Please continue to report any problem areas to supporterrelations@canaries.co.uk.

Q: Can we please have hooks in the ladies toilets in the upper Joma stand.

A: This will be passed to our facilities team.

Q: Where have the chicken balti pies gone?

A: A new range of pies have been introduced from a new supplier.

Q: Can there be a more extensive choice of chocolate, please? Something plain like Dairy Milk or Galaxy.

A: We will pass this feedback to our Kiosk & Bars Manager.

Q: When is the PA system in the Barclays stand going to be fixed? It is really bad and many people are saying they cannot understand a word of what is being said.

A: The first stage of the upgrading of this has begun, with further upgrades to take place in future closed-season periods.

Q: In the lower Barclay the disabled toilets are not fitted with a radar key and many people are using these who shouldn't be, which is making it longer for disabled people to queue to get into the toilet.

A: This will be passed to our facilities team.

Q: Can the coffee supplier be changed? Can more milk be added to the coffee?

A: We currently have a coffee supplier under contract and the milk is already within the product.

Q: There is a severe lack of seating available in the bar outside the South Stand. Many elderly supporters arrive early by coach and have nowhere to sit inside and are often too cold to sit outside. There appear to be fewer chairs each week.

A: Yellows is a further indoor option should the 1902 bar seating be taken. Seating has to be limited for safety reasons. The Gunn Club and other hospitality/lounge options can also be enquired about via hospitality@canaries.co.uk.

Q: I am in the lower Barclay stand block E, I wanted to ask if the stewards can move on those that are wanting to leave 90 minutes away from the Concourse area, instead of allowing them to congregate and cause chaos for any injury time goals?

A: Stewards should move those away from vomitory areas, but this is unlikely in the concourse areas in case people are or waiting to use any facilities including toilets and the Lion & Castle.

Q: Can you get rid of the tap walls in the Barclay? They pour beer too fast and waste about 3 pints to get one, and there are about five staff supervising. This makes no sense.

A: This is a new facility and there are no plans to change this.

Previously multiple staff would attend this area to take payment due to a delay in the integration of the card payments. One member of staff is required on each wall due to age verification for the selling of alcohol and to assist with any difficulties.

Q: In the Barclay stand, on the wall next to the corner there are pigeon droppings everywhere. Droppings can cause lots of nasty pathogens. What is being done about this?

A: In previous seasons we have installed nets on the underside of the South Stand roof, as well as the purchasing of various equipment to deter wild birds. We have also recently had a hawk within the stadium to try and deter pigeons from nesting. Further investigations are being conducted regarding the additional netting on the underside of our other three stands. Due to the nature of the work, this would need to be completed in a close season.

Q: Can there be a reduced ticket price for military personnel including veterans? Many clubs are now doing this including Ipswich. It was raised at a supporter's panel meeting and the club said there was going to be an Armed Forces and veteran membership scheme. Has there been any progress with this? Also, many season ticket holders are military personnel or veterans, can there be a slight reduction in their season ticket?

A: This will form as part of a memberships review with the Supporter Panel when looking at memberships and the new ticketing system coming in.

Q: One gentleman just wanted to raise the issue of the general wear and tear in the Barclays end.

A: This is an old stand and we have taken steps to upgrade areas, for example, the Lion & Castle. Please report any specific issues to supporterrelations@canaries.co.uk

Q: How is that away supporters are still infiltrating home areas with nothing apparently being done about it? It is a ground regulation of home fans in home areas.

A: Identified games have been given additional protections including Leeds and Ipswich last season with 5 years buying history required for home areas. We also screen by address. Please report to the nearest steward or by texting 'REPORT' to 80011.

Q: Are there any plans for Yellows bar and grill to serve food again?

A: There are no current plans for this. Yellows is open on a matchday for hot, cold and alcoholic drinks as well as crisps/confectionary.

Q: There is a lack of seat numbers in the lower Barclay. At every match there are people trying to find their seats with great difficulty.

A: This will be raised with our maintenance and facilities team. Please email any problem areas to supporterrelations@canaries.co.uk.

Q: It is difficult to get to the ladies' toilets in the upper River End at half time due to the queue for buying food and drink and this is also the same for the gents. Can anything be done about this?

A: This will be passed on internally.

Q: There have been complaints about the volume of the match music, with people saying that it's too high to allow conversation with neighbours, particularly in the South Stand. Can the volume be turned down slightly?

A: We are in the process of upgrading our PA system which will see improvements across the stadium as this progresses. The volume of the PA will naturally reach its loudest point in the moments before the players walk out of the tunnel.

Q: At away matches, is there any way that those over 65 with mobility issues can be seated nearer to the bottom of the away stand as one gentleman who said he is over 65 and has mobility issues, was seated right at the top of the stand at the Stoke match.

A: Please contact the ticket office directly regarding this when purchasing tickets.

Q: On sale dates for members. Can these be re-introduced. Also, the online ticketing system doesn't work well and times you out if you are in a queue.

A: We have combined sales groups for members (where allocations allow us to do so) based on feedback from members that said they found it difficult to buy tickets together with friends and family in other membership groups. These dates are announced around 4-5 weeks before a match which allows us to be more flexible than when they were announced at the start of the season. Our ticketing website will be upgraded alongside the introduction of the new ticketing system next season.

Q: Why is the food in the Lower Barclay cheaper before the game and at half time than at full time? (pizzas).

A: This is part of our 25% off offer available at certain matches which runs from stadium opening until 45 minutes before kick-off. Before the game and at half-time there may also be other offers running such as meal deals, but equally post-match a larger variety of food is available (such as pizzas)

Q: Can half time results be posted on the TV screens?

A: This should be happening in the concourse with Sky Sports News.

Q: Can there be a shuttle bus which runs between County Hall and the stadium for the elderly that cannot walk far, or for those with mobility issues?

A: County Hall is not a club site and is an independent car park. Please contact the car park provider directly for information on this. There would also be logistical challenges with getting people back to this car park after matches due to road closures and the volume of traffic within the area.

Q: What is the club doing to encourage more people to attend midweek home matches in light of the SKY coverage?

A: The Club is currently reviewing its buyback scheme and the new ticketing system coming into effect next season should allow supporters an easier method to transfer tickets.

Q: Why do ticket prices vary for different matches?

A: These are graded based on the banding for each fixture.

Q: As the buyback scheme is not overly popular, what else could the club do to encourage season ticket holders to use this if they cannot make a match?

A: The club is currently reviewing its buyback scheme and the new ticketing system coming into effect next season should allow supporters an easier method to transfer tickets.

Q: The Hedge around Carrow House is very overgrown and many supporters have to walk in the road to avoid overhanging branches. Can the club see if they can ask the owners/builders to cut this back as it affects many fans?

A: This will be passed on.



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