



# **Jewish Gooners Ticketing Process**

## **JEWISH GOONERS TICKETING PROCESS: A SUMMARY**

### **1. Source of Tickets**

The Jewish Gooners Supporters Club does not receive any tickets directly from Arsenal Football Club. All tickets are purchased through individual Arsenal Gold and Silver memberships held by our members.

### **2. Block Booking for Social Engagement**

Arsenal Football Club allows our Supporters Club to block book tickets, enabling members to sit together at both home and away matches. This seating arrangement enhances the social aspect of our club, providing a space where Jewish members can comfortably display their identity, such as wearing kippot, and connect with fellow supporters. However, we have now reached the cap on the number of tickets we can block book.

### **3. Fair Ticket Allocation**

Tickets purchased via individual members' Gold or Silver memberships are first offered to the members who own those memberships. Only after they have decided can any remaining tickets be allocated to other Jewish Gooners members through a transparent ballot system.

### **4. Facilitating Season Ticket Transfers**

Our Supporters Club also facilitates the sale of season tickets from Jewish Gooners who cannot attend, enabling more members to attend home matches and participate in the social experience.

## **BACKGROUND ON JEWISH GOONERS SUPPORTERS CLUB (JGSC)**

### **5. Official Recognition**

The JGSC was officially recognised by Arsenal Football Club on 14th February 2023. We are a community driven Supporters Club that creates an inclusive space for Jewish Arsenal fans, allies, and friends, both on matchdays and within the wider Arsenal community.

### **6. Volunteer Run Organisation**

The JGSC is managed by a volunteer committee, with each member balancing full-time employment and personal responsibilities. Despite these challenges, the committee dedicates significant time and energy to ensure the smooth running of JGSC, organising social events, addressing Jewish issues, and working to combat antisemitism in partnership with Arsenal.

### **7. Membership and Transparency**

With approximately 700 members, our membership fees are kept low to ensure inclusivity. JGSC is a Supporters Club, not a ticketing agency, and our focus is on fostering community, not simply distributing tickets.

## **MATCH TICKETS: THE PROCESS**

### **8. Block Booking for Social Cohesion**

As mentioned in point 2, one of the key activities we undertake is block booking tickets for home and away matches so our members can sit together. We are grateful to Arsenal Football Club for enabling us to ensure that JGSC members can sit together during these matches.

### **9. Ensuring Fair and Transparent Ticketing**

The purpose of this document is to explain our ticket booking and allocation process in the interest of full transparency, and to address any concerns or questions in advance of home and away matches.

## 10. Ticket Sources

JGSC does not receive any tickets from Arsenal Football Club. All tickets are purchased using the private memberships of individual Jewish Gooners.

## 11. Pricing

The vast majority of people pay for their tickets using the WebLink via Stripe. Every payment through this method incurs a fee of between 80p and £1.20. This is a fixed cost that needs to be added onto the price of every ticket.

We also have other software and admin charges that work out at approximately 50p per ticket over the course of the season so this is why we need to uplift the cost of the tickets.

This is something we review constantly so the surcharge will go up and down during the course of the season. JGSC is a non-for-profit organisations and any surplus funds go into our events and standard running costs.

## HOME GAMES

### 12. How Tickets Are Purchased

All home match tickets are booked using individual members' Silver memberships. These members have first refusal for their tickets. Any tickets they do not use are made available to other members through our ballot system.

### 13. Balancing Usage

To ensure more availability for the wider membership, we've adjusted our allocation process to prioritise Silver members who attend fewer games, making more tickets available in the ballot.

### 14. Shabbat Considerations

Because we are a Jewish supporters club, we often have more tickets available for matches that fall on Shabbat or Jewish festivals. When there are many games that fall on Shabbat, we try to prioritise Shomrei Shabbat members for games that fall on Sundays or midweek.

### 15. Facilitating Transfers Between Members

JGSC also facilitates the transfer of tickets from season ticket holders who cannot attend home matches, placing those in the ballot so that they get sold to other JGSC members.

## AWAY MATCHES

### 16. Away Ticket Booking

Similar to home matches, all away tickets are booked using the Gold memberships of Jewish Gooners. These members have first refusal, and any remaining tickets are then allocated through a ballot.

### 17. Shabbat Prioritisation

We try to prioritise Shomrei Shabbat members for away matches on Sundays or midweek, as more tickets tend to be available for matches that fall on Shabbat.

## TICKET ALLOCATION AND COMPLAINTS

### 18. Final Allocation

We can only allocate tickets once we know whether the individual members whose memberships were used wish to attend. This means that sometimes we can only allocate tickets relatively

close to matches. Given the volume of people who enter the ballot, and given that we are all volunteers, we only communicate directly with people who are successful in the ballot. However, we put messages into the JGSC WhatsApp group that make clear when the ballot has been drawn. Popular matches may have limited availability, whereas less convenient matches (e.g. early kick-offs or distant venues) may offer more tickets in the ballot.

#### 19. Handling Complaints and Requests

We understand the importance of clear communication and do our best to address all concerns. However, as a volunteer run organisation, we kindly ask for patience and understanding. Our committee members volunteer their time to ensure that as many Jewish Gooners as possible can attend matches and participate in our social activities. We are committed to fairness and will not engage in favouritism, as this would undermine the trust of our entire membership.

**Thank you for your continued support and understanding. Our goal is to ensure that all members have equal opportunities to participate in JGSC's activities, and we are proud of the community we've built together.**

