



Burnley FC Independent Supporters Association

AUGUST 2026 NEWSLETTER

(Issue no.11)

Pre-season has taken Burnley from the USA to the Netherlands before returning for games at Turf Moor, with supporters following our progress, sometimes in the early hours of the morning. We've seen the launch of the new home and away kits, a significant number of departures from the first team squad, and only a couple of new arrivals so far (hopefully with a good number still to sign-in). Attention now turns back to Turf Moor as the new season kicks-off this weekend with Carabou Cup 1st Round action, and in Burnley's case, a home tie against Notts County.

The August newsletter will follow the familiar format of the four priorities set by members:

- ***Ticketing***
- ***Supporter Representation & Communication***
- ***Ground Facilities & Issues***
- ***Heritage & Branding***

We are keen that this newsletter meets the needs of members - please send any feedback or tell us what you'd like to hear more about in upcoming newsletters by replying directly to this email.

WELCOME NICKY, WELCOME JACKIE.

Our August newsletter starts by welcoming Nicky Hayen as Head Coach of our Men's and Jackie Bachteler as Manager of our Women's Teams.

Both appointees come with interesting CVs spent in a range of settings. Belgium born, Nicky Hayen, first came to prominence at Cymru Premier Club Haverfordwest, where an excellent coaching record confirmed league status and an extended contract in lieu of this success.

Hayen's talent was duly noted by Club Brugge, quickly turning their fortunes around and winning the Belgium Championship. Surprisingly dismissed he was quickly appointed by Genk, guiding the wonderfully nicknamed 'Smurfs' to 7th place, prior to our appointment.

Massachusetts born Jackie Bachteler has extensive coaching experience that has taken in roles across Spain, Sweden, Costa Rica, United States, Finland, and Cyprus. Jackie has also acted as a Sporting Director for BP Fotboll, Stockholm and earned ribbons at San Diego Waves coaching the Californian club to the NWSL Shield (2023) and NWSL Challenge Cup (2024).



Nicky Hayen and Jackie Bachteler



The Smurfs



The Boston Tea Party, 1773.

We certainly hope Nicky brings the same levels of excitement and success as the last time Championship Burnley appointed a fellow countryman to the hot seat.

To Jackie we hope your endeavours have the same vision, energy and revolutionary zeal as those from your home state demonstrated some 250 years ago.

BFCISA MEMBER PRIORITIES, SUMMER 2026

Please [click on this link](#) which offers a short survey around membership priorities for the coming year. The results of this survey will be used to inform our key priorities for 2026-27 and aid us with our conversations with the Club and BFCISA members. The questions and themes mirror those from the previous year which is also useful to spot shifting trends and priorities.



Members are encouraged to share with family and friends and more so encourage them to join, as we seek to be a mass movement. Thank you.

DIGITAL COFFEE MORNING *(Supporter Representation & Communication / Ticketing)*

BFCISA seeks to act as a critical friend in its relationship with the wider club. We have and will continue to raise issues and concerns when our membership feels fit. This will always be conducted in a respectful and professional manner.

We are especially pleased to reference and provide credit for organising a series of Digital Coffee Mornings to help supporters get access to their digital tickets.

One of these mornings was attended by our Vice Chair, Sue who said the following;

"The coffee mornings were essentially drop-in workshops with lots of staff available to help those supporters who weren't that confident about downloading tickets on to their phones, and the helpers also showed how to buy, exchange and upgrade tickets online.

They also showed how to access and download the Burnley FC App, and what you can find on the App, as well as how to navigate the Burnley FC website. Don't judge, I didn't even know there was a Burnley FC App!

I'm lucky enough to have a Smart phone and now have my Season Ticket (and my ticket for the Carabou Cup match) tucked away in my Apple Wallet. If you're an Android user, you'll be able to store season tickets and other home and away tickets in your Google Wallet.

Season Ticket holders who want to pass on their tickets to friends or family can do this on the Website. And you can do this up to 3 hours before kick-off. Same if you want to upgrade or sell your ticket.

I cannot claim to be a digital expert, far from it, but I now know what I need to know regarding digital ticketing. I know I won't have to join the queues at the Ticket Office next time I want to buy a cup ticket or pass my ticket to someone else if I can't make a match. That's enough for most people. So, thank you Burnley FC for holding these workshops!

Now about the home kit, goal music, match day food"



BFC App.



**Your digital season ticket
can be downloaded into your
Apple or Google wallet**

DEDICATED FOLLOWER OF FASHION *(Heritage & branding)*

The Committee would be interested to hear supporters' views on the new home and away shirts.

Please would you comment on both shirt designs, their colours, badges and overall value for money.

Will you be purchasing one or the other? Or even both?

Please let us know your thoughts at:

enquiries@burnleyfcisa.com



Two very familiar Burnley FC badges, yet not currently displayed in their original colour palette for 2026-27

TICKETING AND LOYALTY POINTS UPDATE *(Ticketing)*

Please would members familiarise themselves with the Club's new allocation policy. First used for the Ajax game and, at the time of writing, West Bromwich Albion.

It appears that 3000 points has become the 'gold standard' for ticket applications and then a daily sliding scale from 2500, 2000, 1000, Season Ticket Holders and onto General Sale.

Loyalty points will still operate on a rolling five season basis.

Supporters can find their points total by logging into their online account on the BFC ticketing site, clicking on name icon where your loyalty points, season ticket status and balance (*if applicable*) are displayed.

FSA UPDATES

On Wednesday 5th August, BFCISA became an 'Affiliate' member of the Football Supporters' Association (FSA). This is a significant step forward for the Association, having previously held 'Allied' membership. BFCISA will now receive a formal vote in national campaigns and elections, as a group, representing our members. We will share more information in September's newsletter.



BFCISA continues to support campaigns that protect the interests of football supporters at every level of the game.



Over the past month, the FSA has backed the growing opposition to FIFA's plans to sell a commercial stake in the FIFA World Cup, arguing that football's biggest competition should remain focused on the game and its supporters rather than private investment.

FIFA President, Gianni Infantino, had planned to sell stakes in the World Cup.

The FSA has also maintained its focus on fair and affordable ticket pricing, continuing to challenge the rising costs that threaten to put regular match-going supporters under increasing financial pressure.

Although these campaigns often make national headlines, the issues are just as relevant for Burnley supporters. Whether it's keeping football affordable, protecting concession prices or ensuring fans have a genuine voice in the game, these are priorities that matter across the Championship as much as they do in the Premier League.

Affordable tickets, meaningful supporter consultation and ensuring fans remain at the heart of decision-making are issues that affect every club. As we prepare for another Championship campaign, BFCISA is proud to work alongside the FSA in supporting initiatives that promote accessible football, protect supporter interests and help safeguard the future of the game for generations of Clarets to come.

As always, BFCISA is member-led and continues to develop through your support and engagement. If you have any thoughts, feedback or issues you would like us to raise, please reply directly to this email.

Up the Clarets and fingers crossed for a great start to the 2026-27 campaign.

BFCISA Communications Team

Membership portal: <https://membermojo.co.uk/burnleyfcisa>

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