



Burnley FC Independent Supporters Association

JANUARY 2026 NEWSLETTER

Dear *****,

Happy New Year and welcome to the January newsletter from BFCISA.

There has been a lot happening both on and off the pitch, with significant discussion among supporters following our last update on potential season ticket changes referenced in the recent Fan Advisory Board (FAB) meeting summary.

These updates will continue to summarise our work on the four priorities you told us matter most in our members survey shortly after our launch in May 2025:

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

Please feel free to reply directly to this email with your thoughts, experiences, or issues as your input directly shapes our work.

In Brief - This month

We sent an urgent email regarding **proposed season ticket changes** which the club have yet to respond to, our **Ticketing Survey** has now closed with results below, notice of the **first BFCISA AGM** is being issued to members, and further **changes to matchday access and exit** arrangements at Turf Moor are continuing to develop.

In Brief - Last month

Our Ticketing Survey went live, helping us build a clearer picture of members' experiences, we formally backed the FSA's latest campaign demanding a price freeze on season tickets and the date for the first BFCISA AGM was confirmed.

TICKETING

Ticketing Survey results

Since we launched, we've heard repeatedly that ticketing is a key area of concern for members. People have expressed views about accessibility, allocation and cost. To that end, at the end of last year we launched a survey to ask you for your views on these issues. Many of you responded so thank you for taking the time. Your input gives us a clear picture of what's working and where improvements are needed.

What You Told Us:

- **Membership & Attendance:** Almost 200 people responded to the whole survey, the majority of whom are BFCISA members. Most attend almost all home games and are regular away attendees, although away match access remains a challenge.
- **Ticketing Experience:** Satisfaction with the online system is mixed, and over 120 people reporting issues – mainly around availability and process.
- **Fairness & Communication:** Many feel communication on ticket sales could be clearer, and opinions on loyalty and membership schemes are divided. Notably there was strong opposition to the Club's Extra membership scheme, which, for a fee, allows priority access to tickets ahead of other supporters, including Season ticket holders. 75% of people told us they thought this was either 'very unfair' or 'unfair'. Elsewhere, a similar number (72%) said they thought it was unfair that the Club's ticket exchange system doesn't list supporter tickets for resale until all other tickets are sold by the Club.
- **Pricing & Value:** Ticket pricing and value for money are hot topics, with mixed views on concessions and variable pricing.
- **Access & Allocation:** Concerns remain about seat availability, family seating, and junior ticket access.

Overall, satisfaction with ticketing operations is moderate – there is plenty of room for improvement and numerous good suggestions for changes to achieve it. We are particularly interested to note comments on pricing – it is clear that affordability remains a concern for many. This is an issue we will be keeping a close eye on, particularly in light of documentation from internal Club meetings which reveals that ticket price increases are under consideration. No Burnley fan should be priced out of following their club.

Thanks again for your insights, we'll be sending the results to the club and using them to push for better transparency, fairer systems, and clearer communication. As ever, keep the views coming – your feedback matters.

Proposed season ticket changes

In December, we **alerted members via an urgent email** to proposed season ticket changes referenced in the summary of the most recent Fan Advisory Board (FAB) meeting.

As a reminder, the meeting summary was only published after a period of consultation had already taken place. The proposals included potential price increases, auto-enrolment for cup games, changes to concessions, and surcharges for direct debit payments.

We **wrote to the club** to raise concerns both about the proposals themselves and the consultation process. At the time of writing, we have not yet received a response.

This issue has generated significant discussion and concern among supporters, with many questioning the affordability of future season tickets. We continue to support, and have co-signed, the FSA's *Protect the Fans, Protect the Game* campaign, which calls for a **two-season freeze on home ticket prices**.

We note that last season, season ticket details were announced on 12th January, meaning an update from the club may be forthcoming.

Supporter Representation & Communication

Notice of AGM to be sent out

As confirmed in last month's newsletter, the first ever BFCISA Annual General Meeting (AGM) will take place on **23rd March 2026**.

On Monday 12th January, all current members will receive the formal Notice of AGM. This will include full details on how to attend, as well as clear guidance on how to nominate yourself to stand for the first democratically elected committee.

As always, we encourage members to consider getting involved. No prior experience is required.

GROUND FACILITIES AND ISSUES

Additional exit on matchdays

Earlier this season, the club introduced new matchday access and exit arrangements around Turf Moor, which have led to increased congestion and difficulties for many supporters.

We have previously set out our concerns to the club and pressed for measures to ease congestion. Since then, the away team player coaches have been relocated, and an **additional exit point** has now been opened behind the corner of the Jimmy Mac and North stands, as referenced in our previous update.

However, these changes have not been clearly communicated by the club, and **many supporters remain unaware**. We also note that, despite these adjustments, the overall matchday experience remains diminished for many fans, with the Ormerod Yard exit continuing to be closed on matchdays.

Increased security checks

Over recent home games, we have received reports of **increased security checks at turnstiles**, particularly in the Cricket Field Stand and Longside Lower.

While we support measures that improve safety for all supporters, some fans have reported **queues of over 30 minutes** and, in some cases, missing kick-off.

We would welcome further feedback from members who have experienced this. Please reply directly to this email if you have been affected.

If you have friends, family, colleagues or fellow Clarets that may be interested, continue to spread the word and get them to **sign up** through the following link - <https://www.burnleyfcisa.com/join-bfc-isa/>

As always, BFCISA is volunteer-led and open to anyone who'd like to help. If you're interested in joining the steering group or lending your skills in another way, please get in touch, especially if you can help us broaden the perspectives we represent.

Up the Clarets,

Burnley FC Independent Supporters Association (BFCISA)

Membership no: xx

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

Website: <https://www.burnleyfcisa.com/>

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