

Dear all

Thank you all for your time on Friday morning, both Gavin and I found the meeting really helpful and of course it was great for us all to be meeting again, albeit virtually.

To summarise the points from our meeting

- EFL Update

As Gavin pointed out at the beginning of the call, the situation is changing quickly, almost on a daily basis, and this was evident as it changed during our actual meeting.

The current situation is that following the framework that was set out to clubs on the 21st May about how seasons could be resolved, clubs now have a period of time to suggest alternatives or approve this framework, with a further meeting to take place on the 8th June.

The club have kept their stance quiet publically but to confirm our wish is not to continue playing the season, testing players alone will cost in £165,000 and restarting the season behind closed doors is not something we can afford with very little ticket and commercial income coming in.

- Financial Update

The last two months have been heavily focussed on ensuring the club could survive lockdown, with no games, no car boot market, no stadium and facility hire, income has been cut significantly. The owners put in excess of six figures each in at the beginning of the crisis to safeguard the future of the club, staff and players have taken pay deferrals or cuts and a lot of work has been done to keep the club operational and financially stable, such as with lottery subscriptions and rushweek sales. Almost all staff have been furloughed and this has been a significant saving. The generosity of our supporters has been incredible and we thank all of those who have continued to purchase products or make donations during the past 10 weeks.

Based on all of these actions, the club are in a position where we know we can get to the end of July without any financial complication unless

- The season resolves and we are forced to take players out of furlough
- We begin issuing refunds for match tickets, season tickets and other packages that have been purchased but that will not be able to be realised by the supporter/sponsor.

Refund policy

Refund liability is currently close to £1m when considering season ticket purchases, match ticket purchases, sponsorship packages and other products that will be impacted by the season ending. It is incredibly important that the club get this right and whilst the club have no intention of refusing a refund (from both a legal and moral) perspective, we do want to avoid people asking for refunds if possible. Rather than other clubs who are simply requesting fans don't ask for refunds, our approach will be to add value and try to delight the supporter/sponsor instead.

Considering the 2019/20 season only, as a framework for 2020/21 has yet to be confirmed. The club's proposals were as follows

Group 1: Single Match Ticket Holders (Home Games / Away Games)

- Option 1 : Full refund at face value of product
- Option 2 : Club Doncaster vouchers at face value of product plus further £5 or 10%
- Option 3: : We offer the equivalent value of tickets that haven't been refunded to key workers for future games

Group 2: 19/20 multi-ticket holders who may have tickets to use for the last three games

- Option 1 : Pro-rata refund based on tickets still remaining
- Option 2 : Extend the expiry date on the tickets to be used by 31 December 2021
- Option 3 : Extend the expiry date on the tickets to be used by 31 December 2021 and offer additional complimentary tickets as compensation
- Option 4: : We offer the equivalent value of tickets that haven't been refunded to key workers for future games

Group 3: 19/20 season ticket holders who are due to miss three games

- Option 1 : Pro-rata refund at 50% of the price per game they paid
- Option 2 : Full price per game refund in Club Doncaster vouchers
- Option 3 : Money donated into academy system
 - Supporters who choose this option named publically as patrons, invited to future meet the academy night style event?
- Option 4 : We use the money to commission a future COVID-19 memorial/statue – recognising Doncaster key workers / lost residents.
- Option 5 : We offer the equivalent value of tickets that haven't been refunded to key workers for future games

Action

As part of the conversation the club were asked to consider something along the lines of a “money can't buy experience” along with the options. A memorial of some nature –thanking those who didn't ask for a refund permanently was also to be considered.

The overwhelming feeling from supporters was that the club needed to be honest and transparent with its dialogue with supporters – explaining the truths behind what would happen to the club if money was refunded (club in danger of not existing).

It was also suggested that the club create a brand/campaign that supporters could get behind as part of this narrative, the idea of In Rovers Supporters We Trust was welcomed.

Draft proposal for Supporters Board to agree

In Rovers Supporters We Trust

Group 1: Single Match Ticket Holders (Home Games / Away Games)

- Option 1 : Full refund at face value of product
- Option 2 : Club Doncaster vouchers at face value of product plus 10% added. Vouchers only redeemable against products that can be purchased via club (eg not retail as that is third party).
- We will also donate the equivalent number of tickets not refunded to key workers for when they are able to attend fixtures again
- Option 3: : Refunded exchanged for free entry to watch the team train at the stadium plus open q and a with the first team squad (date TBC)

Group 2: 19/20 multi-ticket holders who may have tickets to use for the last three games

- Option 1 : Extend the expiry date on the tickets to be used by 31 December 2021
- Option 2: : We offer the equivalent value of tickets that haven't been used to key workers for future games
- Option 3: : Unused tickets exchanged for free entry to watch the team train at the stadium plus open q and a with the first team squad (date TBC)

Group 3: 19/20 season ticket holders who are due to miss three games

- Option 1 : Pro-rata refund at 50% of the price per game they paid in Club Doncaster vouchers with the equivalent number of unused season tickets (3 per season ticket holder) donated to key workers
- Option 2 : Money donated into academy system and supporters who chose this option become patrons of the academy for a season with a package of money can't buy benefits. We also donate 3 tickets per season ticket holder to key workers and provide free entry to watch the team train at the stadium plus open q and a with the first team squad (date TBC)

With all options (including 20/21 refunds / deferrals that have yet to be considered) we will create a lasting plaque on the side of Keepmoat stadium, naming those supporters who helped keep the club alive during Covid19.