

The Kassam Stadium

OxVox – Kassam Stadium

MINUTES OF THE MEETING HELD ON 12TH SEPTEMBER 2007

Attendance:

John Angus (Operations Director, Firoka), Rachel Harwood (GM, The Kassam Stadium) Roger Bailey (FM, The Kassam Stadium/Ozone Leisure) Trevor Lambert (OxVox), Graham Hilson (OxVox)

1. Introduction

It was agreed the group would meet on a bi-monthly basis.

2. Exterior

2.1 Car parking/ Stewarding/ Administration

It was agreed OxVox would address all concerns directly to Oxford United Football Club.

2.2 Maintenance of planted areas

It was agreed Roger Bailey (RB) would investigate assessing the grounds at the back of the stadium and provide information at the next meeting.

2.3 Broken Signage

The group discussed the circular signs above the gate entrances and it was agreed RB would look into painting on signage above these gates.

2.4 Graffiti

It was agreed RB would assess the current graffiti situation and clear the graffiti and assess how we manage the situation on an ongoing basis.

3. Catering

3.1 External Vans

OxVox felt the non-renewal of the Bailey Farr contract had been an unhappy episode. John Angus (JA) explained that a new catering company had been contracted to rent space at the stadium for commercial reasons. The Stadium company was willing to address any food quality issues reported directly with the new catering operators, and that if deemed suitable the catering van operator would be present at a future meeting to discuss product quality directly with OxVox. However it was not prepared to debate its commercial decision making.

3.2 Lindleys Concourse catering

JA discussed the nature of the catering contract and its expiry in July 2008. It was agreed that the Stadium would address any food quality issues reported, directly with the catering operators and that if deemed suitable that Lindleys would be present at a future meeting to discuss product quality directly with OxVox.

3.3 Stadium Bars

The environment, and price was discussed. It was agreed that OxVox would speak to supporters to gauge the type of environment they would like and also the products they would like to purchase. Feed back will be provided at the next meeting and the Stadium would address where it could deliver.

3.4 Meal Options

The current meal options were discussed it was agreed that OxVox would speak to supporters to gauge the type of and price of food they would like to purchase. Feed back will be provided at the next meeting and the Stadium would address what it could deliver.

4. Concourses

4.1 Cleanliness

It was agreed the stadium would assess deep cleaning and sealing the concourse floors in order to get to a higher level of overall cleanliness. The stadium will also ensure cleaners are brought in prior to a match to ensure concourse areas are clean.

4.2 Maintenance

It was agreed OxVox would contact RB directly with maintenance issues they received and that RB would correspond with OxVox with regards to the actions taken. It was noted that accuracy of information in confirming where the issue was would allow maintenance to be actioned effectively.

The televisions contract had expired some time ago and a new one was in the process of being negotiated.

4.3 Identity / Décor

It was agreed OxVox could submit designs for pictures or paintings that could be put up by the stadium concourses.

5. Stadium Bowl

5.1 Advertising

It was minuted that a meeting is scheduled to take place between the Stadium company and Oxford United Football Club to discuss the matter.

AOB

Proposed date for the next meeting Wednesday 7th November @ 2.30pm at The Kassam Stadium.