

Q2 Please give us your feedback on all arrangements for the final in Budapest

Answered: 124 Skipped: 97

#	RESPONSES	DATE
1	Disappointed will ticket allocation - was lucky in second ballot Impressed with facilities in stadium	6/20/2026 4:04 PM
2	Very good, modern stadium. Ticketing and arrangements went smoothly.	6/16/2026 11:07 AM
3	Did not attend - Platinum member, went to all home games lost in all ballots. Definition of "attending" games needs to change	6/15/2026 10:31 PM
4	Arsenal fan park: mobile toilets were absolutely disgusting. Embarrassing. Queues for food and drink were chaotic and lengthy. A free for all. Beers should have been readied and separate queues for soft drinks, with roving sellers walking around the park to ease pressure. Overall a great weekend and proud of our fans - but the chaos at the fan park for food and toilets was terrible and easily avoided with some simple planning. We lost about 90 mins in these queues when we could have been singing songs and meeting up with mates.	6/15/2026 4:51 PM
5	Na	6/15/2026 2:32 PM
6	The final was really well organised in the main by the host city. Stewarding and policing was light touch throughout and there was a relaxed atmosphere and the march to the stadium from the fan park was a highlight. The fan park itself was a little disappointing in terms of the choice of food on offer and the lack of organisation at the outlets themselves. Service was painfully slow and there was no real system to serve people quickly. Not Arsenal's issue but the level of choice of food and facilities in the neutral fan zone should have been matched in the club fan zone. Overall though a positive and memorable experience.	6/15/2026 9:54 AM
7	Disappointed with the standby process as a season ticket holder. Everyone was put on standby for very few tickets. This was more disappointing than missing out on the original ballot as it made us think we had a chance. Whilst I know it was not all down to the club, you do need to keep pushing for a larger percentage of tickets for genuine fans. It would be fairer to give the participating clubs 30/35% allocation rather than 25%, leaving half the stadium for uefa to 'sell'.	6/14/2026 12:43 PM
8	I thought it was really well organised, I didn't go to the fan park as I'd done a little research and found a craft beer place around a 20 minute walk from the ground. Police were a bit robot-cop but overall they were no hassle. I was in row 2 of the section just behind the £70 seats, was a great view and atmosphere. The biggest let down (other than losing) were the queues for beer, it took an age, because of this people were buying 2 or 3 in a cardboard carrier to save coming back. This meant the isles were full of pints and, with the ground set up, they could not go under peoples chairs as there was a slope. Lots were knocked over making a massive beery cardboard mess, it was quite dangerous, quite a few people fell over around us. Getting out was no issue either and went back to the craft beer place for some more beer and chats with locals. All in all, despite losing, it was a great few days. Got one of the wizz air flights back on the Sunday night, was a bit of a hassle but appreciated the flights were put on for us. Hotels were a bit of a rip, managed to get a late cancellation but still 4 or 5 times the normal price.	6/14/2026 11:02 AM
9	Stayed in the city centre on the day of the game and travelled to the ground via underground which was quick and easy, Entering the ground was also very good, no problems. Only issue we had was the food & drink counter, took ages to get served. Overall the trip was very good with the locals being great hosts.	6/13/2026 9:18 PM
10	Fan park was excellent. Flags, t shirt and tifo was superb. Fans excellent throughout. Easy transport from airport to fan park and back again. Biggest complaint would be food and drink (beer) service in fan park and stadium was painfully slow. Had to queue for over an hour in fan park for drinks and stadium was at least 20 mins queue as well. Not the club's fault at all, but had to be fed back to UEFA about how slow it all was. Stopped fans getting soft drinks, water or food because queues were so long.	6/13/2026 4:39 PM

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11	The Arsenal fan park on match day was absolutely horrendously organised. The day before they announced the capacity was around 12,000 so they were worries people would not gonna be able to get in forcing us to arrive early but there was no counting of the amount of people going in and there was nothing to worry about. Moving onto the bars and the food within the fan park, now I assume that the people working behind the bar had nothing to do with Arsenal, but it was absolutely ridiculous how they had no idea what they were doing. You had the same one person taking orders taking payment pouring pints getting food and this letter an incredibly slow process when they were thousands of people after pints. All you need to do was have someone continuously pouring pints separate person taking payment separate person getting food, everything would've been quicker moving onto the worst part of the whole evening and watching the game at the fan park they had already planned a DJ set for after the full-time whistle assuming there was gonna be a party if we had won. Obviously, unfortunately we lost the penalty shootout and everyone was in bits. People are crying. Everyone was sad. They still had the screen on showing the players being emotional and I think this was important part of the process for some people to be able to take in their emotions, see the players suffer with the players and just take it all in however it was absolutely ridiculous that Arsenal decided to turn the screen off and start blasting out music and begin the DJ set without any sense of reading the room and this really angered a lot of fans at the moment.	6/13/2026 3:06 PM
12	The AST evening on 26 May was exactly what I wanted. The information provided that evening answered all of my questions about the final and the following day's parade. The catering facilities at the fan park were insufficient. I queued for an hour for a burger. There was no cover. It would have been a disaster if there had been heavy rain.	6/13/2026 1:30 PM
13	My experience in Budapest was excellent. I felt both UEFA and the City got it right. The fan park was good, the stadium excellent and the free transport to and from the airport was very useful. All in all a very good experience.	6/13/2026 12:52 PM
14	Lucky in ballot, ticketing after ticket bought another lottery -not knowing where seat was before it being issued - probably should have bought fan tickets immediately behind goal rather than £180 tickets higher up because we ended up in the corner gods) and why fans excluded from buying Cat 1 tickets? Travel (flight to Romania, car hire and drive to Budapest - £800 return) accommodation (single bed studio flat (£500 a night) and food cost a fortune (one Goulash place we ate at had special Arsenal PSG menus with its higher than usual prices) Festival in Hero's square was excellent. But Arsenal only merch in UEFA store sold out by Saturday morning Arsenal fanzone in park was overcrowded, long queues for everything and lack of seating Distance to stadium was good as was March to stadium Security at and entry to stadium excellent Police deserve credit. Behaved responsibly on Friday night next to London pub when there could have been incident between rowdy PSG and Arsenal fans on Friday night. Could have been carnage if in Paris. Food and beverage at the stadium was poor. Poor selection, poor service. We arrived 1.75 hours before KO, went straight to food and drink kiosk nearest our seats. One hour to be served. Felt very sorry for staff, too few and poor process. Same staff member pours drink from bottle/can into Pepsi branded cup and takes payment. There was no proper food - sold out of chicken burgers and hot dogs. So from breakfast to 10pm only had a 1.5 pretzels from kiosk and a Kit Kat. View from seat was good tho very high - shame about the penalties Walk back to park and centre was safe and orderly City and stadium too small to hold event although people very friendly - everything packed and pricey Overall good experience that I will remember for a long time shared with family member and Arsenal friends. Several travelled without tickets and secured crazy priced tickets - so ticket allocation to proper fans far too low. Will pre-book cancellable flights and accommodation in Madrid for next year....	6/13/2026 7:53 AM
15	Very positive how UEFA allow you to link orders to sit with groups who purchased in different windows and would love Arsenal to explore this format for away ticket bookings. Fanzone was too busy and queues were stupidly busy, almost felt deliberate. Stadium experience was largely positive. A friend suffered a nasty cut below the eye after being hit by a plastic beer cup thrown during the goal celebration and had to miss most of first half to receive treatment, which is another reminder why WE DO NOT WANT TO BE ALLOWED TO DRINK BEER IN OUR SEATS IN ENGLAND	6/12/2026 8:10 PM
16	Can't comment other than to say they're were plenty of tickets on the black market if you could pay 6k upwards.	6/12/2026 7:48 PM
17	Thought it was very well organised and the information given by UEFA was excellent. The fans park catering however needed a lot of tweaking. The ques were horrendous nearer kick off. The only beer on off was Heineken but instead pouring in advance lining up to be sold they took	6/12/2026 7:44 PM

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each order one by one. It could have taken much less time had they organised themselves better. Similar issues with the food stalls. Entry to the ground was excellent.

18	The club did what it could although the extortionate costs and uplifts in hotels and flights was unfortunate although totally predictable. Having taken a bit of a flyer in booking flights to Vienna back in March, I reduced some of the impact. That said, when the club subsequently provided a charter flight at a cost of over £850 for those that had not done what I had did feel somewhat 'uncomfortable' ! Final Ticket allocation was always going to be a sensitive issue although with the attending away European games criteria being a priority, it seems to be the only fair way, in Europe. (perhaps NOT the same for domestic finals mind you- but that's another topic for another day!!)	6/12/2026 7:14 PM
19	Very good - only point would be that directions from the ground to the fan zone were poor pre game	6/12/2026 6:31 PM
20	Information about the match, stadium entry, route to stadium and fan meeting point was excellent from UEFA and Arsenal. The WhatsApp feed was great too. Entertainment was great at the meeting point, my only issue with the meeting point was the lack of drinking water provision. Fan behaviour to, from, at the stadium and meeting points was impeccable. Stadium staff were welcoming, friendly and helpful. Policing was also good and I felt safe throughout my trip to Budapest. Free travel around Budapest throughout was a nice touch too.	6/12/2026 5:57 PM
21	Excellent - Fan Zone was a great idea and we appreciated being kept away from PSG fans. Route to, and entry in, the stadium was seamless. Passport checks did not take place (as I personally expected) so felt it was unnecessary for fans to have to take such a valuable document with them on the day. Ticket checks were quick and stadium staff polite and helpful. I would have loved Arsenal to have been in control of tickets, especially the pointless UEFA ticket exchange but realise that was out of the clubs control. A wonderful weekend marred only by going so close. But an incredible season.	6/12/2026 5:19 PM
22	Very happy with overall setup. Fan park was great, but queues for food and drink were 30 mins long for quite a while. As this was the only method of getting liquid on a hot day it bordered on dangerous. There must be a better way to allow fluids to be accessed on hot day. Also paying for deposit on plastic beer mugs is understandable but even with the receipt you had to queue for 30 mins to get a refund which was totally impractical.	6/12/2026 4:48 PM
23	N/A	6/12/2026 4:47 PM
24	The UEFA arrangements were fantastic, I thought. Really impressed with UEFA system, the free public transport in Budapest, the ticketing worked smoothly. I was very surprised that the Arsenal didn't arrange more travel options through the club. The ticket ballot was all clear.	6/12/2026 4:46 PM
25	n/a	6/12/2026 4:43 PM
26	I purchased a UEFA resale ticket ££££ not an Arsenal one. I think the ticket policy should have more loyalty layers before the ballot. The fan zone was great fun, but had 1hr plus queues for food and drink which was not acceptable. The stadium was well organised, and journeys to it were not over policed.	6/12/2026 4:40 PM
27	We all know UEFA need to allocate more tickets but where I would like Arsenal to improve in its ballot system is to reward those season ticket holders who actually attend matches and had their bums in their seats. I know people who got 4 tickets in the ballot who had only utilised their seat. It's takes, time money, effort, true passion and support to go to every single home game each season and those fans should have been in window 2! Seat utilisation should have been in window 3. Window 2 should have been for the rest that have utilised their seat.	6/12/2026 4:29 PM
28	The fan park was a bit shambolic . Ques for drinks were ridiculous. There should have been beers already poured similar to the Emirates.	6/12/2026 4:28 PM
29	more communication needed for transport for fans to and from airport/stations to venue. Was confusing for a first timer travelling solo. Had to scour UEFA website for info rather than get it from club.	6/12/2026 4:22 PM
30	The food and drink queues were so long, it was hard to get water and in the heat it was challenging. There should have been a lot more food and drink options. The fan park was a bit dull there could have been more to do as we were there for the day. Loved the covered seating area though	6/12/2026 4:20 PM
31	Queue for beers in the fan park was really long and slow but the entertainment was brilliant	6/12/2026 4:20 PM

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Had no problems getting to and from the ground found the ticket thing ok but worried my phone would die

32	N/A	6/12/2026 4:19 PM
33	Thought the city and experience was amazing. The fan park was disappointing as you simply couldn't get a drink, thankfully, the hotel right next to it was great & we still heard the atmosphere. Carrying a Passport for no reason was annoying.	6/12/2026 4:18 PM
34	Info from club excellent. Felt very well informed prior to game. Only two negatives to feed back: - queues for refreshments at FanPark prior to game. Badly managed and meant we only stayed there for 15 mins. - the UEFA requirement to carry a passport. An undue risk given that there were no ID checks.	6/12/2026 4:15 PM
35	Ticketing interface with UEFA was clunky. Fan park and segregation in Budapest was very good. Sensible ko time Real shame the t-shirts were not more than just "over land and see" - such a nice gesture but what a missed trick to have included some match and date info like was done so well for the Final in 2006 Keep campaigning please for more tickets for competing Clubs Fans First pricing has to be commended especially in light of the FIFA World Cup rip off!	6/12/2026 10:53 AM
36	Me and my father arrived at the first ticket gate around 15:15. My Dad has Parkinsons and was starting to find walking difficult, but we slowly made our way to the second set of gates where they were doing security checks. By this time, my father was really suffering from not being able to walk properly. Mainly he was losing the strength in his right leg, so had to be supported to walk. When we got to the second set of gates, we asked one of the stewards if we could have some assistance, or a wheelchair, to get him to the stadium. They said they would call a medic. A medical team arrived and tested my dad's blood pressure and said his blood pressure was low, and that we should go to the hospital. I asked my dad how he felt and what he wanted to do, and he said he felt fine, just that he couldn't walk much, and that he'd rather go to the stadium than the hospital. We told the medics this and they let us leave. But we still could not get a wheelchair or assistance when I asked the stewards at the gate again. When we made it to the final entry point into the stadium my dad scanned his ticket and went through the turnstile (A4) but when I tried it would not let me through because I was turnstile B. I told the steward that my dad needs me to assist him to get to his seat, and that I can't do that if they don't let me through. They said "No, but if I go through my turnstile B, then I can then walk around and meet my dad where he was, inside turnstile A4". Well, I entered through Gate B, but when I tried to make it around to him there was a metal barrier separating us. I said to the steward that I need to get around this barrier to help him, but they said "No, you can't pass the barrier. It is not allowed". After a bit of two and throw another steward took it upon herself to move the barrier aside and let me through to help my dad. I asked if there was a lift we could use but was told "No, stairs only". So, me and my dad attempted to climb the twenty something flights of stairs to get to the top where my dad's seat was (Sector 310, Row 21, Seat 10). It was so hard, and we had to keep stopping, and so many fellow fans offered us help and assistance, one even offered to give my dad a fireman's lift! We eventually made it to my dad's seat with about 20 minutes to go until kick off. So, after I left my dad, I tried to get back to my seat (Sector 108, Row 7, Seat 10). I went back down the stairs and approached the steward who helped me before, but she said it wasn't possible for me to go back over the barrier. I asked other stewards, and they said they would speak to their supervisor, who also said "No". The steward said I either go back up the stairs or exit the stadium and try to get back in through my original turnstile. I said if I exit, I won't be allowed back in, to which the steward just shrugged her shoulders. I then asked to speak to an Arsenal representative, but was told "No, there are none". So, the only viable option for me was to go back up the stairs to my dad. When I got to the top, I was hot and thirsty, so I went to the bar and asked for a cup of tap water. the server told me there was no free water, and that I'd have to queue and buy some. I'm sure you already know this but the queues for food and drink before kick-off were awful. So, I found an empty pint glass and went into the toilet to fill it up from the tap. When I went back to the seating area where my dad was, I obviously had no seat, so I sat on the steps at the front of Sector 310. This was fine for the first half, but during the start of the second half I was told by a steward that I could not sit on the steps, and that I should go to my seat. I told them that I wanted to, but no one would let me get back to my sector and showed them my ticket. With this the steward passed me over to a supervisor, who took me into the concourse and walked back and forth with me looking for someone. Whilst we were walking back and forth, I said, "I'm missing the game hear through no fault of my own, what are we doing?" To which he just kept repeating "Come with me". Eventually he seemed to find a steward he was looking for, spoke to him in Hungarian, and then passed me over to him. This new steward ushered me to the entrance to the top of the stairs, and said I had to go down	6/10/2026 9:10 PM

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them and speak to the stewards at the bottom. I said I'd already done that, and the only option they would give me was to exit the stadium, so I would like to speak to an Arsenal representative. He just looked at me, shrugged his shoulders, and said I could not come back here. So, I decided to play his game, walk down the stairs, and pretend that I was doing as he asked. I walked a third of the way down, turned back, and walked back up the stairs to the upper tier concourse. I had a quick look around for the previous stewards, darted into the toilet opposite the stairwell, and exited out of another door to the toilet, then made my way back to my dad. I stayed right at the back of sector 310 and watched the rest of the game standing there. After the game finished, I made my way to my dad and asked if he was OK to walk back down now, to which he said "Yes". We started to walk but then he fell over. Me and a few other fans sat him on the steps and asked for a medic. The medics eventually came and we walked him slowly to a medical room. They tested him again, but everything came back fine. They said he should go to the hospital though, but I asked my Dad again how he felt and what he wanted to do, and he said he felt ok, that it was just the lack of strength in his right leg that was causing him an issue, and that he wanted to go back to the hotel. I asked if we could get a wheelchair and use a lift, but were told there were no wheelchairs, but we could use the lift. We hobbled back to the tram, then to our car, and then to our hotel, getting back around midnight. Overall, I was gobsmacked at the lack of assistance, help, or thought of the stewards and their supervisors. The only steward who helped us was the lady at gate A4, and the medical team. These were the only people who seemed to care. Everyone else just cared about the rules, and they would not budge no matter what. All we needed was help and understanding, and we got almost none. Just a blind mindless adherence to rules.

37	Thought it was very good	6/8/2026 1:00 PM
38	NA	6/6/2026 8:12 PM
39	N/A	6/6/2026 6:14 PM
40	Club travel arrangements were fine if a little tight for the journey home. UEFA were very poor, especially not allowing reusable plastic water bottles in the stadium on a very hot day.	6/6/2026 5:55 PM
41	The Fan Park was disappointing. It was impossible to get any beer as the queues were so long and outlets so few. I gave up queueing twice, once after 20 mins and again after 30 mins. It meant that our group left the fan park to get a drink and lots of other people did too. The march to the stadium was great and very well organised as was the entrance to the stadium. However there was no sign of the promised entertainment or beer stalls outside the stadium as promised.	6/6/2026 5:37 PM
42	Bar queue times were shocking Apart from that (&and the result!) loved the whole experience	6/5/2026 10:05 PM
43	We encountered numerous issues with stewards and their supervisors. Our experience was greatly tarnished due to the lack of help and support from them.	6/5/2026 8:55 PM
44	Not as bad as I'd feared, but we were at the stadium almost 2.5 hours before kick off in an attempt to avoid the worst of it. The long road where we inched forward before the first ticket check was a recipe for disaster. Nobody had a clue what was going on, or how long it was all going to take.	6/5/2026 4:21 PM
45	In general, very good. Messaging good and everything in Budapest seemed to work well, though the Fan Park was overcrowded and difficult to get a drink speedily.	6/5/2026 2:58 PM
46	Fantastically organised event, brilliant atmosphere and credit to everyone involved. My only slight gripe was the fanzone - being encouraged to go there with competitive £4.69 pints or whatever it was. Firstly, having to queue for in excess of 80 mins. Surely they can put on more bars / staff to make that an easier process... and secondly, the price of the pint wasn't 'bad' but then you have to pay £3 for the cup. Which were only returnable by joining the hour long queue! I loved the atmosphere at the park - and the concept. But has to be a better way to improve the accessibility of purchasing food and drink...	6/4/2026 8:06 PM
47	The operation was very smooth and fuss free, from the passport control to shuttle back to the airport after the match. I was impressed. - except lack of substantial food at the stadium and the airport. We were there for the day via the club charter and there were massive queues in the fan park for food. We had one hour before walking to the stadium so gave it up. But there were only hotdogs available and we couldn't get anything from the small kiosk at the airport either due to a long queue. Apart from that, it was the easiest European trip!	6/4/2026 5:27 PM
48	The final arrangements were great. I had no issues (apart from the result!)	6/4/2026 12:29 PM

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49	Ticketing for the final was what you would expect from UEFA. Inadequate and a rip off. European competition has gone the same way as the World Cup. It is all about money!	6/4/2026 11:41 AM
50	Not sure if you're including ticketing. If so, please read the following - otherwise skip it and go to 3. I applied for a single ticket, as did my brother, and neither myself nor anyone else I know who applied for one ticket was successful in the ballot. Nor did anyone I know who went out to Budapest come across anyone who had applied for a ticket on their own; everyone was at least in a group of two if not more. One reason for applying for a single ticket is that due to caring responsibilities only one of my brother or I could have gone, and it had been made very clear that we couldn't transfer a ticket. Friends who are a married couple were successful in the ballot but then one couldn't go for work reasons so they didn't take up the tickets as they couldn't transfer the second ticket to one of their season-ticket holding sons. However, out in Budapest, friends came across several people who weren't season ticket holders, hadn't been to away games, etc. who had official Arsenal tickets which they said they'd just been able to change the name on... The second chance in the ballot (when people who'd been successful hadn't taken up their tickets) was ridiculous - the tickets had gone within two minutes - and the UEFA resale option was too late to get affordable travel/accommodation (not that there were any tickets available on that when I logged on with my code as soon as the window opened). Please can Arsenal continue to lobby for more tickets for fans.	6/4/2026 9:45 AM
51	Cost of travel and accommodation was a rip off as usual but managed to circumnavigate via Prague and car hire. Fan zone was great but after the game unless you went back there, there was zero policing or signage to tell you where to go and on metro (once you found it) it got a bit intimidating with mixed supporters and PSG fan reputation. We are seasoned fans so avoided problems but for those with children I would say it wasn't very good. Obviously poor allocation of tickets to competing teams was a joke and UEFA prior used the money makers of corporate and sponsors over real fans. Support for the team though was amazing	6/4/2026 5:38 AM
52	I found it to be a very smooth experience overall with the Champions Express shuttle bus to the Arsenal fan zone making it very easy to get right to the heart of things. The fan zone itself was pretty good, although the queues were long and service was slow, and the plastic cup deposit/refund scheme seemed to be a bit of a rip off and just an excuse to charge extra. Also there were very few vegan food options available. All that said, the atmosphere was great. At the stadium itself I thought the flags and t-shirts were a nice idea, and a great momento of the event. The regular communication from UEFA and the club, including the WhatsApp group, made it a very smooth process for accessing the stadium. After the game the walk back to the fan zone was fine, but it did strike me that there was no longer any security checks on entry, which reduced the attraction of the fan zone as a "safe space". The return Champions Express to the airport was again very easy to use. The experience at Terminal 1 was pretty chaotic, but I appreciate they had reopened the terminal just for the weekend. My particular flight with WizzAir at 2:10am seemed to be particularly unorganized with various delays due to ground handling staff, armed police, and other unknowns, and lack of communication from the airline staff didn't help. Akhil will have direct experience of this since he was on the same flight 😊 I appreciate this was outside any control of the club or UEFA, but it did seem to be a failing around the general management of the airport dealing with all the extra travellers and additional flights. Overall it was a great experience that made it easy for me to do a 26hr flying visit and be back in time for the parade!	6/4/2026 12:36 AM
53	N/A	6/3/2026 11:36 PM
54	N/A	6/3/2026 9:15 PM
55	From a UEFA perspective, the food and drink service at the Arsenal fan zone and at the stadium was disappointing with exceedingly long lines due to understaffing / not having properly staffed. For example waiting in an orderly line for up to 1 hour to purchase food and drink is not up to standard. Aside from that, the mixed fan park was an enjoyable experience and the Arsenal fan zone was good enough (although I would perhaps reconsider going to that in future)	6/3/2026 8:53 PM
56	Wasn't happy with the way the tickets were allocated. I attended all 30 homes games this season and people who didn't attend any but transferred or exchanged their tickets, had the same priority in the ballot.	6/3/2026 8:36 PM
57	N/A	6/3/2026 8:19 PM
58	As a disabled wheelchair bound fan wasn't able to get to Budapest despite trying all options as flying isn't an option. Accessible hotel accommodation in Budapest was very limited .	6/3/2026 8:09 PM

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59	I accept that fundamentally the problem is nowhere enough ticket allocation for season ticket holders, but the current window categories isn't sufficient. I agree 100% with the window 1 category. However, to have all other ST holders in the next window doesn't properly recognise other factors such as attendance at home champions league games, time season ticket held etc. There will never be a system that everyone is happy with, but to miss out on a ticket, knowing that others were successful despite only having a league game season ticket and not going to any cup games aside from the final is extremely disappointing.	6/3/2026 7:51 PM
60	I think it was very well organised safe in my opinion for Stewards and the police were great and respectful to my cultural Needs all in all I think had a great time Oh	6/3/2026 7:10 PM
61	The condition that the person buying the tickets for a group had to attend the match in person made absolutely no sense at all	6/3/2026 6:51 PM
62	N/A	6/3/2026 6:43 PM
63	My feedback is predominately about the allocation of seats and the price points. After much heartache constantly refreshing the resale site (after missing out on the original ballot) I eventually was ecstatic to secure one of the tickets that was returned by sponsors and loaded onto the site at 19.00 on Thursday. The ticket cost €950. I am fortunately in a position to be able to pay this sum, but this price point is really quite ridiculous. The view was excellent but I would have had just as good an experience paying €70 for Fans First tickets. These 200 seats were next to around 100 sponsors guests who had all flown in from China, wore green Heineken scarves, and seemed completely disinterested in proceedings with many constantly texting throughout the match with no regard for what was happening on the pitch. It took all my restraint not to tap the guy next to me on the shoulder and tell him that 000's of loyal Arsenal supporters would have done anything to be sitting where he was. I know AST have worked hard on ticket allocations for competing clubs but much more lobbying is needed. All European finals should be played in the heart of Europe (Budapest was an excellent location) in stadiums capable of offering each club 25000 tickets (I thought the stadium was excellent, it was the allocations that were wrong). The fan park, and walk to the stadium were excellent and I thought club communication was very good (no doubt influenced by AST). All in all, a great experience for me apart from the result...	6/3/2026 6:35 PM
64	Buses from airport to fan park fantastic, UEFA and local staff in fan parks very helpful and friendly. Policed very nicely no issues with them at all in fact I found them to be friendly seeing some have pictures with Arsenal fans. Getting in to the stadium was generally fine, my main gripe was the bar in the stadium was woefully under resourced and caused some frustration for fans pushing in.	6/3/2026 6:29 PM
65	na	6/3/2026 6:11 PM
66	Very good. Only quibble was being told to bring ID (had to be a passport, driving licence not enough) only not to be checked.	6/3/2026 6:07 PM
67	UEFA app logged out as about to enter. No signal to re log in. Stress for 30 mins.	6/3/2026 5:58 PM
68	Not sure if possible due to licensing/broadcasting arrangements, but a club live stream of "celebrations" on Youtube or the Website would be very welcome for international supporters. Both the PL trophy lift & the CL final, where you are at the peak of emotion and really just want to see your team, we sat through minutes upon minutes of ads.	6/3/2026 5:56 PM
69	Entry was unnecessarily complicated. Why did Police hold the queue and create a deliberate bottleneck prior to the first ticket check? Why did the barrier design at this check have such huge trip & slip potential? Why were some catering stalls in the lower tier closed for the entire event?	6/3/2026 5:40 PM
70	Very well organised and safe , only complaint was the food and drink stands were poorly staffed.	6/3/2026 5:08 PM
71	Ticketing worked well, although the UEFA website took a while to get going before we could purchase our tickets. The bars/catering outlets at the Puskás Arena were poor, with long queues and really slow service. Needs looking at again for next time.	6/3/2026 4:41 PM
72	Travel direct to Budapest by air stay at boat hotel on the river	6/3/2026 4:30 PM
73	Unsuccessful in the ballot. Fan allocation is too small. Amazed that so many people went with or without tickets to Budapest.	6/3/2026 4:13 PM

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74	It wasn't too bad to sort everything out just a tad expensive for the flights and accommodation which is to be expected	6/3/2026 3:43 PM
75	I am writing to express my deep disappointment at the ballot process for obtaining tickets for the Champions League Final. I have been loyal Arsenal season ticket holders and committed supporter for over 30 years. Throughout that time, I have supported the club through every high and low, travelling consistently to home matches from Carmarthen in West Wales — a journey that reflects my dedication and commitment I have always had towards Arsenal Football Club. I travelled to all 31 home games in league and cup matches this season (including the Caraboa Cup final). Like many lifelong supporters, we understand that demand for major finals will always exceed availability. However, it is incredibly disheartening that supporters with decades of loyalty, significant financial commitment, and regular attendance were left without the opportunity to attend such a historic occasion. I have invested enormous time, money, and passion into following Arsenal over the years, and moments like this are exactly what loyal supporters dream of experiencing with the club. Missing out despite our longstanding support leaves us feeling overlooked and undervalued. What makes this even harder to accept is the widespread perception that tickets have been withheld from genuine supporters and instead allocated to social media influencers, corporate guests, dignitaries, and individuals with far less connection and commitment to the club than longstanding season ticket holders. Loyal fans who travel the length of the country week in, week out should surely be prioritised ahead of those attending for publicity or hospitality purposes. I appreciate the challenges involved in allocating a limited number of tickets, but I hope the club will seriously reflect on how loyal, long-term supporters are prioritised for future major events. Fans who have dedicated decades to following Arsenal should not feel secondary when occasions like this arise. Despite this disappointment, my support for Arsenal remains unwavering.	6/3/2026 3:37 PM
76	I managed to get a ticket via the club in the standby phase. The process of purchasing on the Friday was very smooth. No issues there. I separately arranged travel and accommodation, which was as i was expecting regarding cost. I attended the AST briefing before going to Budapest which was extremely helpful. Budapest was an excellent site for the final. With the stadium being in the city and walkable, this made for an excellent experience. The fan park and walk to the ground was amazing. The stadium was excellent. The cost of beer in the ground was great, although the queues were long. All fans were well behaved. I always felt safe. The local police were visible but not intrusive. I cannot think of one complaint, other than the result!	6/3/2026 3:17 PM
77	I went with Sport Options from Stansted to Bratislava flying. Then coach back and forth to Budapest. Very good and cost effective. UEFA ticket process good. My only issues are bad service at fanzone and in the stadium when trying to buy drinks. 45 to 60 minute wait is not good enough. Should have had beer / soft drink counters / then crisps / then hot dogs. Some people were ordering 10 pints and 10 hotdogs, therefore time wasted. Fanzone great apart from staff behind drinks bars being too slow. The fan March was excellent as was getting into the stadium. A great trip.	6/3/2026 2:49 PM
78	It was ok No real issues	6/3/2026 2:40 PM
79	N/A	6/3/2026 2:08 PM
80	Fan park a bit disappointing (crowded, queues, but loos good). Otherwise Budapest an amazing host city - very friendly; Arsenal fans behaved outstandingly as far as I could tell.	6/3/2026 1:53 PM
81	Good	6/3/2026 1:03 PM
82	1. 16,500 tickets to each club is a pathetic number. That's on UEFA but clubs must lobby (and lobby hard and in unison) for an increase in the share of tickets for participating clubs in all European finals 2. As a Gold Season ticket holder of 30+ years (and a season ticket holder in my father's name for 20 years before that) I was disappointed that I failed in the ballot. I'd like a more equitable arrangement that rewards loyalty, not just in terms of away support. 3. I finally got my ticket through the UEFA resale website, having spent most of a my waking hours pressing refresh for week (!). I guess I was rewarded for obsessive behaviour and a job that grants me flexibility. Not everyone is that position. 4. Overall, communication from the club was pretty good especially considering the time frame	6/3/2026 12:53 PM
83	All in all excellent - Fans Park was great. Two criticisms Both outside the clubs and AST's control Getting a drink in Fans Park was a joke. The staff had no idea how to pour beer. Queue times were 45 minutes @ 1pm local time - Food queues were even worse Absolutely no need to bring my passport. That was extra stress I did not need on the day.	6/3/2026 12:08 PM

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84	Ticketing fine. Arrangements in Budapest good. Free transport appreciated. Fan Park not worth visiting. Stadium great. Stewarding and policing good.	6/3/2026 12:02 PM
85	Long-standing Gold member disappointed to miss out on Final tickets for the second time this season and for the fifth time in six applications for finals over the last decade	6/3/2026 11:25 AM
86	Biggest issue is the lack of ticket allocation plus the time it takes to find out if you get a ticket results in external costs going up	6/3/2026 11:16 AM
87	Seemed ok. I travelled from Australia, and had help with one of my fellow attendees largely booking all accommodation for my 2 night 'hit and run' mission in Budapest. The club's gesture with the complimentary t shirt and flag was very appreciated!	6/3/2026 11:07 AM
88	Good	6/3/2026 11:01 AM
89	-	6/3/2026 11:00 AM
90	I think the travel arrangements, especially the Champions Bus from the fan zone to the airport after the game were really good. I was a bit disappointed with the Tifo for the final and the fact that the Ashburton Army didn't seem like they were there (no drums no flags). Compare that to PSG, I feel like we could have done better there.	6/3/2026 10:46 AM
91	UEFA ticketing App worked well where I thought it might be chaos. Constructive criticism of yourselves with reference to ticket allocation. The time to complain is now for next season even though we might not get there.	6/3/2026 10:21 AM
92	In the stadium was they ran out of water by our block (204) after half time. At FT and ET there was no water. Also the queue times for food/drink were around 20/30mins before KO	6/3/2026 10:15 AM
93	not quite what you were asking, but as someone who has done 2 european aways this season and has 5 away points, it felt harsh to be lumped in the ballot with the same chance as those who have done 0 away trips. I get that some people will always miss out and that we only get the tickets UEFA give us, but to go straight from 3 (euro) and 10 (away), to 0 seemed unfair.	6/3/2026 10:05 AM
94	Fan zone was not worth attending, too packed and had poor facilities	6/3/2026 9:53 AM
95	I know fans who went and ,oved the experience. The only downside was that some did not receive their t shirts and flags on their seat	6/3/2026 9:53 AM
96	Listened to the podcast about the stadium viewing - really informative. Thought it was well organised and very enjoyable apart from the result. A couple of things - The gates could have been opened earlier - loads of people around before hand with nowhere to go. The beer stands outside the ground were closed - they would have done a roaring trade pre 1500 if open A very hot day - to my knowledge there are no water stations either in or out of the ground. Overall a really good experience	6/3/2026 9:53 AM
97	NA	6/3/2026 9:45 AM
98	Didn't attend	6/3/2026 9:42 AM
99	n/a	6/3/2026 9:37 AM
100	Really disappointed in Arsenal box office for their once again vague, threatening and ultimately incorrect wording regarding use of season ticket memberships for the final. The threat of cancelling season tickets led to many regular attenders whose season ticket is not in their name feeling they couldn't attempt to get a final ticket. There were no ID checks at the stadium and no need to carry around your passport all day. All other arrangements were fine apart from the fan park not being staffed/equipped to deal with the number of people. It was taking over half an hour to queue up for any food or drink.	6/3/2026 9:21 AM
101	N/A	6/3/2026 9:18 AM
102	Aside form the result the chartered flights were well planned and managed	6/3/2026 9:17 AM
103	The arrangements were fine, but what I would say about the fanpark playing loud music all the time kills any atmosphere the fans are trying to create. And the stalls were very slow in serving. So if we go to a final in future will probably avoid fan parks. Although this is out of the control of AST, the accomodation pricing was shocking. If cities are going to extort fans like this, then that City should not be considered for future finals. I stayed in Vienna, this isn't how	6/3/2026 9:16 AM

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a fan experience should be ie travel to another City and only spend a short amount of time in the host City.

104	Catering facilities in the stadium were a shambles, I queued 1 hr for a drink pre match. There were only two tills to my 4m counter and similar at others. All food and drink all at the same counters. Sadly i did not get my coloured t-shirt for the pre match display as several people seemed to be stealing them. It's really disappointing that arsenal fans did this and I'm unsure on how to avoid it. The improved flag size from the league cup final was a vast improvement. Also the success of the uefa ticketing system in grouping applicants was great as so many of us got to sit together.	6/3/2026 9:12 AM
105	The final was well organised. The Arsenal staff on the ground were a welcome sight, along with Met officers. The march into the stadium ought to have been considered in two batches to avoid hold ups and the pinch point at the first cattle grid. Which was not ideal. The confusion around the app and downloads was extremely confusing and anxiety inducing! Especially with the red herring ID check aspect, that never came to fruition...finally I witnessed some Arsenal fans stealing souvenir shirts from seats prior to the game which was the main sour note of the event.	6/3/2026 9:04 AM
106	N/A	6/3/2026 9:00 AM
107	Fan park was OK - gutted to only be able to drink heineken though! Walk to the stadium and ingress was much better than I thought it would be after hearing horror stories from travelling fans in Europe. Shame I couldn't take an empty water bottle in - did leave me a bit dehydrated at times as I'm used to always having water on my person. I know things like this are pretty standard for stadiums - another reason I appreciate Arsenal allowing plastic bottles in! The T-shirt and flag were a nice touch but PSG's tifo did put ours to shame a bit damn them. Easy to get out of the stadium and for me toilets were great as I'm female! 😊	6/3/2026 8:58 AM
108	Everything was really well run around the fan parks and the stadium entry. I was particularly nervous about the stadium entry, remembering the Liverpool fans in Paris for example, but it was so pain-free. The only downside of the final day experience was the beer queues in the fan park	6/3/2026 8:57 AM
109	Only complaint was the service at kiosks in the ground. Staff too slow, no/not enough hot food for people who had been out drinking all day.	6/3/2026 8:54 AM
110	Clearly not enough tickets. I Am ST and was unsuccessful in the Arsenal ballot. I did not get my UEFA code from Arsenal until after the UEFA subsequent ballot had started and all the tickets went in the first 15 minutes. Bit disappointing.	6/3/2026 8:53 AM
111	Woeful ticket allocation. I'm a STH since 1986 and was gutted not to get a ticket. Lobby the club to lobby UEFA.	6/3/2026 8:51 AM
112	These all worked really well. Ticketing for fans seemed fair giving priority to those who have travelled over land and sea in Europe and in England. Clearly more tickets overall from UEFA is a crucial campaigning point and though the stadium was terrific it's perhaps too small for an event at this level with obvious limitations on fan numbers. Overall though great experience. There was clear evidence of routing of uefa tickets but we saw very little fan first or 'Arsenal' ticket touting. One not to uefa - they underestimated the Arsenal fan base so the park ran out of beer , cups, food etc at times and queues there was very very slow. The screening was terrific though.	6/3/2026 8:49 AM
113	The actual experience in Budapest was excellent. The city was perfect and the stadium was good too - and everything was helped by good weather. UEFA prices were ridiculous as usual. For example I bought a beer, bottle of coke and a packet of Doritos in the stadium and it cost more than £22. The policing and security was appropriate and not heavy handed. I was in Paris for PSG last season and it wasn't a good experience due to the lawlessness around the stadium. I was pleasantly surprised that we didn't encounter any PSG hooligans this time. The UEFA fan park was fine as was the Arsenal fan park on the day of the game, though queues for beers and food were massive. All in all a brilliant occasion with the only downside being the result.	6/3/2026 8:48 AM
114	The drop from 10 away credits to zero credits was really bad for those who had made an effort to attend away games. Needs to have more tiering, with those with a few credits priority over those with none	6/3/2026 8:47 AM
115	Everything was perfect apart from the fan park queues. Nothing the staff could have done	6/3/2026 8:44 AM

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other than maybe pre poured beers but I don't think there was space in the tents and the beer was dripping out the machines very slowly. I know drinking beers is a "nice to have" and not a must have, but i missed key moments on the stage, and with family and friends due to queueing.

116	We were really lucky in that we got tickets in the 2nd ballot. I acknowledge that this was a UEFA thing, but the way they ran the standby ticket allocation and then drip-fed tickets out in the days and hours leading up to the game really stressed some people out. Understandably!	6/3/2026 8:37 AM
117	The Arsenal fan park was a good idea but executed poorly, poor signage meaning that many were stranded in the uefa version by mistake, low quality food options and ,entertainment' and disorganised except for security at the entrance.	6/3/2026 8:37 AM
118	Good, fan park was a little disappointing. Long queues for drinks and the screens needed to show 'football' in the build up	6/3/2026 8:35 AM
119	Thought it was very well organised	6/3/2026 8:32 AM
120	n/a	6/3/2026 8:28 AM
121	Tickets through UEFA worked well Budapest was a good host city It was very safe The ground was not big enough Travel and accommodation was an issue , and pricey I used sport options It was an excellent trip	6/3/2026 8:28 AM
122	No comment other than too few tickets from UEFA	6/3/2026 8:27 AM
123	n/a	6/3/2026 8:23 AM
124	hjgjj	6/3/2026 7:35 AM