



## First Impressions Protocol

We are a friendly, welcoming club, with an aim (as stated in our Constitution) to: *'encourage Club members to play Korfball at the highest level at which they wish, and are able, to play'*.

The majority of our players join the club never having played korfball before and this document briefly sets out our approach to welcoming new players.

1. **Initial contact** is usually made either by the new player sending a message to the club's email account, via social media, or via word-of-mouth (i.e. an existing member bringing someone along).
2. All messages to the club account are responded to quickly by one of the committee members, who should identify themselves in the correspondence. New player enquiries are answered with standard information giving details of when and where training takes place, that the sport is suitable for complete beginners and they are welcome to attend, and what to bring to training.
3. On arrival, a new player would be **welcomed**, given a basic introduction to the sport and an early opportunity to try shooting during the warm-up (the height of the basket is one of the unique points of the sport). A senior member of the Club, normally a member of the Exec, would be buddied with the new player to support their integration.
4. A **'New Player Information Booklet'** is given, or sent electronically, to new players by the Club Secretary on their first visit to training. This provides them with the Club Ethos and Code of Conduct, the benefits of joining, fee information and key contacts.
5. New players are entitled to **four free sessions** so that they can try the sport and the club before deciding whether to join.
6. We aim to keep in touch with players through a Whatsapp group, Facebook group and page, and our email account. If someone has come to training and not returned, we will try to follow this up by making contact to see if there is anything we can do to encourage them.