



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 a new player sending a message to the club's email account 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 exec members. 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.
4. A '**New Player Information Booklet**' is given 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 **two 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 Facebook and our email account. If someone has come to training and not returned, we will follow this up by making contact to see if there is anything we can do to encourage them.

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