NEW MEMBER WELCOME PACK

(SAMPLE ONLY)

NAME / LOGO OF CLUB

**New Member’s Welcome Pack**

WEBSITE

**Thank you for becoming a member of [name of club]**

It is important to us that your experience at our club is both positive and rewarding. We are committed to helping you achieve your squash and fitness goals and are here to offer whatever support and assistance you might require. Please feel free to talk to any club or committee members about your experiences and what we can do to make your membership even better.

This Welcome Pack will help you get the most from your membership. In here you’ll find useful information about our facility, your membership and the range of services we offer, as well as information about goal setting, motivation and other tips to help you get started.

One of our members will have shown you around our facility already and discussed the membership terms and condition with you at the time you joined, but this Welcome Pack includes much of this information and is yours to keep so you can refer to it at any time later.

We trust you have a fantastic experience as a member of [name of club].

Squash Club

Address

IMAGES OF CLUB

Phone:

Email:

Website:

**Table of Contents**

|  |  |
| --- | --- |
| About squash | 4 |
|  |  |
| [Name of club] | 5 |
| [Name of club] history |  |
| Website and Facebook |  |
|  |  |
| Club location | 6 |
|  |  |
| Access to the facilities | 7 |
| Changing rooms, toilets and lockers |  |
| Emergency procedures |  |
| [Name of club] hygiene |  |
|  |  |
| [Name of club] floorplan | 8 |
|  |  |
| Membership options | 9 |
|  |  |
| Programmes | 10 |
| Volunteering |  |
| Coaching and Officiating Training |  |
| Social events |  |
|  |  |
| Training details | 11 |
| Events and competitions |  |
| Teamwear |  |
| Club policies and rules |  |
| Contact details |  |
|  |  |
| Frequently asked questions | 12 |
|  |  |
| Tips for getting the most from your membership | 13 |
|  |  |
| Stretching | 14 |
|  |  |
| Our generous supporters | 15 |

**About Squash**

Squash is a racket sport played by two (singles) or four players (doubles) in an indoor four-walled court with a small, hollow rubber ball.

IMAGES OF SQUASH

The aim of the game is to make the ball impossible to play, or force an error, from the opposition. The ball can only bounce once.

Players must alternate in striking the ball with their racket and hit the ball onto the playable surfaces, marked by lines, of the four walls of the court.

IMAGES OF SQUASH

After each shot you must try to get out of the way of both the ball and the opposition.

11 points are needed to win a game, with the ‘best of five’ declared the winner of the match.

**[Name of club]**

The [name of club] features xxx squash courts, other facilities… Outside there is ample car parking.

IMAGES OF CLUB

The facility was built in xxx. Over the years [name of club] has …

Here at [name of club] we are a community of like-minded people. Our club is alive. We go hard when it’s game time and take a breath, laugh and hang out together once it’s done. Here you can be yourself. We keep each other up with the play, always learning and working to be the best we can be.

**Why we exist and our purpose**

[Name of club] was formed in [year] and our purpose is to grow and support lifelong participation, performance and the love of squash within our community.

**Where we are going**

[Name of club] is in the relentless pursuit of creating a strong squash club environment, leading to a healthy community both on and off the court.

**How we will get there**

Our five key strategies are: encouraging participation, growing membership, developing our people, creating a club others want to support and being a great place to be.

**What is important to us**

The values we consider important are working hard, having fun, being supportive and being the best.

**Website and Facebook**

The [name of club] website is there to provide you with information about the facility, including programmes, court hire details and contacts for our club.

We are always interested in improving our website so if you have any suggestions for additional information we can supply please let us know.

If you ‘like’ our Facebook page we’ll keep you up to date with all the latest news from the [name of club], as well as links to news in the squash community to help you reach your goals. To locate our Facebook page search for [name of club].

**Club location**

Include map(s) of training venue(s), competition venue(s), along with parking details and public transport options.

INSTRUCTIONS

Visit <http://maps.google.com/> and type your [Name of club] address in the search box at the top of the page.

Click the “+” and “-" buttons on the map’s vertical slider to zoom and un-zoom the map if needed.

Find the small arrow in the panel’s upper right corner and click that arrow to collapse the panel. This gives you a larger map view.

Open Snipping Tool programme by clicking the Start buttonPicture of the Start button. In the search box, type Snipping Tool, and then, in the list of results, click Snipping Tool.

Click the arrow next to the New button, select Free-form Snip, Rectangular Snip, Window Snip, or Full-screen Snip from the list, and then select the area of your screen that you want to capture.

After you capture a snip, click the Save Snip button in the mark-up window.

In the Save As dialog box, enter a name for the snip, choose a location where to save the snip, and then click Save.

Open Word Document and insert the picture.

**Access to the facilities**

Members must enter the facility through the main entrance on xxx.

**NO MEMBER IS PERMITTED TO PROVIDE ACCESS FOR ANY OTHER MEMBER OR NON-MEMBER AT ANY TIME.**

You must not let anyone else into the facility using your tags / keys. The reasons for this rule are obvious – it is not fair for people to use the courts without paying; and we need an accurate record of who is on site in case of an emergency situation.

If you let a non-member into the building you will receive a warning for the first offence. If it happens again you may be fined for your membership may be terminated and you may be banned from using the facility.

**Changing Rooms, Toilets & Lockers**

There are men’s and women’s toilets located xxx. Lockers are provided for members. Please make sure you do not leave any valuables obviously visible or loose around the club. If you do happen to lose something of importance please check at xxx.

**Emergency Procedures**

Please familiarise yourself with all health and safety and emergency procedures, fire alarms and fire extinguishers and exit points at the [name of club]. There are first aid kits located in xxx.

In a situation where you must evacuate the facility, please make your way calmly but quickly to the nearest emergency exit, then gather at xxx. You are welcome to remain here until the emergency situation has passed then, if appropriate, you can return inside on instruction of the designed health and safety officer.

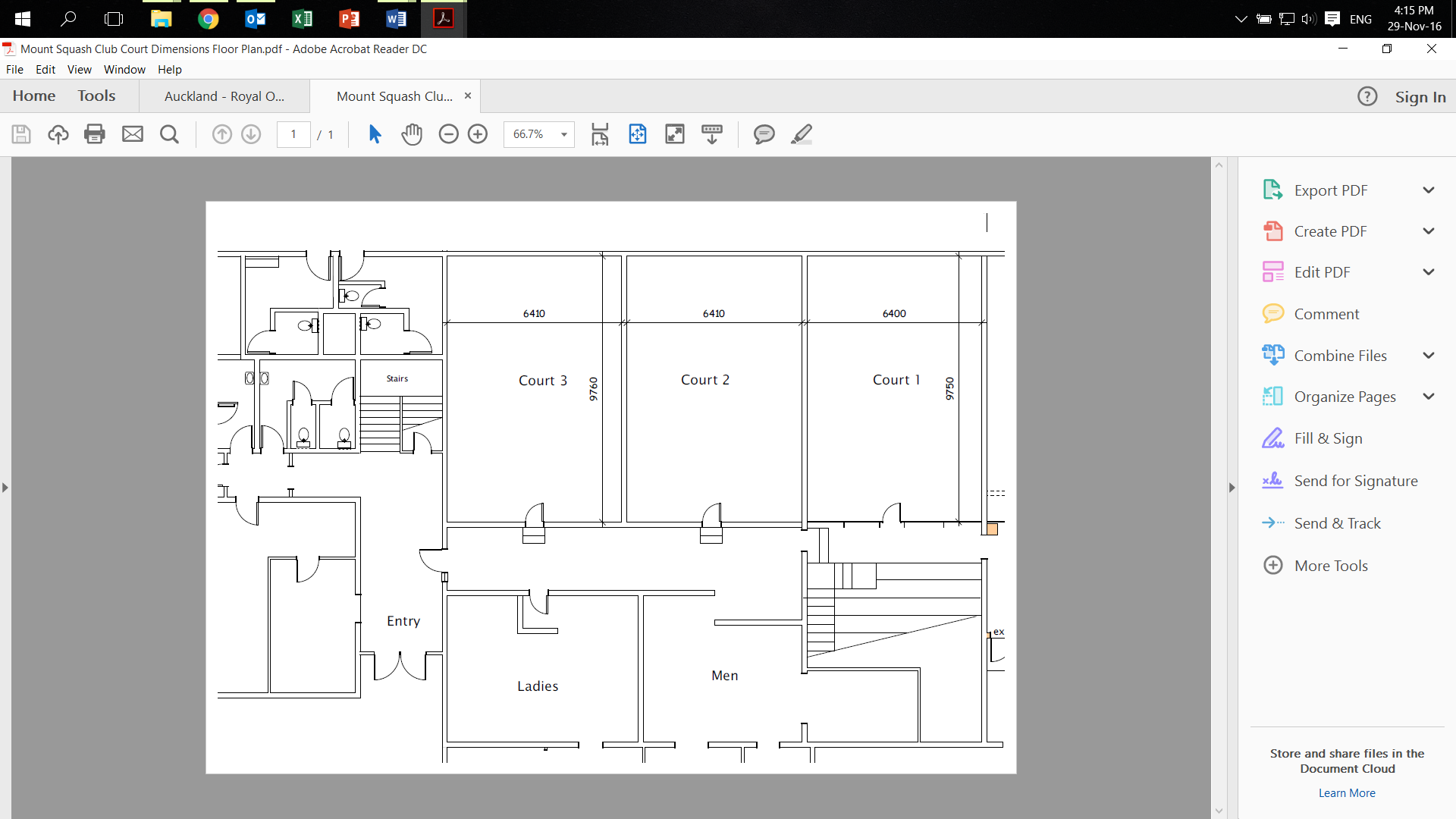
**[name of club] Hygiene**

As a general rule of thumb to prevent the spread of germs, if you have a cold or flu that is affecting your lungs and chest, or gastric system, you should not really be playing too much anyway so we recommend you stay away from the club until this has cleared up. If you have a head cold you may still feel okay to play and that is fine, but we do ask that you take every precaution not to spread your bugs by practicing good hygiene.

**[Name of club] Floorplan**

To help you find your way around the facility.

**Ground level**



**Key areas:**

* Emergency exits are highlighted in (colour)
* First aid kit is located (colour)
* Car parks are located (colour)
* Swipe / key access are highlighted in (colour)

**Membership Options**

[Name of club] provides a membership scheme with exclusive benefits and services. Members are asked to complete a Club Membership form, including medical information - parents will be asked to sign with consent (for juniors). Membership subscriptions are valid from 1st July to 30th June each year. If any of your friends or family are interested in joining to here is some basic information about each membership type.

List membership options and fees

**Benefits**

* Have you say in the management of the sport – entitlement to vote at [Name of club’s] Annual General Meetings
* ‘Members only’ updates straight to your inbox
* Updates on all events and opportunities
* Access to information, advice and resources
* Play in [competitions and events]
* Attend training sessions with designated coaches
* Be eligible for selection into [squads/teams]
* Attend courses for coaching and officiating
* Attend social events organised by [Name of club]
* Wear the official [Name of club] uniform
* Receive support and advice on all things squash related

**Fees**

Our membership fees cover the costs associated with [venue hire, playing kit, balls, coaching]. If you have any difficulties with the payment of fees, please feel free to contact us to discuss.

There are several ways you can pay your membership:

* Cash
* Cheque – made payable to [Name of club]
* Direct debit

On joining you decided that you would like to pay your membership [weekly, fortnightly, monthly, annually], so just to confirm:

* You have paid a $[xxx] deposit for your [key, card]
* You will pay $[xxx] per [week, fortnight, month] as agreed starting on [date] to account number [xx-xxxx-xxxxxxx-xxx]
* If a payment is missed, please let me know (otherwise you will receive a notice of overdue payment and you card will be deactivated until the payment is made)
* Your membership can be cancelled with 30 days written notice

**Grading List**

When you get a chance, could you log into iSquash: <http://www.squash.org.nz/sit/homepage> and click on "Apply for Membership" and choose [Name of club]. Once you have done this, let us know and we will get you transferred over to our grading list.

**Programmes**

As a member of [name of club] you have access to our range of programmes over the course of the year. These include :

Details…

Visit our website to find out more about these programmes, times, etc.

**Volunteering**

There are many ways in which you can assist in the running of [Name of club], from management to coaching and officiating. The sport would not continue without the support of our dedicated volunteers, coaches and the other officials within the clubs. If you are interested in getting involved, please contact us. No experience required - only enthusiasm!

We understand the time commitments of people and would happily appreciate any support available. There are a number of other ways that you can support the club, including:

* Collecting money at training sessions
* Driving children to practices
* Running a fundraising event (e.g. Raffle)
* Helping out in the kitchen / bar

**Coaching and Officiating Training**

Without coaches and officials, we could not provide competitive squash opportunities for the club. There is training available to provide volunteers with the skills to coach and referee. If you are interested in developing skills in these areas please let us know.

[Name of club] can support you [details on how club can contribute towards costs, mentoring, etc.]

**Social Events**

[Name of club] offers regular social events for all our members [details of what social events your club will be running, and the social ethos of your club].

**Training Details**

We aim to have a dedicated Coach and [per team, training session] to support and develop all players throughout the season. [Training dates, times and venues, e.g. Senior Men: [day], [time] at [venue], Senior Women: [day], [time] at [venue], Juniors: [day], [time] at [venue]

See map below for details on how to get to the club and parking.

**Events and Competitions**

Club competition matches are played on [day] at [venue]. The season runs from [month] [year] to [month] [year]. [any other information about the competition(s) that your club participates in].

Throughout the season there are various tournaments and competitions available to enter into, including, but not limited to, the following:

[details on all tournaments Squash Club will be entering throughout the season]

[Name of club] can support you [details on how club can contribute towards costs, etc.]

Squads are selected [details]

**Teamwear**

[Name of club] members all wear [details of uniform, cost, etc.]

**Club Policies and Rules**

[Name of club] has Codes of Conduct for [players, coaches, spectators, officials and parents]. We expect all members to adhere to these Codes of Conduct which are available [website, at club].

**Contact Details**

[Name of club] is run by a group of volunteers. These people work hard for the club, and any assistance you can give them would be greatly appreciated.

|  |  |  |  |
| --- | --- | --- | --- |
| Name | Role | Phone | Email |
|  | President |  |  |
|  | Secretary |  |  |
|  | Treasurer |  |  |
|  | Volunteer Coordinator |  |  |
|  | Health & Safety Coordinator |  |  |
|  | Marketing & Promotions Coordinator |  |  |

**Frequently Asked Questions**

**What clothing should I wear?**

Wear whatever is comfortable for you to move around in. You’ll need appropriate sports shoes. It’s also a good idea to bring a towel which you can use during your match to help you feel more comfortable.

**Will you notify me when my membership is due?**

We will notify you by email to let you know your membership is due to expire. If you change your email address you may not receive a reminder message so please keep this up to date. If you pay by direct debit then we will not contact you unless your direct debit payments stop without you having notified us that you are cancelling your membership.

**Do I get a discount if I renew my membership early?**

Yes, if you pay for your membership in one lump payment at or before the renewal date you will get a discount on your next membership period.

**Can I join the club if I don’t know any members?**

We provide opportunities for new members to be introduced to other members with a social induction process which includes getting names and numbers of ‘Squash Buddies’.

**How can I pay for my membership?**

You can pay by cash, cheque or direct debit.

**How do I cancel my membership?**In all cases we prefer you tell us in writing ahead of expiry. If you are able to help us we would like to know your reasoning for discontinuing your membership.

**What if I get injured and can’t play for a while?**

You can take a ‘membership holiday’ for up to x weeks in a year. Please talk to us if you would like to discuss this further.

**Who should I talk to if I have a question or problem?**Our committee members are able to help with most general enquiries. For information about technique or programmes you should talk with a coach.

**Can I buy food and drink at the club?**

Absolutely! We have a range of drinks and snacks available at the bar. You can pay using cash or EFTPOS.

**How do I book a court?**

We have an online booking system via iSquash. You will need to pay xxx.

**Some Tips**

Below are some basic tips to help you get the most of your membership, both off and on the court.

**Off court**

* Know what your goals are and set your plan to help you achieve them.
* Talk to other members to get some direction as to what programmes and activities will help you reach your goals most effectively.
* As you get fitter and improve your goals change and other factors affect your life. It is important you are able to change your routines and expectations to suit.
* You can’t expect any improvements if you only play occasionally. Regular participation several times each week will continue to build on the progress you are making and will ensure you see value to keep you going.
* Fuelling your body is key to your performance when you play, so don’t skimp when it comes to your pre-match snack. Don’t forget to fill up your water bottle so you stay hydrated throughout your game.
* Using a coach can be an efficient way to improve.
* Showing your muscles some love pre-and post-match will help you stay flexible and prevent injury.
* To make sure you’re well rested for your next game, be sure to wind down and get some sleep to allow your body to recover.

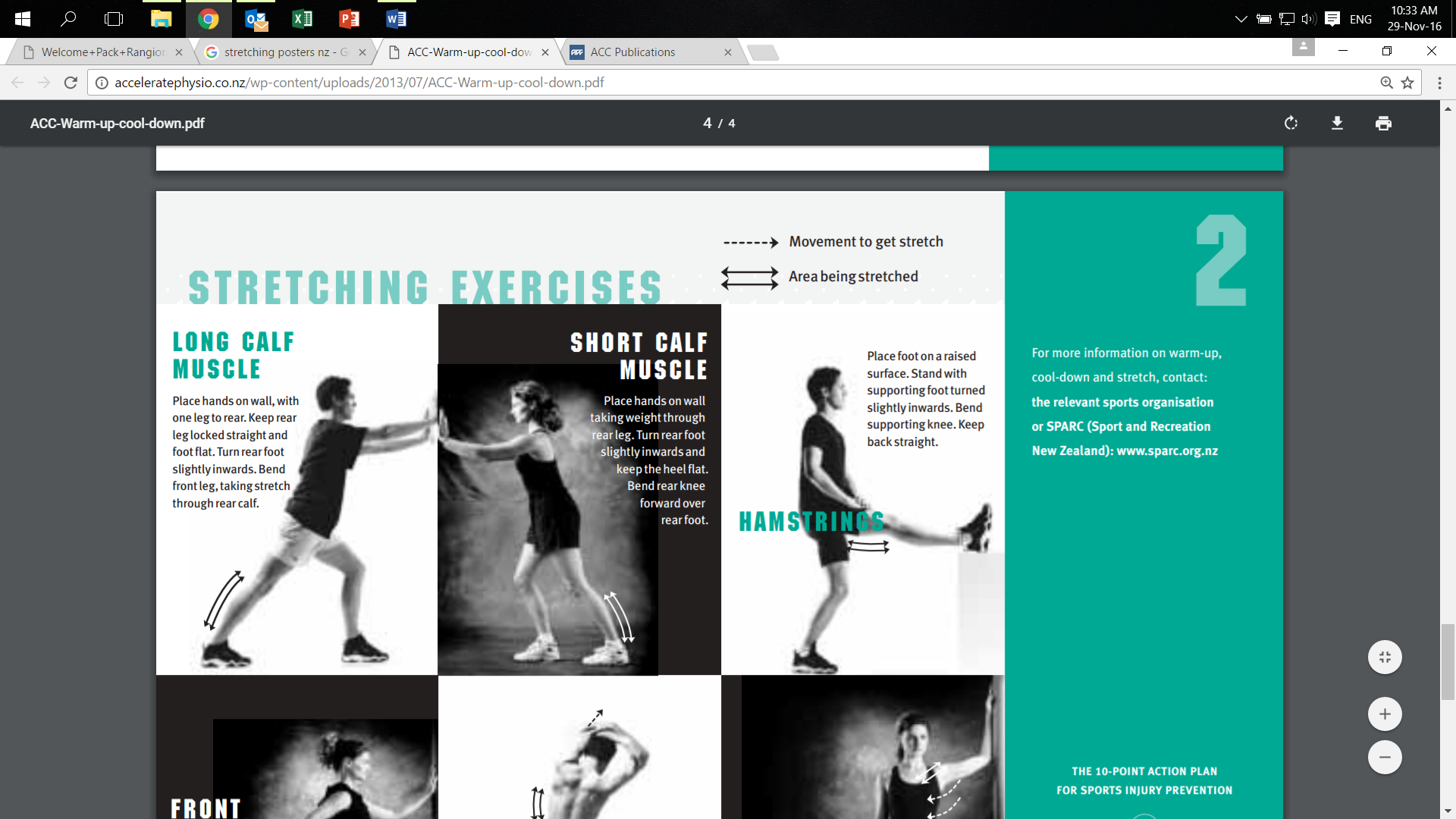
**On court**

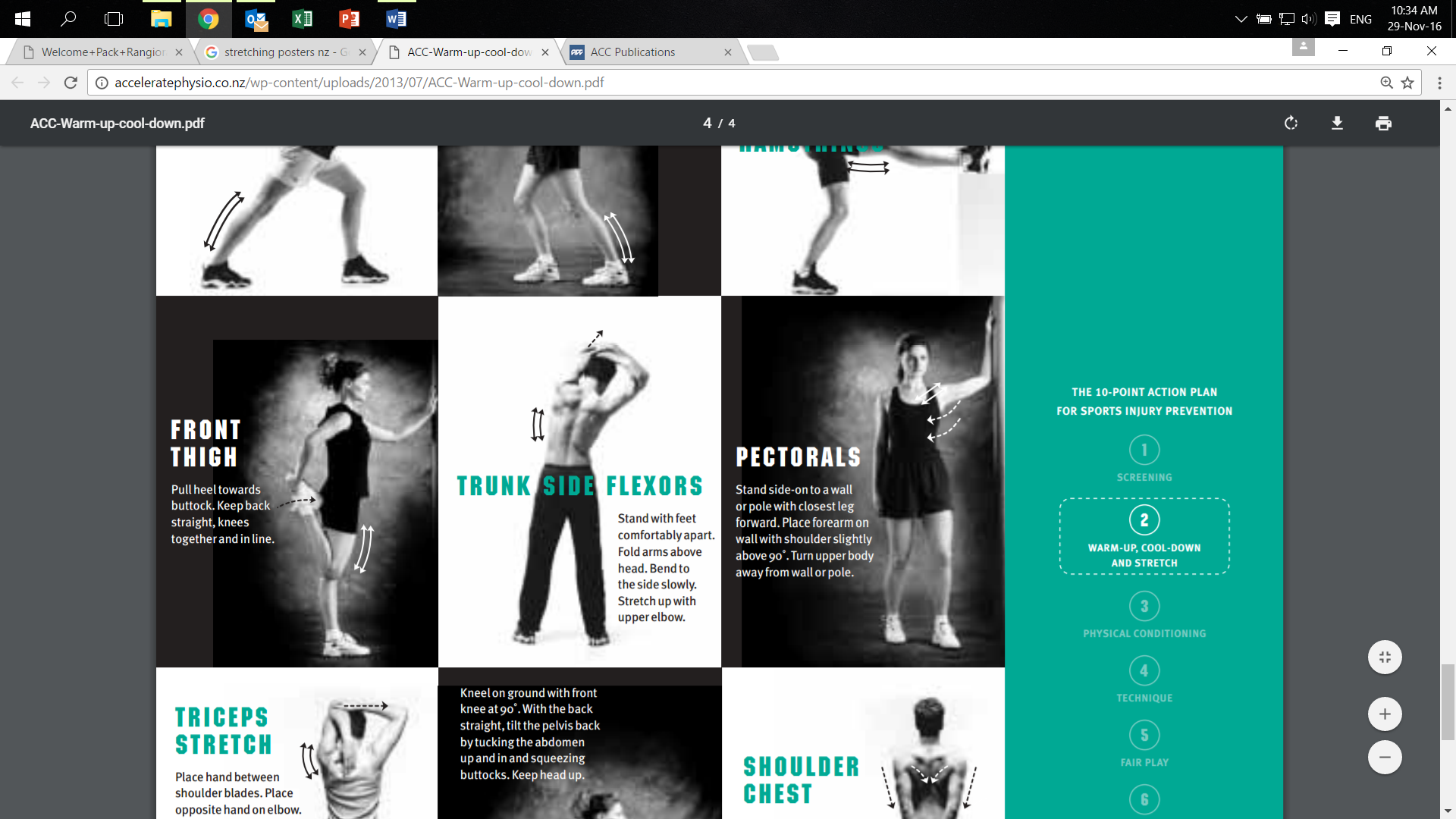
* Keep it straight. A mainly straight game gives a good basic pattern and is open to variation.
* Return the service straight. Make it an automatic response so your opponent is in the back and you're winning the T.
* Lob to create time. If you're out of position and under pressure, create time to recover the T.
* Try always to play into a "space".
* Always try to be close to the centre of the court before your opponent hits the ball.
* A good concept is to keep your opponent on the move as much as possible - but not just from side to side!
* Try as often as possible to put the ball into the quarter of the court diagonally opposite where your opponent played their last stroke from.
* When your opponent is tiring use as many short shots a little more frequently.
* Remember to focus on what you want to have happen in THIS rally.
* Never blame your opponent or the referee for your bad stroke or play.
* Hold the head of the racket up at all times. The wrist is cocked most of the time.
* The grip does not change for forehand or backhand.
* The follow-through should be pressed forward towards the target.
* Most squash shots are played side on to the front and back wall.
* The basic stroke is the length to force your opponent into the back corners.

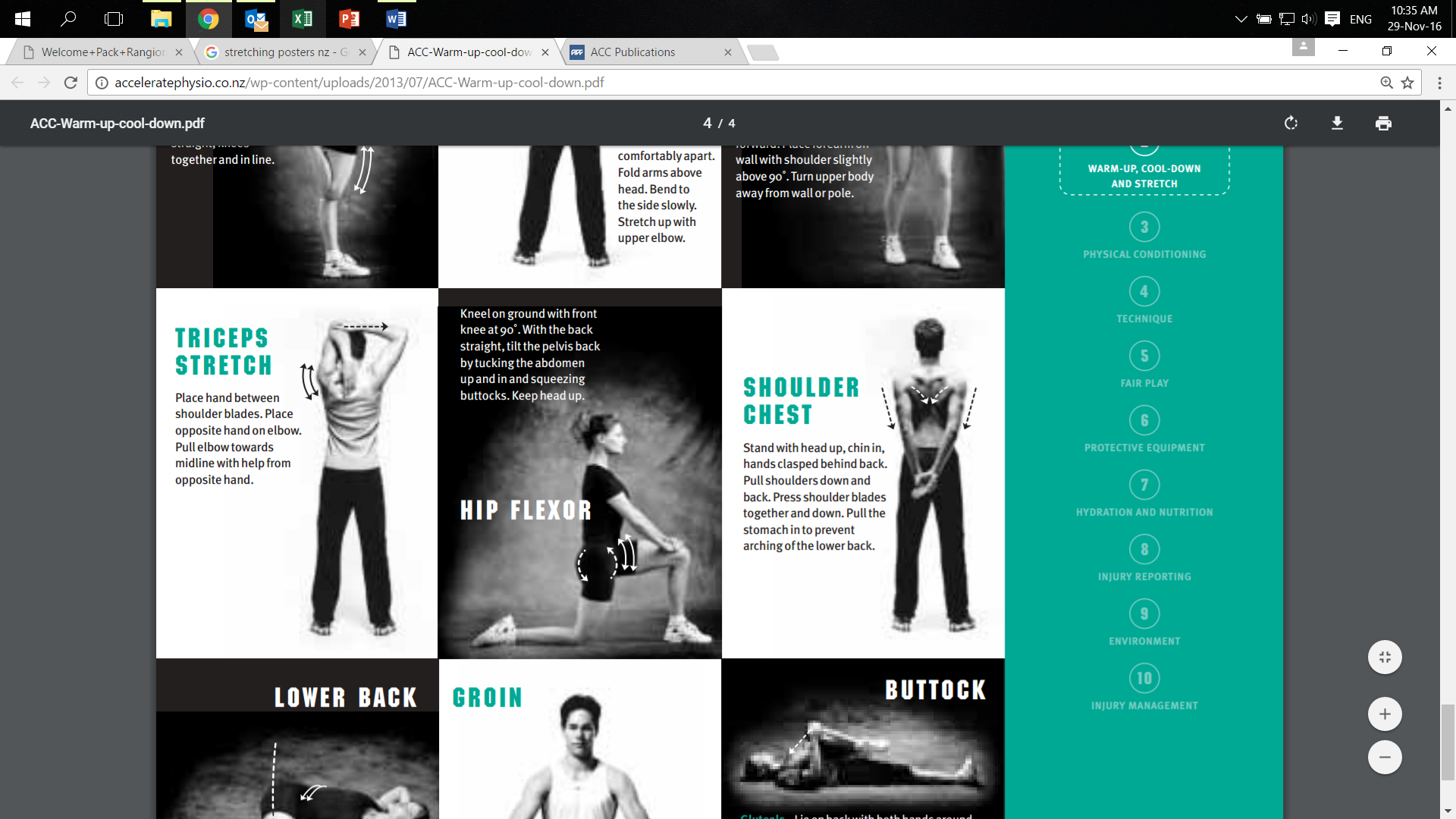
**Remember to have fun!**

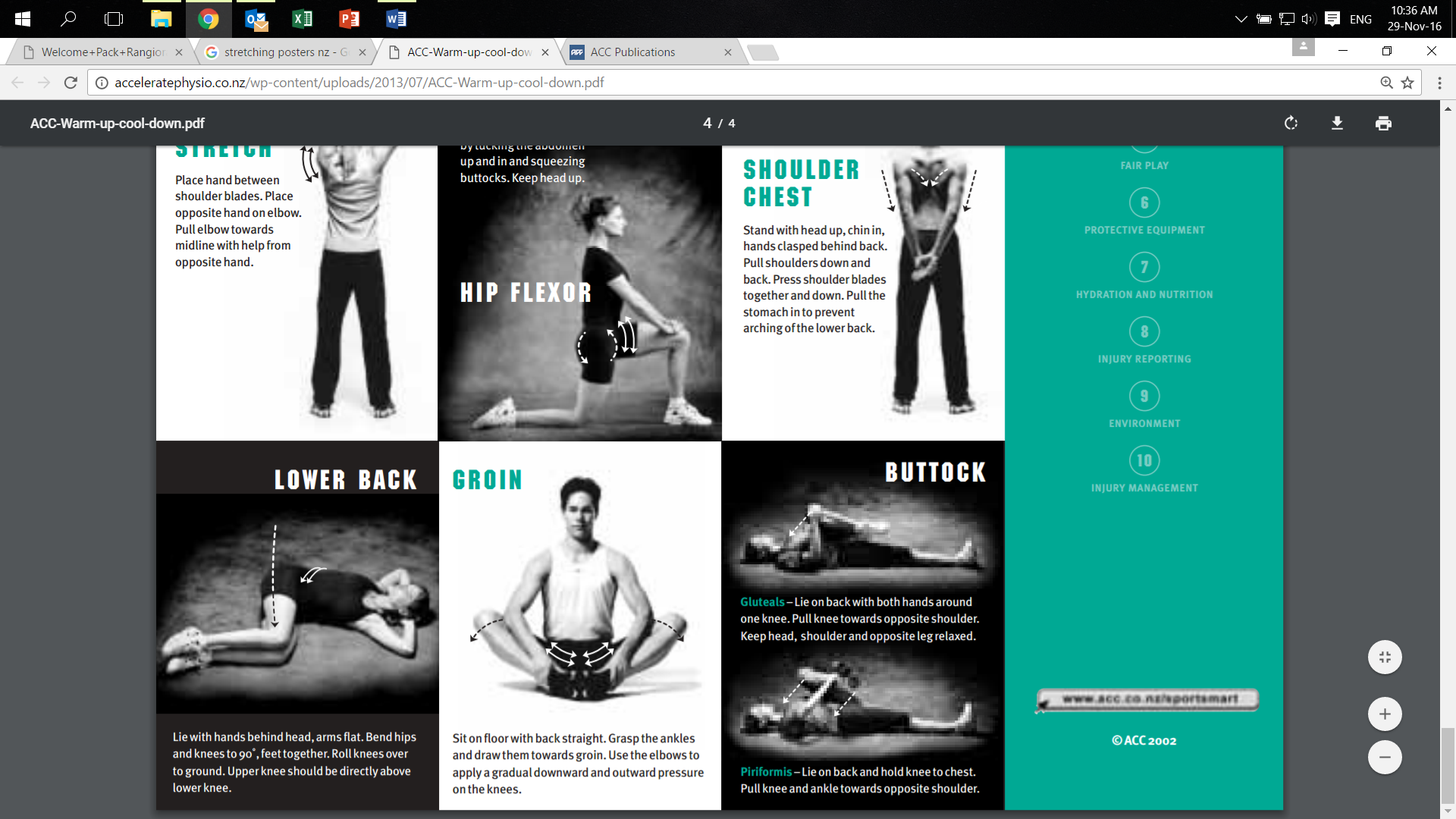
**Stretching**

When first starting out playing squash you may experience D.O.M.S (delayed onset of muscle soreness). Unfortunately this can’t be avoided, but there are some basic stretches you can do to help reduce the pain. Try to do these stretches as often as you can to improve your flexibility and help prevent injury.









**Supporters**

The [name of club] is proudly supported by a number of organisations.

We’d like to thank all our partners and supporters and we encourage all our members to support these organisations who are helping us to maintain the high quality of the facility while keeping our membership prices low.

Thanks to…

IMAGES OF SUPPORTERS

CLUB LOGO

[name of club]

Phone:

Email:

Website: