



What should I do if I have a problem?

Tell an adult that you trust. This might be your Instructor, your Teacher or your parents. They will listen and try to help solve the problem.

If you don't feel like you can tell any of them, or maybe the problem is one of them - contact one of our

Club Welfare Officers.

Adam Hunter
07866 532 429

Catherine Parker
07815 435 626



SportPark | Loughborough University | 3 Oakwood Drive
LOUGHBOROUGH | LE11 3QF
Tel: 01509 232323 E mail: welfare@snowsportengland.org.uk

If you are worried about something, don't keep it to yourself. There is always someone who can help.

If you can't talk to someone at the Club, at home or at school, you may wish to try one of the following contacts:

ChildLine - 0800 1111

24 hour confidential helpline for children and young people. Calls are free from the UK and won't show up on any phone bill.

www.childline.org.uk

Get Connected - 0800 808 4994

(Telephone - free from UK)
80849 (text - free from UK) Confidential helpline service for young people under 25 who need help, but don't know where to turn. Calls open from 1pm-11pm every day. www.getconnected.org.uk

Kidscape - 0207 730 3300

For advice on how to deal with bullying. www.kidscape.org.uk



Welcome to Our Club!

Information for young people under 18



Great to have you as a member of our Club!

Whether you are new to snowsports, or have been doing it for a while — we want your time at our Club to be great! But most of all, we want you to **stay safe** and **have fun**.

This guide is here so you know what to expect from us, and what you need to do to ensure your time with us is rewarding and enjoyable.

It is your right...

- ☐ To take part in all club activities with support and encouragement.
- ☐ To be treated equally and with respect.
- ☐ To enjoy your time with us - don't let anyone spoil it!

Your **Instructor** is there to make sure you learn your sport safely and enjoy it.

Our Club has **Club Welfare Officers** - they are there to make you feel welcome, supported and offer a friendly ear if you need it.

What you can expect from us:

- ☐ Staff fully qualified for the job.
- ☐ You will be put first, before winning or achieving goals.
- ☐ You will be treated as an individual.
- ☐ We will not bully you to make you do things.
- ☐ We will not tolerate other people bullying you.
- ☐ We will not speak to you in a way that makes you feel uncomfortable.
- ☐ If your instructor needs to have physical contact with you to show you a technique, they will explain this to you first.

If you're not comfortable with physical contact you have the right to say no.



What we expect from you:

- ☐ Treat others as you would like to be treated - bullying will not be tolerated.
- ☐ Abide by the Code of Conduct.
- ☐ Follow the safety instructions of your Instructor at all times.
- ☐ If you are not happy doing something - tell us
- ☐ Try your best - and have fun.

Snowsports is great fun, but there may be times when you find it difficult. You may sometimes feel angry or upset with how other people are behaving towards you. You may feel like you are being pushed too hard by your instructor. You may feel someone is saying or doing something that makes you feel uncomfortable or that you

If you have a problem or want to talk, turn over to see what you should do.