

Napton Padel Club

Governance & Operations Handbook

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Introduction

Welcome to Napton Padel Club.

Napton Padel Club is a Charitable Incorporated Organisation (CIO) established to promote participation in padel and healthy recreation for people of all ages and abilities.

This handbook sets out the policies, procedures and standards that govern the operation of the Club. It is intended to protect members, volunteers, coaches, trustees and visitors while ensuring the Club is managed safely, fairly and transparently.

All trustees, volunteers, coaches and members are expected to comply with the policies contained within this handbook.

This handbook is organised into seven sections: Governance, Membership & Club Rules, Safeguarding, Health & Safety, Coaching & Court Operations, Complaints, Discipline & Appeals, and Administration.

Section 1 – Governance

1. Governance Statement

Napton Padel Club exists to encourage participation in padel tennis and associated sporting activities for the benefit of the community.

The Trustees are responsible for ensuring that the Club:

- complies with charity law and other legal obligations;
- manages its finances responsibly;
- protects members' personal information;
- provides a safe environment for users;
- promotes equality and inclusion;
- acts in the best interests of the charity;
- reports serious incidents to the Charity Commission in accordance with the Commission's guidance (see paragraph 9).

Trustees owe their duties to the charity as a whole rather than to any individual member or group.

2. Board Structure and Trustee Meetings

This paragraph summarises governance arrangements set out in full in the Club's Constitution; where any conflict arises, the Constitution takes precedence.

Unless the Constitution specifies otherwise:

- the Board will normally comprise a minimum of three and a maximum of 6 trustees;
- the Board will meet at least quarterly, with additional meetings called as needed;
- a quorum for decision-making is 3 trustees or 33% of the Board, whichever is greater;
- trustees serve a term of 3 years and may stand for re-appointment subject to the Constitution;
- the Board will maintain officer roles including a Chair, Secretary and Treasurer, appointed from among the trustees;
- minutes of trustee meetings will be taken, approved at the following meeting, and published in accordance with paragraph 117.

New trustees will receive an induction covering this handbook, the Constitution, safeguarding responsibilities and the Register of Interests.

3. Trustee Code of Conduct

Trustees agree to:

- act honestly and with integrity;
- place the interests of the charity above personal interests;
- comply with charity law and the governing document;
- respect confidential information;
- prepare for and attend meetings whenever reasonably possible;
- treat members, volunteers and visitors courteously;
- declare conflicts of interest promptly;
- support collective decisions once made;
- avoid bringing the Club into disrepute;
- act respectfully when communicating in person, online or by email;

- complete a Disclosure and Barring Service (DBS) check at the level appropriate to their role where they have, or are likely to have, contact with children or adults at risk, in line with paragraph 41.

Trustees must not:

- misuse Club funds or property;
- obtain personal financial benefit unless authorised by law and the governing document;
- discriminate against others;
- harass, intimidate or bully any individual;
- disclose confidential information without authority.

4. Conflict of Interest Policy

A conflict of interest occurs whenever a trustee's personal, family, business or financial interests could influence—or appear to influence—their judgement.

Examples include:

- ownership of a company tendering for Club work;
- employment by a contractor engaged by the Club;
- close family relationships with someone benefiting from a Club decision;
- personal financial investments affected by a decision.

Trustees must:

- declare any conflict at the earliest opportunity;
- ensure the declaration is recorded in the minutes;
- withdraw from discussion and voting where appropriate;
- comply with the Club's Constitution and charity law.

The Trustees will maintain a Register of Interests and review it annually (see paragraph 120).

5. Equality, Diversity and Inclusion Policy

Napton Padel Club welcomes everyone regardless of:

- age;
- disability;
- sex;
- gender reassignment;
- marriage or civil partnership;
- pregnancy or maternity;
- race;
- religion or belief;
- sexual orientation.

The Club is committed to creating an environment that is welcoming, respectful and free from discrimination.

Selection for coaching programmes, membership opportunities, volunteering and competitions will be based on fair and transparent criteria.

Any concerns regarding discrimination should be reported to the Trustees.

6. Volunteer Policy

Volunteers are essential to the success of Napton Padel Club.

The Club aims to provide volunteers with:

- clear roles and responsibilities;
- appropriate training where required;
- suitable equipment;
- a safe working environment;
- recognition and appreciation for their contribution.

Volunteers are expected to:

- act professionally;
- follow Club policies;
- respect confidentiality;
- work safely;
- report accidents and concerns promptly;
- safeguard children and vulnerable adults.

Volunteers must not undertake activities for which they are not trained or authorised.

7. Data Protection Policy

The Club processes personal data about members, Day Members, Bond Holders, volunteers, coaches and trustees, and is committed to handling it in accordance with the UK GDPR and the Data Protection Act 2018.

The Club will:

- collect only the personal data reasonably needed to run membership, bookings, coaching and safeguarding;
- state clearly, at the point of collection, what data is collected and why (see the Club's published Privacy Notice);
- keep personal data securely, with access limited to those who need it;
- not share personal data with third parties except where necessary to run the Club, required by law, or agreed to by the individual;
- retain personal data only for as long as necessary, in accordance with the Data Retention Schedule (paragraph 117);
- apply extra care to children's data, including photographs, in line with paragraphs 37 and 40;
- allow individuals to exercise their rights (access, correction, deletion) under data protection law by contacting the Trustees.

Any suspected data breach must be reported to a Trustee immediately. Trustees will assess whether the breach must be reported to the Information Commissioner's Office (ICO) within the statutory 72-hour window.

This policy sits alongside, and does not replace, the Club's published website Privacy Notice.

8. Financial Controls Policy

The Trustees are responsible for the proper stewardship of the Club's funds, in line with the Governance Statement (paragraph 1).

The Club will maintain:

- a dedicated Club bank account requiring at least two authorised signatories, at least two of whom must be trustees, for any payment above £150;
- annual budgets and management accounts reviewed by the Trustees at each Board meeting;
- a reserves policy setting out the minimum level of free reserves the Club aims to hold;

- a record of all income, including membership fees, court hire, Bond monies and donations, and of all expenditure;
- a process for reimbursing reasonable, receipted trustee and volunteer expenses;
- annual accounts prepared and submitted to the Charity Commission in accordance with statutory deadlines.

Bond Holder monies will be held and administered separately in accordance with the terms of the Bond Agreement, and are not general Club operating funds.

Any suspected fraud, theft or financial irregularity must be reported to the Trustees immediately and, where appropriate, to the Charity Commission as a serious incident (see paragraph 9).

9. Serious Incident Reporting

Trustees have a legal duty to report serious incidents to the Charity Commission as soon as reasonably possible after becoming aware of them.

A serious incident may include (this list is not exhaustive):

- a safeguarding incident involving a child or adult at risk;
- a significant financial loss, fraud or theft affecting the Club;
- a significant breach of data protection law;
- conduct that could cause serious harm to the Club's reputation or beneficiaries;
- any incident that has been reported to, or investigated by, the police or another regulator.

The Trustee identified as the Club's safeguarding lead, or in their absence the Chair, is responsible for deciding whether a report to the Charity Commission is required, and for making that report.

Reporting a serious incident does not imply that the Club has done anything wrong; it is a transparency requirement that helps the Commission support charities and identify wider risks.

10. Review of Governance Policies

These governance policies will be reviewed annually or sooner if required by changes in legislation or operational practice.

Minor administrative amendments may be approved by the Chair and Secretary.

Significant policy changes require approval by the Trustees.

Section 2 – Membership & Club Rules

11. Membership Policy

11.1 Purpose

Membership of Napton Padel Club supports the charitable objectives of the Club and helps fund the maintenance, improvement and development of its facilities.

Membership is open to all, subject to these Terms and Conditions.

11.2 Membership Categories

The Trustees may offer one or more of the following membership categories:

- Individual Member
- Family Member
- Founding Member
- Bond Holder Member
- Honorary Member (if introduced)
- Life Member (if introduced)
- Any other category approved by the Trustees.

The benefits and fees for each category will be published separately and may change from time to time.

11.3 Membership Year

Membership normally lasts for twelve months from the date specified by the Trustees.

Renewal reminders will normally be issued before expiry.

Membership is personal and cannot be transferred to another person except by agreement by the chairman or secretary in case of Bond Holder members.

11.4 Family Membership

Family Membership is available to up to two adults and up to three dependent children who normally live at the same address.

The Trustees may request reasonable evidence of eligibility.

11.5 Founding Membership

Founding Membership is a one-off membership category created to assist with establishing the Club. Unless stated otherwise:

- Founding Membership benefits apply only during the first membership year;
- the Founding Member recognition remains permanent;

11.6 Bond Holder Membership

Where offered, Bond Holders receive the additional benefits published by the Trustees. These may include extended booking privileges and other benefits determined by the Trustees.

12. Membership Fees

Membership fees are determined annually by the Trustees. Fees may vary between membership categories.

Payment may be made annually; monthly (where offered); or by any other payment method approved by the Trustees.

Membership fees are separate from court hire charges unless expressly stated otherwise.

13. Membership Discounts

The Trustees may offer discounted membership for categories including:

- residents of Napton parish;
- children and young people;
- persons aged 65 years or over;
- disabled persons;
- other groups approved by the Trustees.

Only one membership discount may normally be applied.

Applicants may be asked to provide evidence of eligibility. Knowingly providing false information may result in cancellation of membership without refund.

14. Court Bookings

Court bookings must be made through the Club's approved booking system.

The person making the booking must be one of the players using the court for that booking.

Bookings must not be sold, transferred or used for commercial purposes.

It is a breach of these Club Rules to:

- book a court using a membership category, membership benefits, or advance-booking window that is not the booking person's own; or
- allow the court to be used, in place of or in addition to the booking member, by a player who is not entitled to the membership category under which the booking was made — for example, booking as a Standard Member and having a non-member or ineligible person play instead.

A breach of this paragraph will normally be dealt with progressively as follows, though the Trustees may move directly to a later stage where the breach is deliberate, repeated, or serious:

1. Verbal advice on first breach.
2. Written warning if the breach recurs, or is not remedied following verbal advice.
3. Temporary suspension of booking privileges for continued or serious breach.
4. Cancellation of the member's existing and future bookings for further breach.
5. Termination of membership for persistent or serious breach.

This paragraph operates alongside, and does not limit, the Club's general Breach of Club Rules provisions (paragraph 29).

The Club may also cancel or amend bookings where necessary for: maintenance; coaching; competitions; Club events; emergencies; severe weather; health and safety reasons.

Where appropriate, alternative bookings, credits or refunds may be offered.

15. Booking Priorities

Booking windows may differ according to membership category. At the date of publication:

Membership Category	Advance Booking
Bond Holder	Up to 10 days
Founding Member	Up to 9 days
Standard Member (Individual, Family, Honorary, Life)	Up to 7 days
Junior Member	Up to 7 days, or as published by the Club
Day Member (Pay to Play)	As published by the Club

The maximum number of future bookings permitted may also vary between membership categories.

The Trustees may amend these arrangements from time to time.

16. Cancellation and No-Show Policy

Members and Day Members should cancel a booking they no longer need as early as possible through the booking system, so the slot can be released to others.

- Bookings cancelled with at least 12 hours notice will not incur a charge and, where a court hire fee has already been paid, will normally be refunded or credited.
- Bookings cancelled with less notice, or not attended without cancellation (a 'no-show'), may be charged in full at the Trustees' discretion.
- Repeated late cancellations or no-shows may result in a temporary restriction on advance booking privileges.
- Cancellations due to court closure by the Club (paragraph 84) will always be refunded or credited in full.

17. Court Hire Charges

Membership does not include unlimited court hire. Players using the courts are responsible for paying the applicable court hire charges. Current charges are published separately.

Court fees may vary according to: membership category; day of week; time of day; promotional offers.

18. Day Membership (Pay to Play)

The Club welcomes non-members through Day Membership (Pay to Play). Day Members:

- pay higher court hire charges than members;
- are subject to these Terms and Conditions;
- must comply with all Club Rules.

The Trustees may limit Day Membership availability if necessary to protect member access.

19. Guest Policy

Members may invite guests where permitted by the booking rules. The booking member is responsible for ensuring their guests comply with all Club Rules. The Club may limit the number of guest visits each year.

20. Racket Hire

The Club may offer racket hire or loan schemes. Users borrowing equipment agree to: return it by the agreed date; keep it in reasonable condition; report damage promptly.

Loss or damage beyond normal wear may result in replacement costs being charged. The Club reserves the right to withdraw equipment loans at any time.

21. Court Etiquette

Players are expected to:

- arrive on time;
- leave the court promptly at the end of their booking;
- wear suitable sports clothing;
- wear non-marking footwear;
- behave courteously towards opponents;
- keep noise to a reasonable level;
- leave the courts tidy;
- place litter in bins provided.

Players should avoid unnecessary shouting or behaviour likely to disturb neighbouring residents.

22. Children

Parents and guardians remain responsible for children except during supervised coaching sessions or organised Club activities.

Children should not climb on fencing or gates. Young children should not be left unattended around the courts.

23. Smoking, Alcohol and Drugs

Smoking and vaping are not permitted on the courts. Alcohol should not be consumed while playing. Anyone appearing under the influence of alcohol or illegal drugs may be refused access to the courts.

24. Dogs

Well-behaved dogs are welcome in surrounding areas where permitted by the landowner. Dogs must: remain under control; be kept away from the playing surface; not be allowed to foul Club facilities. Owners are responsible for cleaning up after their dogs.

25. Parking

Vehicles are parked entirely at the owner's risk. Drivers must comply with any parking restrictions applicable to the sports field. Emergency access routes must always remain clear.

26. Club Property

Members must take reasonable care of: courts; fencing; nets; lighting; access equipment; hired equipment; Club property generally.

Any damage should be reported immediately. Deliberate or negligent damage may result in the cost of repairs being recovered.

27. Waiting Lists

Where a court slot is fully booked, members and Day Members may add themselves to a waiting list through the booking system where this feature is enabled.

- Waiting list places will normally be offered in the order requested if a booking is cancelled.
- Members will be given a reasonable, published period to confirm a released slot before it passes to the next person on the list.
- The Trustees may prioritise organised Club activities (coaching, competitions) over waiting-list allocations where necessary.

28. Refunds and Membership Cancellation Rights

Where membership or Bond payments are taken online or other than face-to-face, members may have a statutory right to cancel within 14 days of joining under the Consumer Contracts (Information, Cancellation and Additional Charges) Regulations 2013, unless a recognised exemption applies.

- Requests to cancel within this period should be made in writing to the Club and will normally be refunded within 14 days, less a reasonable deduction for any service already used (such as court hire taken during the period).
- Outside any statutory cancellation period, membership fees are non-refundable except at the Trustees' discretion or where required by law.
- This paragraph does not affect a member's right to cancel for a breach of these Terms and Conditions by the Club.

29. Breach of Club Rules

Failure to comply with these rules may result in: verbal advice; written warning; temporary suspension; cancellation of bookings; termination of membership.

Serious misconduct may result in immediate suspension while the matter is investigated. Members will normally have an opportunity to respond before any permanent decision is made.

30. Changes to Membership Policies

The Trustees may amend membership categories, fees, booking arrangements or Club Rules from time to time. Members will normally be given reasonable notice of significant changes.

Section 3 – Safeguarding

31. Safeguarding Policy

31.1 Statement of Commitment

Napton Padel Club believes that everyone has the right to enjoy sport in a safe, welcoming and inclusive environment.

The Club is committed to protecting: children and young people; adults at risk; members; volunteers; coaches; visitors.

Abuse, neglect, bullying, discrimination, harassment or exploitation of any kind will not be tolerated. Safeguarding is everyone's responsibility.

31.2 Objectives

The Club aims to: provide a safe environment for participation; promote the welfare of children and adults at risk; ensure concerns are taken seriously; recruit suitable volunteers and coaches; provide appropriate safeguarding guidance and training; comply with applicable legislation and recognised good practice.

31.3 Definitions

Child: anyone under the age of 18.

Adult at Risk: an adult who may require additional support because of disability, illness, age or other circumstances.

32. Responsibilities

Trustees are responsible for ensuring that: safeguarding policies are maintained; appropriate procedures are followed; safeguarding concerns are acted upon promptly; appropriate records are maintained.

Coaches must: place welfare above sporting performance; provide a positive environment; report safeguarding concerns immediately; avoid inappropriate relationships; maintain professional boundaries.

Volunteers must: follow Club policies; report concerns; treat everyone with dignity and respect; act appropriately at all times.

Members should: respect others; report concerns; support an inclusive environment.

33. Code of Conduct for Adults

Adults using the Club should: behave respectfully; encourage fair play; avoid abusive language; avoid intimidating behaviour; respect officials and volunteers; act as positive role models.

Adults must never: bully or humiliate another person; discriminate against others; consume illegal drugs at the Club; physically or verbally abuse anyone.

34. Code of Conduct for Parents and Guardians

Parents are encouraged to: support all players; respect officials and coaches; encourage enjoyment rather than winning; collect children promptly after activities; advise coaches of relevant medical conditions.

Parents should not: coach from outside the court unless invited; verbally abuse players or officials; place unreasonable pressure on children.

35. Code of Conduct for Junior Players

Junior players are expected to: be polite; follow instructions; respect coaches and volunteers; respect other players; look after Club equipment; report anything that makes them feel uncomfortable.

Bullying, abusive language and discrimination will not be tolerated.

36. Supervision of Children

Parents and guardians remain responsible for children except during organised coaching sessions and during organised Club activities where supervision has been arranged.

Children should not normally be left unattended before or after activities. The Club is not a childcare provider.

37. Photography and Video

The Club may take photographs or videos for: the Club website; newsletters; promotional material; social media.

Where appropriate, consent will be obtained before identifiable images are used. Parents or individuals who do not wish photographs to be used should notify the Club.

The Club will not publish personal information alongside photographs without appropriate consent.

Where a child is under 13, consent for use of their image will be sought from a parent or guardian, in line with the Club's Data Protection Policy (paragraph 7).

38. Social Media

Members should behave online in the same respectful manner expected at the Club. Online bullying, harassment, discrimination or offensive comments concerning the Club or its members may lead to disciplinary action.

39. Changing Facilities

Adults should respect the privacy of others. Photography and video recording are not permitted within changing or toilet facilities. Children should only be supervised where appropriate by their own parent or guardian or by authorised persons.

40. One-to-One Situations

Where practical: coaching should take place in open view; unnecessary one-to-one situations should be avoided; parents should be informed of private coaching arrangements involving juniors.

41. Recruitment of Coaches, Volunteers and Trustees

Where appropriate, the Club may require: references; evidence of coaching qualifications; proof of identity; disclosure checks appropriate to the role; safeguarding training.

The level of checking will depend on the activities undertaken.

Trustees who have, or are likely to have, contact with children or adults at risk in the course of their role will also be required to complete a DBS check at the appropriate level, renewed in line with recognised good practice.

42. Reporting Safeguarding Concerns

Anyone with concerns about the welfare of a child or adult at risk should report them immediately to a Trustee or the Club Welfare Officer (if appointed).

Concerns should never be ignored. If a person is believed to be at immediate risk of harm, the emergency services should be contacted without delay.

43. Confidentiality

Safeguarding concerns will be handled sensitively. Information will only be shared with those who need to know in order to protect individuals or comply with legal obligations.

Absolute confidentiality cannot be guaranteed where someone's safety is at risk.

44. Record Keeping

The Club will maintain secure records of safeguarding concerns where appropriate, including dates, factual information, actions taken and persons involved.

Records will be retained securely in accordance with the Club's Data Protection Policy (paragraph 7) and Data Retention Schedule (paragraph 117).

45. Anti-Bullying Policy

Napton Padel Club believes everyone should enjoy sport free from bullying. Bullying includes: physical abuse; verbal abuse; online bullying; exclusion; intimidation; repeated unwanted behaviour.

Reports of bullying will be investigated promptly. Appropriate action may include education, mediation, disciplinary action or referral to external agencies where necessary.

46. Equality and Inclusion

Everyone should feel welcome regardless of: age; disability; race; religion or belief; sex; sexual orientation; gender reassignment; pregnancy or maternity; marriage or civil partnership.

Discrimination or harassment will not be tolerated.

47. Review

This safeguarding policy will be reviewed annually or sooner if legislation or recognised safeguarding guidance changes.

All trustees, coaches and volunteers are encouraged to familiarise themselves with its contents and to promote a culture in which safeguarding is everyone's responsibility.

Section 4 – Health & Safety

48. Health & Safety Policy

48.1 Policy Statement

Napton Padel Club is committed to providing a safe, healthy and enjoyable environment for members, visitors, coaches, volunteers and contractors.

The Trustees recognise that although padel is a relatively low-risk sport, injuries and accidents can occur. Every reasonable step will therefore be taken to minimise foreseeable risks. Health and safety is everyone's responsibility.

48.2 Objectives

The Club will: maintain courts and equipment in a safe condition; identify and reduce foreseeable hazards; carry out regular inspections; investigate accidents and incidents where appropriate; encourage members to report hazards promptly; review health and safety arrangements annually.

49. Responsibilities

Trustees are responsible for: implementing this policy; ensuring suitable insurance is maintained; reviewing risk assessments; investigating significant incidents; ensuring defects are addressed promptly.

Members must: act responsibly; take reasonable care of themselves and others; report hazards; follow Club rules; avoid reckless behaviour.

Coaches are responsible for: checking courts before sessions; ensuring activities are appropriate to participants; supervising players safely; reporting accidents.

Contractors working on Club facilities must: comply with health and safety legislation; work safely; minimise risks to members and visitors.

50. Risk Assessments

The Club will maintain written risk assessments covering, where applicable: courts; fencing; gates; floodlighting; pathways; slips and trips; severe weather; coaching; volunteers; maintenance work; events.

Risk assessments will be reviewed at least annually or following any significant incident.

51. Court Safety

Before play, players should check that: nets are correctly tensioned; gates close properly; fencing appears secure; the playing surface is free from debris; there are no obvious trip hazards.

Play should not begin if a significant safety concern exists. Hazards should be reported immediately.

52. Appropriate Clothing

Players should wear suitable sports clothing and non-marking sports footwear designed for court sports. Play barefoot or in unsuitable footwear is not permitted. Jewellery should be removed where practical.

53. Medical Fitness

Players are responsible for ensuring they are medically fit to participate. Anyone suffering from illness, dizziness, chest pain or other concerning symptoms should not play.

Members with relevant medical conditions are encouraged to inform playing partners where appropriate.

54. First Aid

The Club encourages all accidents to be reported. Where available: first aid equipment will be maintained; emergency contact information will be displayed; emergency procedures will be available.

Members should call the emergency services whenever immediate medical assistance is required.

55. Defibrillator

If an Automated External Defibrillator (AED) is available on site: its location will be clearly identified; emergency services should be contacted immediately in the event of suspected cardiac arrest; the AED should be used in accordance with its spoken instructions.

The Club encourages members to familiarise themselves with the location of the nearest AED.

56. Accident Reporting

All accidents should be reported to the Club as soon as reasonably practicable. Reports should include: date and time; names of those involved; description of the incident; injuries sustained; witnesses; action taken.

Serious incidents will be investigated by the Trustees.

57. Near Miss Reporting

Members are encouraged to report situations that could have resulted in injury, even if no injury occurred. Examples include: damaged fencing; loose gates; slippery surfaces; defective lighting; broken equipment.

Prompt reporting helps prevent accidents.

58. Severe Weather

Courts should not be used where conditions create an unreasonable risk. Examples include: snow; ice; flooding; lightning; high winds; significant storm damage.

The Club may temporarily close courts where necessary.

59. Lightning

If thunder is heard or lightning is seen: play should stop immediately; players should leave the court; shelter should be sought inside a suitable building or vehicle where possible.

Play should not normally resume until at least 30 minutes after the last thunder is heard.

60. Heat

During hot weather players should: remain hydrated; use sunscreen; wear suitable clothing; take breaks when required. Coaches should modify activities where temperatures are unusually high.

61. Ice and Snow

Members must not attempt to remove ice using metal tools or chemicals likely to damage the playing surface. Courts should remain closed until safe.

62. Floodlighting

Floodlights should only be used in accordance with Club operating procedures. Any faults should be reported immediately. Members must not interfere with electrical equipment.

63. Access to the Sports Field

Users should comply with any access arrangements established for the sports field. Where Rhino barrier posts or similar vehicle access controls are provided: authorised users must ensure they are secured after use; access keys or codes must not be shared without permission.

64. Fire

Although the Club has limited buildings, anyone discovering fire should: warn others; contact the Fire and Rescue Service if appropriate; move to a place of safety; not place themselves at unnecessary risk.

65. Personal Property

Players bring equipment and personal belongings at their own risk. The Club accepts no responsibility for loss, theft or damage unless caused by its negligence. Valuables should not be left unattended.

66. Alcohol, Drugs and Smoking

Smoking and vaping are not permitted on the courts. Anyone impaired through alcohol or drugs may be refused permission to play. Illegal drugs are prohibited on Club premises.

67. Dogs

Dogs must remain under control at all times. Owners are responsible for ensuring dogs do not enter the playing area or create hazards for players. Dog fouling must be cleared immediately.

68. Accessibility and Disabled Access

The Club wants padel at Napton to be accessible to disabled players, volunteers and visitors so far as reasonably practicable.

- The Trustees will consider reasonable adjustments to court access, parking and pathways in line with the Equality Act 2010.
- Members or visitors who need a specific adjustment to take part are encouraged to contact the Trustees in advance so arrangements can be made where possible.
- Coaches will be encouraged to adapt sessions to include disabled participants wherever practical, in line with the Equality, Diversity and Inclusion Policy (paragraph 5).

69. Emergency Action Plan

In the event of a serious emergency:

1. Stop play immediately.
2. Make the area safe if possible.
3. Contact the emergency services (999) where required.
4. Provide the emergency services with the Club's location.
5. Arrange for someone to direct emergency vehicles to the incident if practical.
6. Preserve the scene if required for investigation.
7. Notify a Trustee as soon as possible.

70. Emergency Access

Emergency access routes must be kept clear at all times. Vehicles must not obstruct entrances, gates or access points required by emergency services.

71. Reporting Defects

Members should report any defect affecting safety as soon as possible. Examples include: damaged fencing; defective gates; damaged net posts; faulty floodlights; uneven surfaces; loose fixtures.

Where necessary, courts may be closed until repairs have been completed.

72. Annual Review

The Trustees will review this Health & Safety Policy and all associated risk assessments at least annually, or sooner if there is a significant change in the Club's activities, facilities or applicable legislation.

Section 5 – Coaching & Court Operations

73. Purpose

This section sets out the standards governing coaching activities and the day-to-day operation of Napton Padel Club's facilities. Its objectives are to: ensure coaching is delivered safely and professionally; protect members and visitors; ensure fair access to the courts; maintain the courts in good condition; minimise disturbance to neighbouring properties.

74. Court Opening Hours

Unless otherwise determined by the Trustees, the courts are available for use between 08:00 and 22:00 daily.

These hours must remain within any limits set by the Club's lease or licence for the sports field.

The Trustees may temporarily restrict opening hours due to: maintenance; adverse weather; organised events; safety concerns; legal or planning requirements.

No play is permitted outside published opening hours.

75. Court Access

Access is provided through the Club's approved booking and access control system.

Players must not: permit unauthorised access; share access codes without permission; hold gates open for unknown persons; interfere with locks or access equipment.

Members are responsible for ensuring that gates are properly secured after use where required.

76. Booking Confirmation

Only confirmed bookings entitle players to use a court. If two groups claim the same court, the Club's booking records will determine priority. Trustees or authorised volunteers may request evidence of a valid booking.

77. Court Use

Courts are provided primarily for the playing of padel. Activities likely to damage the playing surface or interfere with other users are not permitted.

The following are prohibited without prior approval: commercial activities; organised events; filming for commercial purposes; unauthorised coaching; activities unrelated to padel.

78. Authorised Coaching

Only coaches approved by the Club may provide paid coaching on Club courts. Approval may require: recognised coaching qualifications appropriate to the activity; suitable public liability insurance; safeguarding training where appropriate; disclosure checks where required by law or good practice; agreement to comply with Club policies.

Approval may be withdrawn where these requirements are no longer met.

79. Coaching Standards

Authorised coaches are expected to: promote enjoyment and participation; place player welfare first; prepare sessions appropriate to participants; maintain professional standards; encourage fair play and good sportsmanship; report accidents or safeguarding concerns promptly.

Coaches should lead by example at all times.

80. Private Coaching

Private coaching by persons not authorised by the Club is not permitted. Members wishing to arrange coaching should do so through the Club's approved coaching programme unless prior written permission has been obtained from the Trustees.

81. Junior Coaching

Junior coaching sessions should: be age-appropriate; promote enjoyment and skill development; follow the Club's Safeguarding Policy; maintain suitable supervision ratios.

Parents remain responsible for children outside organised coaching sessions.

82. Group Sessions

The Club may organise: beginner sessions; social sessions; coached groups; competitions; leagues; schools' sessions; disability-inclusive sessions.

Priority may occasionally be given to organised Club activities.

83. Court Maintenance

The Club will aim to maintain courts to a high standard. Routine maintenance may include: cleaning; net adjustment; inspection of fencing; inspection of gates; floodlight inspection; vegetation management; surface inspection.

Courts may be closed temporarily while maintenance is undertaken.

84. Reporting Defects

Members should report defects promptly. Examples include: damaged fencing; damaged glass or mesh; defective nets; faulty locks; faulty floodlights; damaged gates; loose fixtures.

Players should not attempt repairs themselves unless authorised.

85. Floodlighting

Floodlighting should only be used during permitted hours. Players should ensure lights are switched off automatically or manually in accordance with Club procedures. Lighting equipment must not be tampered with. Faults should be reported immediately.

86. Noise

Players are asked to respect neighbouring residents. Reasonable enjoyment of the game is expected, but excessive shouting, offensive language and unnecessary noise should be avoided, particularly during early morning and evening sessions.

Portable music systems should not normally be used on the courts.

87. Equipment

Players should treat Club equipment carefully. Equipment includes: nets; posts; scoreboards; seating; gates; access systems; floodlighting; loan rackets.

Deliberate misuse may result in disciplinary action.

88. Borrowed Equipment

Where the Club provides loan equipment: it remains the property of the Club; users are responsible for reasonable care; loss or deliberate damage may result in replacement costs being charged.

Equipment should be returned by the agreed date.

89. Cleaning and Tidiness

All users are expected to help maintain a tidy facility. Please: place litter in bins; recycle where facilities exist; remove personal belongings; report spillages or hazards.

90. Volunteers

The Club relies heavily upon volunteers. Members are encouraged to assist with: maintenance days; coaching support; events; fundraising; administration; welcoming new members.

Volunteers should comply with the Volunteer Policy contained within this handbook (paragraph 6).

91. Contractors

Only contractors authorised by the Trustees may carry out works on Club property. Contractors must: comply with health and safety requirements; minimise disruption; leave the site safe.

92. Environmental Responsibility

The Club seeks to minimise its environmental impact. Members are encouraged to: recycle where possible; avoid unnecessary waste; conserve electricity by ensuring floodlights are not used unnecessarily; respect wildlife and surrounding vegetation.

The Trustees will seek environmentally responsible solutions where reasonably practicable.

93. Court Closure

The Club reserves the right to close courts without notice where necessary because of: unsafe conditions; maintenance; emergency repairs; severe weather; legal requirements; circumstances beyond the Club's reasonable control.

Where practical, affected players will be informed through the booking system.

94. Failure to Follow Operational Procedures

Persistent failure to comply with operational requirements may result in: verbal advice; written warning; suspension of booking privileges; temporary suspension of membership; termination of membership in serious or repeated cases.

Any action taken will normally follow the Club's Complaints and Disciplinary Procedures (Section 6).

95. Review

This policy will be reviewed annually by the Trustees, or sooner where operational changes or legal requirements make this necessary.

Section 6 – Complaints, Discipline & Appeals

96. Purpose

Napton Padel Club aims to provide a welcoming, safe and enjoyable environment for everyone. Occasionally concerns, disagreements or complaints may arise. This policy explains how concerns will be dealt with fairly, promptly and consistently.

The objectives of this policy are to: encourage concerns to be raised at an early stage; resolve issues informally where possible; ensure complaints are investigated fairly; protect the rights of everyone involved; maintain confidence in the Club's governance.

97. Guiding Principles

All complaints will normally be handled in accordance with the following principles: fairness; impartiality; confidentiality; proportionality; natural justice; timely resolution.

No person will be disadvantaged simply because they have raised a genuine concern in good faith. Knowingly false or malicious complaints may themselves become a disciplinary matter.

98. Informal Resolution

Where appropriate, members are encouraged to resolve minor disagreements informally and courteously. Many misunderstandings can be resolved through respectful discussion.

If informal resolution is unsuccessful, a formal complaint may be submitted.

99. Making a Formal Complaint

Complaints should normally: be made in writing; include the complainant's name and contact details; describe the events complained of; include relevant dates where possible; identify any witnesses if known; explain the outcome sought.

Complaints should normally be submitted within three months of the matter arising unless there are good reasons for delay.

100. Receipt of Complaint

The Club will normally acknowledge receipt of a formal complaint within seven days. The acknowledgement will explain the next steps and identify the person responsible for managing the complaint.

101. Initial Assessment

The Trustees may decide that: no further action is required; informal resolution remains appropriate; further information is required; a formal investigation should be undertaken.

Where appropriate, the complainant will be informed of that decision.

102. Investigation

Investigations should be conducted fairly and objectively. The investigating person may: interview those involved; obtain written statements; review documents; review booking records; review photographs or video where available; seek independent advice where appropriate.

The investigator should not normally have a personal involvement in the matter being investigated.

103. Confidentiality

Information relating to complaints will be shared only with those who need it for the purposes of investigating or deciding the matter. Participants should also respect confidentiality.

This does not prevent disclosure where required by law or where necessary to protect someone from harm.

104. Outcomes

Following investigation, the Trustees may determine that: the complaint is not upheld; the complaint is partially upheld; the complaint is upheld.

Possible actions include: no further action; advice or guidance; mediation; apology; additional training; written warning; temporary suspension; removal of booking privileges; termination of membership.

The chosen action should be proportionate to the seriousness of the matter.

105. Serious Misconduct

Examples of serious misconduct include: violence or threats of violence; deliberate damage to Club property; theft or fraud; serious bullying or harassment; discrimination; safeguarding concerns; repeated abusive behaviour; deliberate misuse of Club funds or equipment; conduct likely to bring the Club into serious disrepute.

Serious misconduct may justify immediate temporary suspension while an investigation is carried out.

106. Temporary Suspension

Where necessary to protect people, property or the integrity of an investigation, the Trustees may temporarily suspend: membership; court bookings; coaching activities; volunteer duties.

Temporary suspension is a neutral measure and does not imply guilt.

107. Disciplinary Hearing

Where appropriate, the member concerned will be invited to a disciplinary meeting. The individual should be informed of: the allegations; the evidence available; the possible outcomes; the date and location of the meeting.

The member may submit written information before the meeting and may be accompanied by a supporter if the Trustees consider this appropriate.

108. Decisions

Having considered all relevant information, the Trustees may: dismiss the complaint; issue advice; issue a written warning; impose conditions on future participation; suspend membership for a specified period; terminate membership.

Decisions should be based on the balance of probabilities.

109. Appeals

A member may appeal against a disciplinary decision. Appeals should normally: be submitted in writing within 14 days; explain why the decision is considered incorrect or unfair; include any significant new evidence.

Appeals should normally be considered by trustees who were not directly involved in the original decision wherever practicable. The appeal decision will normally be final.

110. Complaints Against Trustees

Complaints concerning a Trustee should be handled in the same fair manner as any other complaint. Any Trustee who is the subject of a complaint, or who has a conflict of interest, should take no part in the investigation or decision-making process relating to that complaint.

111. Complaints About Coaches or Volunteers

Where complaints concern coaches or volunteers, the Trustees may: investigate the matter under this procedure; suspend coaching or volunteering while enquiries are undertaken where appropriate; require further training; impose conditions; terminate the individual's role.

Where safeguarding concerns arise, the Safeguarding Policy shall take precedence and any necessary referrals will be made.

112. Vexatious or Persistent Complaints

The Club recognises that members have the right to raise genuine concerns. However, complaints may be considered vexatious where they are deliberately abusive, repetitive without new evidence, or intended primarily to harass or disrupt the Club.

Any decision to restrict correspondence or decline to investigate further must be made carefully, proportionately and with clear reasons recorded.

113. Records

The Club will maintain confidential records of: complaints received; investigations; evidence considered; decisions reached; appeals; actions taken.

Records will be retained in accordance with the Club's Data Retention Schedule (paragraph 117).

114. Learning from Complaints

The Trustees will periodically review complaints to identify: recurring issues; opportunities to improve procedures; training needs; policy changes that may reduce future complaints.

The purpose of the procedure is not only to resolve individual cases but also to improve the operation of the Club.

115. Annual Review

This Complaints, Discipline and Appeals Policy will be reviewed annually by the Trustees or sooner if required by changes in legislation, guidance or the Club's operational needs.

Section 7 – Administration

116. Insurance

The Trustees will maintain insurance appropriate to the Club's activities, reviewed at least annually and whenever the Club's activities materially change. This will normally include:

- public liability insurance covering members, visitors and third parties;
- trustee indemnity insurance;
- appropriate cover for Club equipment and, where applicable, buildings;
- employers' liability insurance if the Club engages any staff.

Coaches operating on Club courts must hold their own public liability insurance as a condition of authorisation (paragraph 78).

117. Document and Data Retention Schedule

The Club will retain records for no longer than necessary, and in line with the following indicative periods, which the Trustees may update:

Record type	Indicative retention period
Trustee meeting minutes and Register of Interests	Permanently, as part of the Club's governance history
Annual accounts and financial records	At least 6 years (statutory minimum)
Membership and booking records	Duration of membership plus 2 years
Safeguarding records	In line with recognised sector guidance, normally the longer of the individual reaching age 25 or 10 years from the event
Accident and incident reports	At least 3 years, longer for incidents involving children or ongoing claims
Complaints and disciplinary records	6 years from resolution
Photographs/video used for publicity	Reviewed every 3 years for continued relevance and consent

Records will be stored securely, with access restricted to those who need it, in line with the Data Protection Policy (paragraph 7).

118. Banking, Signatories and Financial Reporting

The Club's banking arrangements, signatories and reporting cycle are set out in the Financial Controls Policy (paragraph 8). The Treasurer will present financial reports to every Board meeting and produce annual accounts for trustee approval ahead of submission to the Charity Commission.

119. Charity Commission Reporting Obligations

In addition to serious incident reporting (paragraph 9), the Trustees are responsible for:

- filing the Club's annual return and accounts with the Charity Commission by the statutory deadline;
- keeping the Club's details on the Charity Commission register up to date, including trustee changes;
- notifying the Commission of any changes to the Club's governing document.

120. Register of Interests and Trustee Records

The Secretary will maintain the Register of Interests referred to in paragraph 4, and a record of trustee appointments, resignations and DBS check renewal dates referred to in paragraphs 3 and 41.

These records will be reviewed at least annually alongside the Board Structure arrangements in paragraph 2.

121. Policy Review Cycle

To bring the individual review clauses in this handbook together in one place, the table below summarises the review cycle for each part of the handbook.

Handbook section	Review frequency	Reference
Section 1 – Governance	Annual	Paragraph 10
Section 2 – Membership & Club Rules	As amended; no fixed cycle stated	Paragraph 30
Section 3 – Safeguarding	Annual	Paragraph 47
Section 4 – Health & Safety	Annual	Paragraph 72
Section 5 – Coaching & Court Operations	Annual	Paragraph 95
Section 6 – Complaints, Discipline & Appeals	Annual	Paragraph 115
Section 7 – Administration	Annual	This paragraph

The whole handbook will in any case be reviewed together at least once a year, as recorded in the Document Control page below.

Document Control

Document Owner: Board of Trustees, Napton Padel Club

Current Version: 2.2

Review Frequency: Annual (see paragraph 121 for the section-by-section cycle)

Approved by: Board of Trustees

Changelog

- v1.0 (1 July 2026): Original handbook, Sections 1–6 (Introduction promised a seventh 'Administration' section that was not included).
- v2.0 (22 August 2026): Added Board Structure and Trustee Meetings (para 2), Data Protection Policy (para 7), Financial Controls Policy (para 8), Serious Incident Reporting (para 9); added trustee DBS expectations (paras 3, 41); added Cancellation/No-Show Policy (para 16), Waiting Lists (para 27), Refunds and Membership Cancellation Rights (para 28); completed the Booking Priorities table for all membership categories (para 15); added Accessibility and Disabled Access (para 68); cross-referenced court opening hours to the Club's lease/licence (para 74); added the promised Administration section in full (paras 116–121); moved Document Control to the end of the handbook.
- v2.1 (22 August 2026): Firmed up paragraph 14 (Court Bookings) to expressly prohibit booking under another person's membership category or benefits, and to prohibit a non-eligible player using the court in place of the booking member; added a specific progressive escalation (verbal advice → written warning → temporary suspension of booking privileges → cancellation of bookings → termination of membership) for breaches of that paragraph.
- v2.2 (22 August 2026): Standardised terminology on 'Day Member (Pay to Play)' and 'Day Membership (Pay to Play)' throughout (paragraphs 15, 18), replacing the previous 'Pay-to-Play' label, to match the terms used on naptonpadel.org and to stay consistent with the Investment Prospectus, which uses the same wording.