TOP TIPS FOR CLUBS

A NEW MEMBER JOURNEY

BEFORE I VISIT

"CAN I SEE MYSELF HERE?"

- SHOW WOMEN AND GIRLS IN PHOTOS, NEWS AND CLUB ACTIVITY.
- SHARE TRAINING TIMES, HOW TO JOIN AND A NAMED CONTACT.
- INVITE NEWCOMERS TO SOCIAL EVENTS, NOT JUST MATCHES.

WHEN I ARRIVE

"WILL I KNOW WHERE TO GO?"

- SIGNPOST WOMEN'S CHANGING ROOMS AND TOILETS.
- STOCK CLEAN TOILETS WITH BINS AND PERIOD PRODUCTS.
- OFFER A CLEAN SPACE TO CHANGE AND A FRIENDLY PLACE TO GATHER AFTER TRAINING.

AT MY FIRST SESSION

"CAN I LEARN THE GAME SAFELY?:

- EXPLAIN GEAR, MEMBERSHIP OPTIONS AND THE BASICS OF THE GAME.
- PAIR BEGINNERS WITH A COACH OR VOLUNTEER WHO CAN GUIDE THEM.
- TRY AN ACCESSIBLE STARTING POINT, INCLUDING NON-CONTACT RUGBY.

THE FIRST IMPRESSION CHECK:
Ask someone new to walk through your website, gate and first session. Fix the first unclear step.

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