
CLUB HANDBOOK



Index

Club Handbook

- 1. Safeguarding Children and Vulnerable Adults**
- 2. Bullying and Harassment Policy**
- 3. Whistleblowing Policy**
- 4. Codes of Conduct**
- 5. Complaints Policy**
- 6. Anti-bribery Policy**
- 7. Equality and Diversity**
- 8. Data Protection Privacy Notice**
- 9. Social Media & Electronic Communication**
- 10. Photographic and Video Recording Policy**

Appendix A

Club Handbook

This handbook details our Policies and Codes of Conducts, these apply to all Club Members, Parents/carers, Visitors, Volunteers, Instructors and Committee Members. By becoming a Member you agree to abide by our Policies and Codes.

Since 1981, the Oval Ski Club has been helping people of all ages and abilities discover the joy of skiing. Each season, we teach hundreds of beginners and welcome back returning members who continue to develop and refine their skills. Whether you're learning for an upcoming holiday or simply for fun, our club provides a friendly and supportive environment for skiers of all levels.

Beyond our regular sessions, we offer additional opportunities to enhance your skiing experience, including trips to Runcorn Ski Centre for recreational skiing on a longer slope, ladies-only sessions, and race training for those looking to take their skills to the next level. Off the slopes, we host a variety of social events, bringing our community together both on and off the snow.

We're excited to have you with us this season—see you on the slopes!

If you have any questions or suggestions please contact us on hello@ovalskclub.com

Section 1

Safeguarding Children and Vulnerable Adults

1. The Oval Ski Club acknowledges its duty to safeguard and promote the welfare of all children and any vulnerable adults, who visit or use our premises or take part in club activities in any location.
2. The club is committed to implementing good safeguarding practices in accordance with statutory requirements and which complies with best practice and guidance from Snowsport England.
3. The Club has adopted Snowsport England's SnowSafe Safeguarding for Children and Young People Policy and SnowSafe Safeguarding Adults Policy and any future versions.
4. The latest Snowsport England Snowsafe policies and supporting resources can be found at:

[Safeguarding - Snowsport England](#)

5. We recognise that the welfare and interests of children and vulnerable adults are paramount in all circumstances.
6. We want to ensure that everyone, but especially children and vulnerable adults are protected from abuse or harm whilst participating club activities, as they are often particularly susceptible to abuse, and harm.

Welfare Officer

7. The Club has an appointed Welfare Officer who has completed the relevant training and checks. The Welfare Officer is supported by the Committee and Snowsport England.
8. The Oval Ski Club Welfare Officers are Emma Haselgrove and Frankie Wood, they can be contacted on cwo@ovalskiclub.com. The Welfare Officer should always be contacted in the first instance, except where someone is immediate danger and the police should be called.
9. If you have a concern or wish to raise a matter you can speak to any volunteer, Instructor or Committee member whilst at the Club who may be able to assist immediately or will ensure that the matter is forwarded to the relevant person.

How We Safeguard

10. We value, listen and respect all children and vulnerable adults and as part of our safeguarding policy we will: -
 - 10.1 promote and prioritise safety and wellbeing
 - 10.2 prevent or take immediate action to stop any inappropriate behaviour

such as swearing, being aggressive, being disrespectful and inappropriate touching

- 10.3 ensure robust safeguarding arrangements and procedures are in operation
- 10.4 adopt safeguarding best practice through our policies, procedures and code of conduct for volunteers and instructors as well as visitors and families
- 10.5 ensure everyone understands their roles and responsibilities in respect of safeguarding and is provided with appropriate learning opportunities to recognise, identify and respond to signs of abuse, neglect and other safeguarding concerns relating to children and vulnerable adults
- 10.6 provide effective management for staff and volunteers through supervision, support, training and quality assurance measures so that all staff and volunteers know about our policies, procedures and behaviour codes and follow them confidently and competently
- 10.7 ensure appropriate action is taken in the event of all incidents or concerns, from lower-level concerns and poor practice to more serious abuse
- 10.8 provide support to the individual(s) who raise or report the concern
- 10.9 confidential, detailed and accurate records of all safeguarding concerns are maintained and securely stored
- 10.10 record and store information securely, in line with data protection legislation and guidance
- 10.11 prevent selection of unsuitable instructors and volunteers safely, ensuring all necessary checks are made, in accordance with guidance and at the appropriate level
- 10.12 develop and implement an effective safety policy and related procedures
- 10.13 ensure that all vulnerable adults are accompanied, by a relative, friend, or other appropriate person
- 10.14 the club expects that children of Primary School age are accompanied by a Parent/Guardian/Carer who will be responsible for them. Parents/Guardians/Carers should make their own judgement on unaccompanied older children
- 10.15 for all skiers, but especially children and vulnerable adults we maintain health & safety before each ski session. We check our ski slope for obstacles, ensure safety mats are correctly positioned on railings, that no one goes on the slope before boots and skis are correctly adjusted

and that everyone is appropriately dressed

Photographs and Video Recordings

11. Our full Photographs and Video Recording Policy can be found in **Section 10**.
12. Further information about how we collect, and store personal data can be found in **Section 8** of this handbook.
13. The Oval Ski Club uses photographs and videos to promote the club, its activities and the sport of skiing. Photographs and video recordings will include images of children, instructors, volunteers, club members, visitors for example a parent or guardian, and possibly a vulnerable adult.
14. We will ensure that photographs and video recordings do not contain any other personal data and that individuals are appropriately dressed for snowsport activities.
15. All photographs and video recordings will be used appropriately and not placed on inappropriate social media platforms.
16. Inappropriate photographs or recordings of children are not allowed.
17. We ask all visitors to our club, including instructors, volunteers, club members, visitors for example a parent or guardian to be careful when taking photographs of club activities. Please ask the parent, or guardian, carer or appropriate person for their consent before making a recording or taking a photograph.
18. We do not allow anyone to use videos or photographs inappropriately.
19. Use of video recordings and photographs is monitored, inappropriate material will be removed from any chat or social media website that club has control of. We will ask that any inappropriate material that we become aware on private chats, or that have been placed on social media platforms by others to be removed.

Social Media and Electronic Communication

20. Please read **Section 10** of this handbook to understand in more detail, how we use social media and electronic communication to promote The Oval Ski Club.
21. No vulnerable adult without the consent of the primary carer or appropriate person, or child under the age of 18 should be added to a WhatsApp group, unless there is an exception, for example in the case of young instructors, or volunteers with the verbal or written consent of a parent, guardian or carer who should also be added as a member of the group.
22. Children and vulnerable adults may access the club website and communications with parental, guardian or carer's consent and guidance. The

Oval Ski club monitors all content that is placed on the club website and electronic communications.

23. All visitors to our club, including instructors, volunteers, club members, parents, guardians and carers must not befriend or engage in a private chat with a vulnerable adult, or any child under the age of 18, unless it is appropriate, and club related, for example young instructors.
24. All visitors to our club, including instructors, volunteers, club members, parents, guardians and carers must not ask for e mail addresses, mobile phones, or social networking profiles, or other personal information from vulnerable adults and children under 18.

Skiing on the slope and Social Events

25. Skiing is a technical sport, and sometimes physical contact can not be avoided. For example, when fitting a boot, or helping a child who has fallen.
26. At all times consider whether physical contact is necessary. If it is, then only make contact as appropriate and ensure that all instruction and communication with a child or vulnerable adult is open and in front of others. Avoid being on your own with a child or vulnerable adult.
27. Consider whether there is an alternative, if a child or vulnerable adult has fallen and a parent or carer is nearby ask them if it is appropriate to help, if they naturally step in to help, let them do so.
28. Do not stand on the slope when not skiing or obstruct activity in any role at anytime as this could lead to injury. Safe areas are available for spectating and rest.
29. Parents/guardians/carers should stand in the safe area where they can see the activity, and help if necessary and the skier knows where to find them.
30. Skiing is a technical sport and in relation to any aspect of skiing including development and performance, skiers, especially children and vulnerable adults must not be criticised, humiliated or placed under pressure.
31. Ski racing can be very busy. At the start of the event agree a location where everyone can meet before, during and after the races.
32. At the start of a ski racing event a head count should be made of all racers, but especially children and vulnerable adults. The race organiser, or leader for the day must not leave the race event until all children and vulnerable adults have left safely with their parents, guardians, carers or other appropriate adult.
33. The Oval Ski Club organises social events, barbecues and walks or trips in summer. Children under the age of 18 (unless they are old enough to attend the club with parental consent on their own) and if necessary vulnerable adults must be accompanied by a parent, guardian, carer or other appropriate person.

34. All club events are organised carefully and children under 18 are not allowed to attend an event which is suitable for adults only. Vulnerable adults may attend an adult only event if it is suitable for them and if appropriate, they must be accompanied by an appropriate person.

Medication, First Aid and Illegal Substances

35. Unless the situation is an emergency or life threatening, only a parent, guardian carer or appropriate person can administer medication to a child or vulnerable adult.
36. Parent's, guardian's, carers and an appropriate person who accompanies a vulnerable adult must ensure that necessary medication is available when skiing. For example, if a child or vulnerable adult is asthmatic or has a severe allergy, ensure that they bring an inhaler or epi-pen to the ski slope.
37. Instructors must be notified at the start of each session about any medication that is being taken that may affect a child or vulnerable adult's ability to ski.
38. Our instructors undertake first aid training, and may administer first aid.
39. All individuals under the influence of alcohol and illegal substances become vulnerable. Any individual attending the club or attempting to ski who appears to be under the influence of alcohol or an illegal substance, will be asked to leave immediately.

Undue Influence

40. Undue influence is a psychological process by which a person's free will and judgment is supplanted (taken over), by that of another person. Undue influence is defined in different ways. It occurs when a person gains control of their victim's decision making and often the victim then makes decisions without fully understanding or being aware of the consequences.
41. All Children under 18 and vulnerable adults are particularly at risk from undue influence.
42. The Oval Ski club will not allow any instructor, volunteer, club member, visitors for example a parent or guardian, to exert undue influence on any other individual attending the club premises, but in particular, upon children and vulnerable adults.
43. Volunteers, club member, visitors for example a parent or guardian must not: -
 - 43.1 put pressure on others
 - 43.2 attempt to manipulate others
 - 43.3 share views about sensitive issues, including but not limited to politics,

religion, gender, race, society, sensitive community issues and issues in the mainstream media which are highly sensitive for example, public enquiries

43.4 encourage others to engage in dangerous, unlawful or illegal activity

Welfare and Safety

44. All skiers especially children and vulnerable adults must have sufficient fluids available to them during a ski lesson.
45. Children and vulnerable adults are more likely to forget items of clothing, equipment procedures. At the start of each ski lesson, clothing and equipment of each skier should be checked.
46. At the start of each lesson all skiers should be asked if they have an injury or feel unwell. Any skier who looks unwell or is injured, especially a child or a vulnerable person must not be allowed to ski.
47. Children and vulnerable adults must not be pressured to ski if they don't want to, especially if they who are uncomfortable, unhappy or in pain.
48. Children and vulnerable adults sometimes become tired more easily than other skiers and if this occurs, they should be allowed to leave a ski lesson, or activity early.
49. Any skier, but particularly children or vulnerable adults who frequently attend the club without equipment, who seem frequently stressed, unhappy and/ or appear in a poor or unwell physically, or mentally will be supported.

Reporting Concerns

50. In the first instance all safeguarding concerns should be reported to the Welfare Officer, verbally or in writing.
51. If the Welfare Officer is not available then the concern should immediately be raised with Instructor or volunteer on duty if they are not the subject of, or involved in the concern, they will then notify the Welfare Officer of the concern.
52. Any safeguarding concern raised with the Oval Ski Club will be dealt with proportionately, sensitively and treated as confidential.
53. Do not be concerned about making a safeguarding complaint our aim is to support all children, vulnerable adults, carers, club members and their families.
54. Other than in an emergency, if it is necessary to escalate a concern formally, then this will only be done following discussions with carers and guardians and appropriate adults, unless this is inappropriate. Guidance from SnowSport England, or other appropriate authority will be obtained.

55. All minor safeguarding concerns are likely to be dealt with informally. Very serious urgent concerns which place a child or vulnerable adult immediately at risk of harm, will be reported to the police, or other appropriate emergency service or authority.
56. All safeguarding complaints will be recorded and stored securely in accordance with Data Protection Regulations and will not be shared with any third party, save as required by law.

Monitoring

57. This policy will be reviewed in accordance with SnowSport England Guidance.
58. As required by changes in legislation and/or government guidance.

Cancellation of Membership

59. A serious failure to comply with this safeguarding policy may result in cancellation of club membership if you are a member, and you will not be allowed to enter premises or engage in club activities.

Other Procedures

60. The Oval Ski Club has other procedures in this Handbook which assists with safeguarding, which we ask you to familiarise yourself with.

Safeguarding Report Form

61. The club maintains a record of all serious safeguarding complaints.
62. The safeguarding report form will be stored securely, in accordance with data protection principles and it will not transfer to any third party (safe as required by law).

Other Useful Contacts and Sources of Information

- Oval Ski Club Welfare Officer – cwo@ovalskiclub.com
- Snowsport England Safeguarding Lead – Mark Vaughan
welfare@snowsportengland.org.uk 07462 156784
- Wirral Local Authority for Children – ifd@wirral.gov.uk or 0151 677 6557
- Wirral Local Authority for Adults - cadt@wirral.gov.uk or 0151 606 2006
- Kidscape – Kidscape 020 7730 3300 email info@kidscape.org.uk
- Or Parent Advice Line 020 7823 5430
- ChildLine – (for children to use) 0800 1111 www.childline.org.uk

- NSPCC Helpline - (for children or adults) 0808 800 5000
- Anti Bullying Alliance - [Anti-Bullying Alliance](#)
- The Police – Emergency 999, Non-Emergency 101

Date Policy Implemented: Feb 2025

Review Date:		Name:	
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Section 2

Bullying and Harassment Policy

1. The Oval Ski Club is committed to providing a caring, friendly and safe environment for our members.
2. Bullying and harassment of any kind is unacceptable at our club, and it will not be tolerated. If bullying and harassment does occur, children and adults should report this behaviour immediately so that it can be dealt with promptly and fairly.
3. Any individual associated with the club at any level, including but not limited to members, instructors, volunteers, visitors may be prevented from entering club premises, taking part in activities or club membership may be cancelled, if a complaint is serious, and upheld.

Bullying

4. Bullying is the repetitive, intentional hurting of one person or group, by another person or group. Bullying usually exists when there is an imbalance of power.
5. Examples of bullying include but is not limited to shouting, being aggressive, being rude, unfriendly, critical or excluding or ignoring someone. In children this type of behaviour may present as hiding ski kit, name calling, persistent teasing or pushing, kicking, hitting and pinching.
6. Bullying can also include hurtful or unkind comments or pictures in emails or in messages/posts on social media.

Harassment

7. Harassment occurs when an individual engages in unwanted conduct against another, which has the purpose or effect of violating a person's dignity or creating an intimidating, hostile, degrading, humiliating or offensive environment.
8. Examples of harassment include, but are not limited to, exerting pressure on an individual, excess criticism or compliments, sarcasm, inappropriate comments or contact with an individual, or ostracising someone.

Discrimination

9. The Oval Ski Club has members of all abilities and from all backgrounds, Equality and Diversity matters to our club matters to our club. Further information about how we ensure equality and diversity can be found in **Section 7** of this Handbook.
10. It is important to note that bullying and harassment may amount to acts of discrimination if comments or unacceptable behaviour relates to race, religion, belief, sex, sexual orientation, disability, age, pregnancy and maternity related issues, marriage or civil partnership.

Impact of Bullying and Harassment

11. Bullying and harassment behaviour frequently overlaps, and such behaviour exists in many different forms and it can happen face-to-face or online and it can impact upon victims physically or mentally.
12. Bullying and Harassment may cause physical and mental pain and distress (or both) to the victim.

Dealing with Bullying and Harassment

13. All forms of bullying and harassment should be reported to the club's Welfare Officer, or to a trusted representative of the club. If the Club Welfare Officer is not available then a complaint can be made to volunteer or Instructor on duty if they are not the subject of, or involved in the concern, they will then notify the Welfare Officer of the concern.
14. The club is committed to preventing bullying & harassment and it will investigate all complaints and deal with them appropriately and respond to any alleged incidents of bullying.
15. One-off minor incidents, and disagreements between members will if appropriate be dealt with informally.
16. Everyone at the club has a responsibility to work together to stop bullying.
17. All instructors, volunteers, club members and individuals associated with the club, for example a parent or guardian, or a general visitor is expected to comply all club policies and procedures which includes this bullying and harassment policy.
18. We are committed to preventing bullying and harassment and we will: -
 - 18.1 ensure our Anti-bullying Policy is accessible to everyone
 - 18.2 ensure that our committee, volunteers, instructors and trainee instructors are appropriately trained and respond to allegations accordingly deal with all allegations promptly, fairly and efficiently
 - 18.3 appoint a committee member to investigate any complaint of bullying and harassment and if necessary, refer the complaint to the club Welfare Officer
19. We will deal with all complaints sensitively and treat them as confidential and we recognise that anyone can be bullied. We also acknowledge that individuals with a disability, or from ethnic minorities, or who are lesbian, gay, bisexual or transgender, or who are talented, or with learning difficulties and children are more vulnerable and are more likely to be targeted.

20. If following an investigation, the outcome is that bullying and harassment has occurred, then the club will take appropriate action, to resolve the situation. Such action might include, speaking to individuals and/or parents/guardians/carers, encouraging the bully to stop, delivering additional training and if possible, in some situations, reducing the risk of contact between the bully / harasser and the victim.

Date Policy Implemented: Feb 2025

Review Date:	Name:
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Section 3

Whistleblowing Policy

1. Our aim is to allow any individual associated with the club such as members, instructors, volunteers and trainee instructors, parents or guardians, to make a **Protected Disclosure** (whistleblow), about a suspected wrongdoing, without fear of being subjected to detriment such as having club membership cancelled.
2. Whenever possible we want to prevent any wrongdoing. If damage occurs because of wrongdoing, then we want to take action to ensure the wrongdoing doesn't occur again and try and limit any damage.
3. A whistle-blower is a person who raises a genuine concern relating to any of the issues in the list between points **4.1 to 4.6** below and **provided** the criteria in paragraph 6 below, applies.

Protected Disclosures

4. A whistleblowing complaint can only relate to the following concerns :-
 - 4.1 that a criminal offence has or is about to be committed, such as theft fraud, or corruption
 - 4.2 health and safety of any individual is endangered or is likely to be endangered
 - 4.3 that there has been or is likely to be a failure to comply with a legal obligation or statutory requirement
 - 4.4 that the environment is endangered or likely to be endangered
 - 4.5 that a miscarriage of justice has occurred or is likely to occur (for example in the ski club, if an investigation into a complaint has been tainted by dishonesty)
 - 4.6 if there has been or there is likely to be an attempt to cover up any of the acts in the list above
5. It is impossible to provide a definitive list of acts, or omissions which are capable of being the subject a Protected Disclosure. However, minor incidents and personal disagreements do not usually count. It is important to note that complaints about bullying and harassment, discrimination, a data protection, misuse of social media and images and a failure to safeguard, referred to in this Handbook, are all examples of legal obligations and as such are capable of being the subject of a Protected Disclosure.
6. A whistleblowing complaint must not be made for personal gain, and there must be a reasonable belief that the complaint raised is in the interest of the public. This does not mean the public at large, but rather, members of the public who might be affected by the wrongdoing. A whistleblowing complaint should also be

made in “good faith” and should not be used as a deliberate “attack” on a person or an organisation.

Whistleblowing Complaints

7. A complaint can be made verbally or in writing and should be made to a committee member or by contacting hello@ovalskiclub.com. Where a complaint is made verbally you are encouraged to follow up with a short written statement to ensure that there is no misunderstanding or misinterpretation.
8. When a complaint is received, a nominated committee member will arrange a meeting with the person raising the complaint, as soon as reasonably practicable to obtain as much information as possible about the complaint, and report back to the committee.
9. Upon the conclusion of the investigation, the committee will consider the issue and ensure that appropriate action is taken, and if necessary, take advice from external agencies, or Snowsport England.
10. All whistleblowing complaints will be treated as confidential and will be dealt with sensitively and proportionally.
11. If appropriate, the person who made the whistleblowing complaint will be updated about the investigations and the outcome, but sometimes if it is necessary to maintain confidentiality, this may not be possible (for example if the issue relates to the welfare of a child).
12. Malicious or vexatious complaints may result in cancellation of club membership, and / or being prevented from visiting or entering the club premises and attending events.

Date Policy Implemented: Feb 2025

Review Date:	Name:
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Section 4

Codes of Conduct

1. Our aim is to ensure that good conduct is always maintained, to ensure good safeguarding, protect the reputation of the Oval Ski Club, the sport of skiing, and to promote health & safety.
2. We expect everyone to respect the rights, dignity of others, to comply with our Handbook. We always expect appropriate conduct and will not accept unacceptable conduct from anyone. Unacceptable conduct includes, but is not limited to, aggression, dishonesty, malice, obscene or sexual gestures, sexist, racist or prejudicial language, breach of our policies and undermining the authority of the committee, instructors and volunteers (this list of examples are non-exhaustive).
3. Unacceptable conduct may result in an investigation, and if upheld action will be taken. In most instances action will consist of a conversation and a review with the individual to ensure that they are familiar with our Handbook and expectations.
4. Regarding conduct we ask parents guardians and carers as well as any other visitor to the club, to familiarise themselves with points 5 to 15.11 below. Club Members, instructors and volunteers should also familiarise themselves with points 16.1 to 16.13 below. Instructors should be also subject to points 17.1 to 17.8

Children's Code of Conduct

5. The Children's Code applies to all members under the age of 18 and aims to promote safety and good conduct. Please ask your child to read this code or explain it to them in a way that they will understand.
6. To prevent disruption to lessons children must arrive promptly for Snowsports activities and allow enough time to get ready before the start of the lesson.
7. Children must dress appropriately for the activity and weather conditions. For all ski lessons children must wear long trousers, long sleeves, gloves and a helmet when appropriate, long slopes, on snow (artificial or real) and when skiing through racing poles.
8. All children must show respect and courtesy to each other as well as all parents and visitors, instructors, and volunteers at all times. Bullying or harassment of others, for example shouting, ignoring someone, making horrible comments about someone, being dishonest, cheating or being mean to someone, will not be tolerated.
9. Children must concentrate and listen to instructors during lessons.
10. Any child who feels unwell, is in discomfort or pain, scared or worried about a task must inform the ski instructor immediately, or ask to speak to their parent,

guardian or adult accompanying them. They must always tell the instructor if they need a drink or the toilet.

11. Using phones or other electronic devices during lessons is not permitted, except for filming for learning purposes, and with parental permission.
12. Negative comments about the club, or its members, instructors, volunteers, visitors or the sport of skiing, verbally, or in writing on any electronic platform, must not be made and will not be tolerated.
13. All children should demonstrate sporting behaviour in all my activities and promote good sportsmanship, being modest in victory and gracious in defeat.
14. We encourage children to make suggestions and contribute to lessons and to report any concerns to parent/guardian/carer or and Instructor or volunteer. Their comments will be treated respectfully.

Parents and Guardians, carers and Visitors to the Club

15. We encourage all parents and guardians to:-
 - 15.1 comply with this handbook.
 - 15.2 positively reinforce instructions and confidence to their child, relative or friend and to show an interest in their Snowsports activity
 - 15.3 behave in a supportive manner towards other children in the club and other clubs their child comes into contact with
 - 15.4 not to place anyone they are supporting under pressure or push them into activities they do not want to do
 - 15.5 ensure all skiers arrive and are collected punctually from coaching sessions and races
 - 15.6 ensure all skiers are properly and adequately attired for the weather conditions including long trousers, long sleeves and gloves for dry slope and appropriate attire for snow
 - 15.7 ensure that protective equipment is worn as appropriate
 - 15.8 inform the instructor prior to departure from the slope if a child, or vulnerable skier is to be collected early from a session or by a different adult and leave contact number
 - 15.9 ensure skier's nutritional and hydration requirements are met
 - 15.10 report all injuries and discomfort before a lesson or event, or as soon as they occur

15.11 treat everyone with respect

Senior Members, Instructors and Volunteers

16. Everyone in this category must: -

16.1 treat everyone equally and not discriminate on the grounds of age, ability or disability, race, religion or belief, socioeconomic status, sex, sexual orientation, marriage and civil partnership, pregnancy and maternity or gender reassignment

16.2 comply with all club policies

16.3 display high standards of behaviour at all times

16.4 consider the well-being and safety of participants before the development of performance

16.5 develop an appropriate working relationship with participants, whether skiers, parents, volunteers, coaches or anyone involved in the club

16.6 inform Parents or Guardians or friends of skiers about any injuries or issues and report them as appropriate to the Welfare Officer

16.7 promote the club, based on mutual trust and respect

16.8 follow club procedures when communicating with children

16.9 never exert undue influence over performers to obtain personal benefit or reward

16.10 never condone rule violations, bad sportsmanship or the use of prohibited substances

16.11 encourage participants to value their performances and not just results

16.12 encourage and guide participants to accept responsibility for their own performance and behaviour

16.13 always be honest, own up to making a mistake (we all make mistakes), and apologise when appropriate

Instructors/Coaches

17. Everyone in this category must:

17.1 ensure that their professional qualifications and any associated certificates are up to date and valid and that they comply with any requirements of Snowsport England

17.2 ensure that the activities they direct or advocate are appropriate for the

age, maturity, experience and ability of the participant

- 17.3 recognise the rights of all performers to be treated as individuals
- 17.4 recognise the rights of performers to confer with other instructors/coaches and experts
- 17.5 be professional and recognise the professional boundaries and conduct applies always when coaching and any trips or social events whether or not it is a club activity
- 17.6 make a commitment to providing a quality service
- 17.7 actively promote the positive benefits of Snowsports and the club
- 17.8 contribute to the development of coaching within the club by exchanging ideas and working with colleagues

Complaints about Poor Conduct

- 18. in most cases, complaints about poor conduct usually relate minor incidents. Minor incidents of poor conduct will be dealt with informally.
- 19. All serious complaints about general unsatisfactory conduct will be dealt with in accordance with the complaint's procedure in this Handbook. If appropriate, a complaint may be also dealt with in accordance with one of our other procedures in this Handbook, such as Whistleblowing or Safeguarding.
- 20. In the event of a serious complaint which is upheld, membership may be cancelled, and attending club premises and events prohibited, temporarily or permanently.

Date Policy Implemented: Feb 2025

Review Date:	Name:
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Section 5

Complaints Policy

1. As a club our aim is to promote skiing. We want everyone who attends our club to enjoy this activity and we want our club to be successful.
2. Our aim is to resolve and deal with all complaints effectively and quickly and to the satisfaction of everyone concerned.

Receipt of Complaint

3. In relation to any complaint about the club, or its instructors, volunteers, members or visitors we will take the necessary and proportionate steps to resolve any problem.
4. Most complaints about minor incidents or small operational issues will if possible be resolved quickly and if appropriate informally.
5. Verbal or written complaints can be made to a committee member.
6. Safeguarding complaints should always be made to the club Welfare Officer in accordance with **Section 1** of this Handbook.
7. Upon receipt of a minor complaint an individual committee member may take immediate action to rectify the problem. Some complaints may have to be escalated to the committee to ensure that the matter is managed correctly.

Serious Complaints

8. If a complaint is sent to the club which is serious in nature, for example related to safeguarding, data protection, discrimination, bullying and harassment or bribery (this list is not exhaustive), then it may be necessary to suspend club membership and access to club premises and activities, and undertake an investigation.
9. A committee member will be appointed to carry out the investigation.
10. Notes of any interviews will be made, and witnesses may be accompanied by someone to help them during the interview.
11. Following the investigation the issue will be considered by the committee, and appropriate action will be taken.
12. If a serious complaint is upheld, one outcome might be termination of club membership, or being prohibited from entering club premises and taking part in activities.
13. Any ski instructor, volunteer, member or visitor to the club, who is responsible for committing a serious unacceptable act, which is contrary to the objectives

of the club and is in breach of the Handbook, may be asked to leave club premises or the activity immediately.

Dissatisfaction with Outcome of Complaint

- 14. Any member who is dissatisfied with the outcome of a complaint investigation, under this or any other section of this Handbook, may appeal in writing to club chairman.
- 15. A letter setting out the reasons for the appeal should be made within 10 days of receiving the outcome of the investigation.
- 16. The Club Chairman will deal with the appeal and will consider any mistakes, or information that was missing from the initial investigation. The Club Chairman will not reinvestigate the entire complaint.
- 17. The decision of the Club Chairman will be final.

Please Read - Warning

- 18. **In the unlikely event of poor conduct in breach of our club Handbook, which is disturbing, distressful or obvious, the committee will allow any Volunteer or Committee Member, or an adult Volunteer, to ask the offender to leave club premises or the event immediately. In such circumstances, the Oval Ski Club reserves the right to cancel membership without an investigation. If this occurs the right of appeal will still apply, but the outcome of the Appeal will be final.**

Date Policy Implemented: Feb 2025

Review Date:	Name:
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Section 6

Anti- bribery Policy

1. The aim of this policy is to prevent bribery in the Oval Ski Club and to ensure compliance with the Bribery Act 2010.
2. The impact of Bribery can be devastating, and in sport it means that a victim will lose out unfairly. Our aim is to prevent Bribery, to ensure fair competition and reward individuals appropriately and based upon genuine merit.
3. Snowsport England and Oval Ski Club is committed to operating in a fair, ethical and equitable manner and in line with its values and operates a zero tolerance to bribery and corruption.
4. This policy is aimed at promoting free and fair competition and it applies to all visitors, members, committee members, instructors and volunteers.

What is Bribery

5. Bribery occurs when a person makes an offer, promise or gives a financial award to another to gain an advantage.
6. A bribe may include a payment, benefit or gift offered or given with the purpose of influencing a decision or outcome.
7. Examples of Bribery include (this list is not exhaustive) :-
 - 7.1 Providing free tickets or lunch to attend a sporting event
 - 7.2 Making a payment to be included in the race team
 - 7.3 Accepting a payment or gift to lose a ski race
 - 7.4 Making a payment or providing a gift to a race official to improve individual standing in the ski league

What is not a Bribe

8. Small gifts to say, “thank you”, for example a small box of chocolates or bottle of wine are acceptable provided they are not given with the purpose of influencing a decision.

Reporting Bribery

9. If you are concerned about bribery, have been offered a bribe or believe someone else has offered or been offered a bribe, you should report the matter to a committee member.
10. Potential acts of bribery will be investigated appropriately and proportionately by a committee member and appropriate action will be taken.

Date Policy Implemented: Feb 2025

Review Date:	Name:
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Section 7

Equality and Diversity Policy

1. The Oval Ski Club is committed to ensuring that equality and diversity is understood by everyone.
2. Our aim is to ensure that everyone has a genuine and equal opportunity to participate in the Club at all levels and in all roles.
3. We will create an inclusive environment in which all individuals can make the best use of their skills, free from discrimination or harassment.
4. This policy applies to all parents, guardians, visitors, members, committee members, instructors and volunteers.
5. Discrimination of any kind will not be tolerated, and such behaviour might result in club membership being cancelled, and / or being prohibited from entering our club premises, or taking part in activities.

The Equality Act 2010

6. Equality is about making sure people are treated fairly and with respect, it is not about treating everyone in the same way. Equality is about ensuring everyone has the same rights and opportunities.
7. Diversity is about recognising, valuing the differences between individuals and ensuring that that everyone is included in a group or activity.
8. In UK society, there is a tendency for people, to be treated less favourably than other individuals because of certain personal characteristics. At some point in our lives, we will all have one or more of these characteristics.

Protected Characteristics

9. The personal characteristics that might result in less favourable treatment are called **Protected Characteristics**. Under the Equality Act, these are: -
 - 14.1 Age
 - 14.2 Disability
 - 14.3 Marriage and civil partnership
 - 14.4 Pregnancy and maternity
 - 14.5 Race (including colour, nationality, ethnic/national origin)
 - 14.6 Religion or belief (including no religion)
 - 14.7 Sex (male / female)

14.8 Sexual orientation (bisexual, gay, lesbian, heterosexual)

14.9 Gender reassignment

Discrimination

15. The Equality Act identifies 4 types of discrimination: -

Direct Discrimination

11.1 this is when a person is treated less favourably, or worse than another person because of a Protected Characteristic. This type of discrimination also occurs if an individual is associated with a person of a Protected Characteristic, or if an individual is perceived to have a Protected Characteristic

11.2 examples of Direct Discrimination might include, making a comment to someone about the colour of their skin, their general appearance and laughing at someone because of a physical or mental impairment

11.3 this is the most common form of discrimination, and there is no defence

Indirect Discrimination

11.4 Indirect discrimination occurs when an individual or a potential or actual group of individuals who share a protected characteristic are placed at a disadvantage because of a Practice, Criterion, or Provision (**PCP**) that an organisation has implemented

11.5 in skiing, an example might be a club insisting that the average speed of a male skier is used as the entry level for females to join the ski racing team. As a fact, most men ski faster than females and this PCP will subject most females to a disadvantage, because it will be more difficult for them to join the ski racing team

Harassment

11.6 under the Equality Act, harassment is defined as 'unwanted conduct related to a relevant protected characteristic (it must be linked to discrimination) which has the purpose or effect of violating an individual's dignity or creating an intimidating, hostile, degrading, humiliating or offensive environment

11.7 harassment applies to all protected characteristics except for pregnancy and maternity, marriage and civil partnership. It also covers harassment because of 'perception' and 'association'. It also includes the right for individuals to raise an issue that they find offensive even if it is not directed at them

11.8 harassment, examples of harassment are provided in **Section 2** of this Handbook

Victimisation

11.9 under the Equality Act, victimisation occurs when a person who has made a complaint about discrimination or harassment is treated less favourably

11.10 for example, refusing to instruct a club member who has made a complaint about discrimination

Reasonable Adjustments

11.11 under the Equality Act it is recognised that individuals with disabilities may be disadvantaged

11.12 in accordance with the Equality Act, the Oval Ski Club will try and accommodate any member who requires extra help or assistance. This applies to everyone, young members, elderly members or even members who do not use English as their first language. In particular though, the club is mindful that disabled members may require reasonable adjustments when visiting the club, taking part in activities, including skiing

11.13 any member who believes that they may benefit from a reasonable adjustment should speak to a instructor or, volunteer the request will be referred to the committee and considered straight away if possible. If the required reasonable adjustment is a small adjustment, then it could be that the adjustment can be made immediately without being referred to the committee

11.14 it is important to note that under the Equality Act, reasonable adjustments, must be “reasonable”. If, for a good reason, for example cost, resources or health & safety it may not be possible to make the adjustment requested

Objective Justification

11.15 this is a defence which **only** applies to Indirect Discrimination, Age Discrimination and Discrimination arising from a Disability. There is no defence to any other type of discrimination

11.16 if, for a good reason an activity must be carried out in a certain way, or a decision is made which appears to discriminate against a group of members who share a protected characteristic, for example, of a particular age or who are disabled, then this defence might apply. This defence can only be used for a good reason, for example the reasons referred to in clause 11.14 of this Handbook **and** the reason must be

proportionate, and with a view to achieving the organisation's legitimate aim

11.17 a good example of how this defence works is the fact that the Oval Ski Club does not have a rope or drag lift to the top of the slope. The Club's primary purpose is to promote and support skiing. As a small club, we do not have enough resources (volunteers and funds), to install and maintain a ski lift. The club's primary purpose is to promote skiing, and the installation of a lift will interfere or prevent the club's purpose

11.18 any member who finds it difficult for any reason at all to walk, or step to the top of the slope should ask for assistance. We will always help and we take great care to teach our skiers how to ascend the slope safely and as fitness improves, quickly

Implementation

- 12 All instructors, volunteers and members will be trained periodically about equality.
- 13. Immediate steps will be taken to protect a victim from discriminatory behaviour.
- 14. In the event of extremely serious discrimination, it might be necessary to contact an external agency for support, even the police. Discrimination may be regarded as a criminal act.
- 15. All instructors, volunteers and members agree to report any concerns about equality, harassment or victimisation to the committee immediately and to assist with any investigation.
- 15.1 All complaints of discrimination will be dealt with proportionality. Minor offences, without malice and resulting damage will be dealt with informally.
- 18. Serious allegations of discrimination may be investigated under **Sections 1, 2** or **5** of this Handbook. The committee will consider the details of the complaint, before deciding how to proceed.

Date Policy Implemented: Feb 2025

Review Date:	Name:
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Section 8

Data Protection Privacy Notice

1. The Oval Ski Club aims to comply with Data Protection Regulations.
2. We want to ensure that all club members, parents, guardians and carers as well as our instructors, volunteers, members and even visitors understand how we collect store and use personal data safely.
3. **“Personal Data”**, means information from which a living individual can be identified, directly or indirectly.
4. It is necessary for us to collect and store personal data about you so that you can be a club member and take part in our sporting and other activities. This means that the Oval Ski Club is a **“Data Controller”**.
5. Everyone has the right to know how their personal data is used **“Processed”** and stored. Processing includes, recording, organising, storing, using and disposing of personal data.

Collecting Personal Data

6. The Oval Ski club collects personal data from instructors, volunteers, members for legitimate reasons, for example safeguarding, health, safety and for communication purposes. The personal data we collect helps us manage the club in accordance with Snowsport England regulations and expectations.
7. We collect the following personal Data:-
 - 7.1 name, address and contact details
 - 7.2 we may collect bank details
 - 7.3 video recordings and photographs
 - 7.4 we may also collect **“Special Category Data”**, (private and sensitive personal data), which is most likely to be information about health and medication
 - 7.5 other personal data may be collected from third parties, such as information about past convictions, if it is necessary to carry out a DBS check, this usually applies to instructors and welfare officers

Processing Personal Data

8. The Oval Ski Club only processes personal data for our legitimate interest which is to promote the Oval Ski Club and the sport of skiing.

9. By providing us with your personal data you have consented to us contacting you about ski sessions, club events and events or information about ski related activities.
10. Your personal data may be shared with other organisations that are involved with skiing, or support the club with activities, for example Snowsport England, travel agents or tour operators if you book on to the club holiday. Your personal data will not be sent to external agencies, or third parties for general marketing, or commercial purposes.

Photographs and Video Recordings

11. We take photographs and video recordings of all club events which are held at the Oval Ski Club, during the club holiday, and events at other locations.
12. Photographs and videos will include images of club members, families, guardians instructors, volunteers and children. All photographs and videos focus only on the activity, rather than the individual.
13. Photographs are displayed in our club hut, on our website, on other club materials such as calendars, leaflets and the annual ski club holiday book.
14. Video recordings are often used for coaching purposes to record ski performance for personal development and to record results and achievements at ski races. Video recordings are also taken during club social events. Like photographs, video recordings may be used to promote the club and the sport of skiing.
15. Photographs and videos may appear across all media platforms, including, but not limited to our club website, Snowsport England's website or other social media channels for example, Instagram or Facebook.

Safeguarding

16. The Oval Ski Club provides further information about how the club prevents misuse of personal data, including the misuse of photographs and videos in the Safeguarding Section 1 and 10 of this Handbook.

Your Rights

17. You have rights in respect of the personal data you provide to us. You may request a copy of some or all of the Personal Data that we hold about you, your children, or child if you are a guardian. Other rights include:-
 - 17.1 not to be subject to legal or other significant decisions being made about you on the basis of an automated process (without human intervention)
 - 17.2 to request personal inaccuracies in your personal data to be corrected

- 17.2.1 the right to request a restriction about the processing of your personal data (for it to be used, or not to be used in a particular way)
- 17.2.2 the right to request the deletion of personal data, for no reason

Storage of Personal Data

- 18. All Personal data and special category data is collected via online Membership Forms that uses third party software that collects and stores data using cloud based servers in line with GDPR. Essential data is extracted to the Oval Ski Club’s laptop to aid member registration in the hut, which is locked away securely out of sight when the club is closed.
- 19. Only appropriate people will have access to your personal data.
- 20. We will endeavour only to keep your personal data for as long as is necessary and will delete or securely destroy it, save for any legal reason, when it is apparent that you cease to be a club member.
- 21. Data collected via online membership forms and held on third party cloud servers is deleted on an annual basis.

Consent

- 22. **You agree to us using your personal data and those who attend the club within accordance with this Privacy Policy.**
- 23. It is important to note that in the event of an emergency, for example safeguarding or to save life, or if required by law, it may be necessary to share personal data without an individual’s consent.
- 24. **You may withdraw your consent about the way we process your personal data at any time. If you wish to withdraw your consent about the way we process your personal data or if you have any have any further questions or concerns, then please speak to a committee member.**

Questions /Data Breach

- 25. If you have any questions about how we collect and process personal data, or if you have concern about a potential data breach, then please report this using hello@ovalskiclub.com.
- 26. Our intention is to keep a record of any data breach, if one occurs and also any or near misses, so that we are able to take appropriate action to improve how we manage personal data.

Date Policy Implemented: Feb 2025

Review Date:	Name:
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Section 9

Social Media and Electronic Communication

1. The Oval Ski Club uses social media and digital communication to promote the club's activities and the sport of Skiing.
2. We want to promote safe and responsible communication on the official club website and social media platforms, within agreed parameters.
3. Social media is the collective term given to web-based tools and applications which enable users to create, share and interact with content (words, images, graphics and video content), as well as network with each other through the sharing of information, opinions, knowledge and common interests. Examples of social media platforms include Facebook, X (formerly known as Twitter), LinkedIn, Instagram, YouTube, Twitch and TikTok.
4. Social media is difficult to control, and we recognise that occasionally, our members, volunteers and instructors may use their personal accounts, to promote the club and the sport of skiing. The Oval Ski Club recognises that positive social media posts and communication will help build and engage an online community, which will help to provide the club with long term support.
5. Whilst we encourage the use of social media to support our club communications and activities, we expect you to adhere to our standards, which are summarised below. A failure to comply with our standards may result in reputational damage to the club as well as putting members, volunteers and instructors at risk, especially children and vulnerable adults.
6. Participation in social media on behalf of the Oval Ski Club is not a right but an opportunity, it must be treated seriously and with respect. When you post a comment, photograph or communication about our club on social media, you are acting as an ambassador for the Oval Ski Club, Snowsport England and all affiliated clubs and the sport of skiing.

Oval Ski Club Social Media Accounts

7. The Oval Ski Club has "official" social media accounts operated by and for the club are linked on the club website (www.ovalskiclub.com). We use Facebook and Instagram. We also use text messages, private email addresses, and WhatsApp groups to communicate with our members, volunteers and instructors.
8. All posts and images on the Oval Ski Club website are approved by the club committee collectively, or by a committee member, with delegated authority. Our public social media accounts are regularly reviewed by the committee.
9. At all times the Oval Ski Club reserves the right to remove any content on our social networking and communication sites that might be considered inappropriate, illegal, obscene, defamatory, threatening, discriminatory, infringing upon intellectual property rights, invasive of privacy, injurious or

objectionable, especially if the content relates to, or creates a safeguarding issue.

In addition to the above coaches, club officers and appointed volunteers will:

10. Take responsibility for their professional reputation in the online environment, making sure they follow e-safety advice, adhere to privacy and safety settings to prevent children and young people who are members of the club having access and report any concerns in accordance with the club and SSE policies and procedures.
11. In line with schools, club officials, volunteers and instructors must not use their own personal social media account to communicate or be “friends” with any club member under the age of 18 unless they have a clear and transparent reason; for example, they are related to them.
12. Not ask for e mail addresses, mobile phone numbers or social networking profiles of junior members under the age of 18, or search for junior members on social networking services or search engines – club officials will have been given the details of those they need.

General Responsibilities

11. When using social media for communication purposes or to promote the club publicly you must:-
 - 11.1 not post comments that bully discriminate or harass others
 - 11.2 not post offensive, or inappropriate comments or images of others, for example posts or images which relate to violence, nudity, inappropriate images of children, vulnerable adults (with or without consent), or in breach of the Equality Act
 - 11.3 not post images of others, especially children and vulnerable adults, without parents, guardians or careers consent and consider the impact that your post may have on them
 - 10.4 focus on the club, club activity and sport of skiing
 - 10.5 not make negative comments about the club, its members, volunteers, instructors, the sport of skiing or Snowsport England and any other affiliated club
 - 10.6 not post comments that will damage the reputation of the club, the sport of skiing, Snowsport England, or any other affiliated club
 - 10.7 always check the accuracy of facts
 - 10.8 not post political opinions or make comments about sensitive issues, particularly issues in the media

- 10.9 not use the club's name, to promote products. Posts about ski products, for example technical equipment, clothing, learning guides and courses **must** only be posted with the consent of the club
- 10.10 direct enquiries from limited companies, charities, the press and mainstream media, and all other third-party organisations must immediately be reported to a committee member
- 10.11 think about content before you post and acknowledge any opinions expressed are expressed strictly in their individual capacity and not as a representative of the club

Further Guidelines / Useful Information

12. **Defamation** – is when a false statement that is damaging to an organisation or person's reputation is published in print, which includes publishing on all social media platforms.
13. **Copyright** – in accordance with Copyright, Designs and Patents Act 1988, when representing the Oval Ski Club do not use or adapt someone else's images, logo or written content. Failing to acknowledge the source/author/resource citation, where general permission has been given, is also considered a breach of copyright.
14. **Confidentiality** – do not breach confidentiality. For example, information meant for internal use only or which relates to a serious matter such as health & safety, safeguarding, or data protection.
15. **Protect your privacy** – look after your own personal privacy, use passwords, and be cautious when sharing your own personal information. Remember that a simple 'like' may draw attention to your own personal accounts. What you publish is widely accessible and is likely to remain publicly available for long time. If a post or communication looks suspicious report it or delete it.

Reporting Concerns

16. Any concerns about use of social media and digital communication must be reported to a committee member immediately.
17. Concerns about use of social media and digital communication with children in our club, or within the context of Snowsports, including unacceptable behaviour, inappropriate contact with children online, illegal content including sexual abuse/indecent images of children, must be reported to the Club Welfare Officer, immediately.
18. In most cases complaints about misuse of social media and digital communication will be dealt with informally. However, serious complaints may be investigated under **Sections 5** of this Handbook. The committee will consider the details of the complaint, before deciding how to proceed.

Date Policy Implemented: Feb 2025

Review Date:	Name:
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Section 10

Photographic and Video Recording Policy

1. Oval Ski Club is keen to promote positive images of children skiing and is not preventing the use of photographic or videoing equipment.
2. We acknowledge that parents/carers may wish to take photographs or videos of their own children participating in snowsports but asks that parents do not take photographs of other children without their consent and the consent of their parents.
3. Instructors may wish to video club members as this is a useful coaching aid.

Guidelines for Photographic and Recorded Images

4. You consent when completing club membership to photographs and video recordings being made.
5. If parents are unable to consent to their child being photographed or videoed the club will make all reasonable attempts to exclude the child from photos and videos but cannot guarantee this and it should be recognised that it is almost impossible to prevent the taking of photographs and videos with mobile phones and small cameras.
6. Parents/carers/guardians should make a club official aware if their child should not be included when a club official is taking pictures for club use.
7. Parents should be aware that photographs and videos may be taken of children for promotional, publicity and coaching purposes and these images may appear across all media platforms, including, but not limited to our Club or Snowsport England social media channels, website, You Tube platforms, emails, newsletters and PR.
8. Parents should be aware that photographs and videos may be put onto our closed club Facebook page, or Instagram and X accounts.
9. All children featured in recordings must be appropriately dressed for the activity they are participating in.
10. The photograph or recording will focus on the activity rather than a particular young person and personal details which might make the young person vulnerable, such as their exact address will not be revealed.
11. Club members, instructors and volunteers will be allowed to use video equipment as a legitimate coaching aid and means of recording special occasions, however care will be taken in the dissemination and storage of the material.
12. The club will not use any images of a child or young person known to be the subject of any court order.

13. Parents/carers may request to view/review photographic or video recordings held by the club, instructors or volunteers and make reasonable requests that images of their children be removed.
14. Parents and spectators taking photographs/recordings should be prepared to identify themselves if requested and state their purpose for photography/filming.
15. Concerns about images of children being taken or any instances of the use of inappropriate images should be reported to the Club Welfare Officer or to Snowsport England Lead CWO and to Children's Social Care or the Police. Contact details are provided in **Section 1** of this Handbook.
16. The Club will also seek consent from adult participants in line with our photographic policy.

Appendix A

Report of a Data Breach Form

The report should be made as soon as possible after a concern about a potential Data Breach is received.

The completed report will be considered by the Committee.

Describe Complaint

Date complaint received who reported it

- Data was disclosed to an unauthorised person (Breach of Confidentiality)
- Data was accessed by an unauthorised person (Breach of Confidentiality)
- Data was altered. (Breach of Integrity).
- Data was lost. (Breach of Availability).
- Data was destroyed. (Breach of Availability).

Summarise Details of Investigation

Was there a Data breach? If so how did occur and who was affected, what was the risk to individuals? What were the consequences to individuals?

Summarise Action Taken? How were the consequences mitigated?

Notifications

- Notification to ICO
- Notification to data subjects
- No notifications required
- Near miss

Signature

Print Name