NAPTON PADEL CLUB

Governance & Operations Handbook

Version 2.3 – approved by the Board of Trustees on 27 October 2026

Safeguarding – worried about someone?

In an emergency call 999.

Otherwise tell our Club Safeguarding Lead **Beth Hanna** the same day: **safeguarding@naptonpadel.org** or the form at naptonpadel.org/safeguarding.

Or the LTA Safeguarding Team: 020 8487 7000 · safeguarding@lta.org.uk.

The full **Safeguarding Policy and Reporting Procedure** is a separate document, published on naptonpadel.org and displayed at the courts.

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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 making sure the Club is managed safely, fairly and transparently. All trustees, volunteers, coaches and members are expected to comply with it.

The handbook is organised into seven sections: Governance; Membership & Club Rules; Safeguarding; Health & Safety; Coaching & Court Operations; Complaints, Discipline & Appeals; and Administration. An annex lists the current trustees and officers.

Safeguarding. The Club's full Safeguarding Policy and Reporting Procedure is a separate document so that players, parents and families can find it quickly. It forms part of this handbook. Section 3 summarises it and gives the key contacts. Where the two differ, the separate Safeguarding Policy applies.

This handbook sits beneath the Club's Constitution. Where any conflict arises, the Constitution takes precedence.

Section 1 – Governance

1. Governance Statement

Napton Padel Club exists to promote participation in healthy recreation in the local community by:

- providing facilities for padel tennis; and
- making grants to local sports clubs that provide sport promoting physical health, fitness and wellbeing.

The Club uses the Charity Commission's Foundation model constitution. Its voting members are its charity trustees. Club members and Day Members use the Club's facilities but are not members of the CIO and do not vote on its governance.

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, including safeguarding children and adults at risk (Section 3);
- 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 (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 six trustees;
- the Board will meet at least quarterly, with additional meetings called as needed;
- a quorum for decision-making is three trustees or 33% of the Board, whichever is greater;
- trustees serve a term of three 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, and will appoint a Club Safeguarding Lead (paragraph 32);
- safeguarding is a standing item on every Board agenda;
- minutes of trustee meetings will be taken, approved at the following meeting, and retained in accordance with paragraph 117.

The current trustees and officers are listed in the Annex. New trustees will receive an induction covering this handbook, the Constitution, the Safeguarding Policy, their safeguarding responsibilities and the Register of Interests, and will be introduced to the Club Safeguarding Lead.

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;
- complete LTA safeguarding training for committees at induction (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;
- lending money to the Club or holding a financial interest in it.

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.

Loans from trustees. A trustee may lend money to the Club only where, in line with Charity Commission guidance (CC29): borrowing is permitted by the Constitution; the other trustees, without the lending trustee taking part, have discussed the loan and are content that it is in the Club's interests; and the interest rate is below the bank base rate. The decision and terms are recorded in the minutes and the Register of Interests.

The Trustees will maintain a Register of Interests and review it annually (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; or 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 about discrimination should be reported to the Trustees.

6. Volunteer Policy

Volunteers are essential to the success of Napton Padel Club. The Club aims to give volunteers clear roles and responsibilities; appropriate training where required; suitable equipment; a safe working environment; and recognition for their contribution.

Volunteers are expected to act professionally; follow Club policies, including the Safeguarding Policy; respect confidentiality; work safely; and report accidents and concerns promptly. Volunteers working with juniors receive a safeguarding briefing from the Club Safeguarding Lead (paragraph 41). 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, 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, agreed to by the individual, or needed to keep a child or adult at risk safe;
- retain personal data only as long as necessary, in accordance with the Data Retention Schedule (paragraph 117);
- apply extra care to children's data, including photographs (paragraphs 37 and 40);
- allow individuals to exercise their rights (access, correction, deletion) 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 (paragraph 1). The Club will maintain:

- a dedicated Club bank account requiring at least two authorised signatories, both 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, grants, investment monies and donations, and of all expenditure;
- a schedule of loans and grants received, with repayment dates and any conditions attached;
- a process for reimbursing reasonable, receipted trustee and volunteer expenses;
- annual accounts prepared and submitted to the Charity Commission in accordance with statutory deadlines.

Monies received under investment or loan agreements are held and administered in accordance with the terms of those agreements. Any loan from a trustee is subject to paragraph 4.

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 (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 Club Safeguarding Lead (paragraph 32) and the Chair together decide whether a report to the Charity Commission is required for a safeguarding incident. For other incidents, the Chair decides. The Chair, or a trustee they nominate, makes the 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
- Junior 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 where the Chair or Secretary agrees.

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 help establish the Club. Unless stated otherwise:

- Founding Membership benefits apply only during the first membership year;
- Founding Member recognition is permanent;
- Founding Membership is capped at 75 members.

11.6 Membership Limits

To protect court availability, total membership (Founding and Standard combined) is capped at 150. If fewer than 75 Founding Memberships are taken up, the unused places become available as Standard Memberships. When the cap is reached, applicants may join the membership waiting list (paragraph 27). The Trustees may review the cap.

12. Membership Fees

Membership fees are determined annually by the Trustees and 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;
- people aged 65 or over;
- disabled people;
- 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 (currently myClubhouse), which also controls court access and floodlighting. 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 or 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
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

Membership category	Advance booking
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 93) 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, which are published separately. Court fees may vary according to membership category, day of week, time of day and 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, and 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 making sure 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 and report damage promptly. Loss or damage beyond normal wear may result in replacement costs being charged. The Club may 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 and non-marking footwear; behave courteously towards opponents; keep noise to a reasonable level; leave the courts tidy; and place litter in the bins provided. Players should avoid unnecessary shouting or behaviour likely to disturb neighbouring residents (paragraph 86).

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. See also Section 3 and the Safeguarding Policy.

23. Smoking, Alcohol and Drugs

Smoking and vaping are not permitted on the courts. Alcohol should not be consumed while playing. Anyone appearing to be under the influence of alcohol or illegal drugs may be refused access to the courts (see also paragraph 66).

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 and not be allowed to foul Club facilities. Owners are responsible for cleaning up after their dogs (see also paragraph 67).

25. Parking

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

26. Club Property

Members must take reasonable care of the courts, fencing, nets, lighting, access equipment, hired equipment and 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

Court 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.

Membership waiting list. When the membership cap is reached (paragraph 11.6), applicants are offered places in the order they joined the waiting list as places become available.

28. Refunds and Membership Cancellation Rights

Where membership payments are taken online or otherwise 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, a written warning, temporary suspension, cancellation of bookings or 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 (Section 6).

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

Section 3 summarises the Club's **Safeguarding Policy and Reporting Procedure** (version 1.0, October 2026). The full Policy is a separate document so that players, parents and families can find it easily. It forms part of this handbook, is published on naptonpadel.org and is displayed at the courts. Where this Section and the Policy differ, the Policy applies. References below are to sections of the Policy.

Key safeguarding contacts

Immediate danger: call 999.

Club Safeguarding Lead: Beth Hanna · safeguarding@naptonpadel.org · form: naptonpadel.org/safeguarding

LTA Safeguarding Team: 020 8487 7000 · safeguarding@lta.org.uk · safeguardingconcern.lta.org.uk

Warwickshire Family Connect (children): 01926 414144 · **Adult Social Care:** 01926 412080 · **Out of hours:** 01926 886922 · **LADO:** 01926 745376

NSPCC: 0808 800 5000 · **Childline:** 0800 1111

31. Safeguarding Policy

Napton Padel Club believes everyone has the right to enjoy padel in a safe, welcoming and inclusive environment. Abuse, neglect, bullying, discrimination, harassment or exploitation of any kind will not be tolerated. Safeguarding is everyone's responsibility, and the welfare of the child or adult at risk is always the paramount consideration. A child is anyone under 18. The Club adopts the LTA Safeguarding Policy and venue safeguarding standards alongside its own Policy (Policy section 1).

32. Responsibilities and the Club Safeguarding Lead

The trustees are collectively responsible for safeguarding. The Board appoints a Club Safeguarding Lead, who also acts as the Club's Welfare Officer, and a deputy. The Club Safeguarding Lead is **Beth Hanna**, a trustee (email safeguarding@naptonpadel.org), and the Deputy Safeguarding Lead is **Tim Coker**, a trustee. The Safeguarding Lead is the first point of contact for concerns, reports to the LTA and statutory agencies, keeps safeguarding records, oversees checks and training, and reports to each Board meeting. Coaches, volunteers, members, parents and visitors each have responsibilities set out in Policy section 2.

33. Code of Conduct for Adults

Adults must behave respectfully and act as positive role models, and must never bully, abuse or discriminate against anyone, form inappropriate relationships with children or adults at risk, or contact a child privately outside approved Club channels (Policy section 3).

34. Code of Conduct for Parents and Guardians

See Policy section 4.

35. Code of Conduct for Junior Players

See Policy section 5.

36. Supervision of Children

Parents and guardians remain responsible for children except during organised coaching sessions and Club activities where supervision has been arranged. The Club is not a childcare provider (Policy section 6; see also paragraph 22).

37. Photography and Video

Consent is obtained before identifiable images are used, with parental consent for anyone under 18. Children's full names are not published with their images (Policy section 7).

38. Social Media and Online Safety

See Policy section 8.

39. Changing Facilities

Photography and video are never permitted in changing or toilet facilities (Policy section 9).

40. One-to-One Situations and Transport

Coaching takes place in open view where practical; unnecessary one-to-one situations are avoided; parents are told about private coaching for juniors (Policy section 10).

41. Recruitment, Checks and Training

Coaches must hold current LTA accreditation for padel. Anyone who regularly coaches, supervises or is in sole charge of children must have an enhanced DBS check, renewed at least every three years. Trustees with contact with children or adults at risk need a DBS check at the appropriate level. Training requirements for the Safeguarding Lead, coaches, trustees and volunteers are set out in Policy section 11.

42. Reporting Safeguarding Concerns

Every concern goes to the Club Safeguarding Lead on the same day. In summary:

1. If anyone is in immediate danger, call 999.
2. Tell Beth Hanna the same day by email (safeguarding@naptonpadel.org) or the form at naptonpadel.org/safeguarding. If urgent and she has not replied, contact the Deputy (Tim Coker), the Chair or the LTA Safeguarding Team.
3. If you cannot reach anyone at the Club, or prefer not to report to the Club, contact the LTA Safeguarding Team directly.
4. Write down what you saw or heard, in the person's own words, and give it to the Safeguarding Lead.
5. Do not investigate or confront anyone.

The Safeguarding Lead reports every concern to the LTA within 24 hours and, where the threshold is met, to Warwickshire Family Connect, Adult Social Care, the Local Authority Designated Officer (LADO) or the police. Concerns about a coach, volunteer or trustee involving a child are referred to the LADO within one working day. The full reporting framework, including concerns about the Safeguarding Lead or a trustee, is in Policy section 12.

43. Confidentiality and Whistleblowing

Safeguarding information is shared only with those who need it. Confidentiality cannot be promised where someone is at risk. Anyone raising a genuine concern will be supported (Policy section 13).

44. Record Keeping

The Safeguarding Lead keeps secure, confidential records of concerns, separate from membership records, retained in line with paragraph 117 (Policy section 14).

45. Anti-Bullying Policy

See Policy section 15 and Section 6 of this handbook.

46. Equality and Inclusion

See paragraph 5 and Policy section 16.

47. Review

The Safeguarding Policy is reviewed annually, after any serious safeguarding incident, and when legislation or LTA guidance changes. The Safeguarding Lead gives the Board an annual safeguarding report (Policy section 17).

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. 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; and review health and safety arrangements annually.

49. Responsibilities

Trustees are responsible for implementing this policy, maintaining suitable insurance, reviewing risk assessments, investigating significant incidents and making sure defects are addressed promptly.

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

Coaches are responsible for checking courts before sessions, making sure activities suit participants, supervising players safely and reporting accidents.

Contractors working on Club facilities must comply with health and safety legislation, work safely and 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, junior sessions, volunteers, maintenance work and 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 and glass appear secure, the playing surface is free from debris, and 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. Playing barefoot or in unsuitable footwear is not permitted. Jewellery should be removed where practical.

53. Medical Fitness

Players are responsible for making sure they are medically fit to take part. Anyone with illness, dizziness, chest pain or other concerning symptoms should not play. Members with relevant medical conditions are encouraged to tell playing partners where appropriate.

54. First Aid

The Club encourages all accidents to be reported. Where available, first aid equipment will be maintained, and emergency contact information and procedures will be displayed at the courts. Members should call the emergency services whenever immediate medical help is needed.

55. Defibrillator

The location of the nearest Automated External Defibrillator (AED) will be displayed at the courts. In a suspected cardiac arrest, call 999 immediately and use the AED following its spoken instructions. Members are encouraged to know where the nearest AED is.

56. Accident Reporting

All accidents should be reported to the Club as soon as reasonably practicable. Reports should include the date and time, names of those involved, a description of the incident, injuries, witnesses and action taken. Serious incidents will be investigated by the Trustees. An accident involving a child is also notified to the Safeguarding Lead.

57. Near Miss Reporting

Members are encouraged to report situations that could have caused injury, even if none occurred – for example damaged fencing, loose gates, slippery surfaces, defective lighting or broken equipment. Prompt reporting helps prevent accidents.

58. Severe Weather

Courts should not be used where conditions create an unreasonable risk, such as snow, ice, flooding, lightning, high winds or significant storm damage. The Club may temporarily close courts where necessary (paragraph 93).

59. Lightning

If thunder is heard or lightning is seen, play should stop immediately, players should leave the court and seek shelter in 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

In hot weather players should stay hydrated, use sunscreen, wear suitable clothing and take breaks. Coaches should adapt activities when temperatures are unusually high.

61. Ice and Snow

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

62. Floodlighting

Floodlights are controlled through the booking system and should be used only in accordance with Club operating procedures. Faults should be reported immediately. Members must not interfere with electrical equipment (see also paragraph 85).

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 secure them after use, and 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 and not put 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 (see also paragraph 23).

67. Dogs

Dogs must remain under control at all times. Owners must make sure dogs do not enter the playing area or create hazards for players, and must clear up fouling immediately (see also paragraph 24).

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 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 (paragraph 5).

69. Emergency Action Plan

In a serious emergency:

1. Stop play immediately.
2. Make the area safe if possible.
3. Call the emergency services (999) where required.
4. Give the location: **Napton Sports Field, Butt Hill, Napton, Southam CV47 8PJ**; exact court location what3words **///swims.revives.snooze**.
5. Arrange for someone to meet and direct emergency vehicles if practical.
6. Preserve the scene if required for investigation.
7. Notify a Trustee as soon as possible, and the Safeguarding Lead if a child or adult at risk is involved.

70. Emergency Access

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

71. Reporting Defects

Members should report any defect affecting safety as soon as possible, such as damaged fencing, defective gates, damaged net posts, faulty floodlights, uneven surfaces or loose fixtures. Courts may be closed until repairs are complete (see also paragraph 84).

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 and the day-to-day operation of the Club's facilities. Its objectives are to make sure coaching is delivered safely and professionally, protect members and visitors, give fair access to the courts, keep the courts in good condition, and minimise disturbance to neighbours.

74. Court Opening Hours

Unless otherwise determined by the Trustees, the courts are available between 08:00 and 22:00 daily. These hours must stay within any limits set by the Club's lease or licence for the sports field and any planning conditions. The Trustees may temporarily restrict opening hours for maintenance, adverse weather, organised events, safety concerns, or 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 (paragraph 14). Players must not permit unauthorised access, share access codes without permission, hold gates open for unknown people or interfere with locks or access equipment. Members must make sure gates are properly secured after use.

76. Booking Confirmation

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

77. Court Use

Courts are provided primarily for playing 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; and activities unrelated to padel.

78. Authorised Coaching

Only coaches approved by the Club may provide paid coaching on Club courts. Approval requires:

- current LTA accreditation for padel coaching, and qualifications appropriate to the activity;
- their own public liability insurance (paragraph 116);
- safeguarding training and DBS checks as set out in the Safeguarding Policy (paragraph 41);
- agreement to comply with Club policies, including the Safeguarding Policy.

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

79. Coaching Standards

Authorised coaches are expected to promote enjoyment and participation; put player welfare first; prepare sessions suited to participants; maintain professional standards; encourage fair play; and report accidents or safeguarding concerns promptly – safeguarding concerns to the Safeguarding Lead the same day. Coaches should lead by example at all times.

80. Private Coaching

Private coaching by people not authorised by the Club is not permitted. Members wishing to arrange coaching should do so through the Club's approved coaching programme unless the Trustees have given prior written permission. Parents must be told about private coaching for juniors (paragraph 40).

81. Junior Coaching

Junior coaching sessions should be age-appropriate, promote enjoyment and skill development, follow the Safeguarding Policy, and keep suitable supervision ratios. Coaches agree collection arrangements with parents. 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 and disability-inclusive sessions. Priority may occasionally be given to organised Club activities.

83. Court Maintenance

The Club aims to maintain the courts to a high standard. Routine maintenance may include cleaning, net adjustment, inspection of fencing, glass and gates, floodlight inspection, vegetation management and surface inspection. Courts may be closed temporarily during maintenance.

84. Reporting Defects

Members should report defects promptly, for example damaged fencing, damaged glass or mesh, defective nets, faulty locks or floodlights, damaged gates or loose fixtures. Players should not attempt repairs themselves unless authorised (see also paragraph 71).

85. Floodlighting

Floodlighting should only be used during permitted hours and is switched by the booking system. Lighting equipment must not be tampered with. Faults should be reported immediately (see also paragraph 62).

86. Noise

Players are asked to respect neighbouring residents. 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, including nets, posts, scoreboards, seating, gates, access systems, floodlighting and loan rackets. Deliberate misuse may result in disciplinary action.

88. Borrowed Equipment

Loan equipment remains Club property. Users are responsible for reasonable care and returning it by the agreed date. Loss or deliberate damage may result in replacement costs being charged (paragraph 20).

89. Cleaning and Tidiness

All users are expected to help keep the facility tidy: place litter in bins, recycle where facilities exist, remove personal belongings, and report spillages or hazards.

90. Volunteers

The Club relies on volunteers. Members are encouraged to help with maintenance days, coaching support, events, fundraising, administration and welcoming new members. Volunteers follow the Volunteer Policy (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 and leave the site safe.

92. Environmental Responsibility

The Club seeks to minimise its environmental impact. Members are encouraged to recycle, avoid unnecessary waste, avoid unnecessary floodlight use and respect wildlife and surrounding vegetation. The Trustees will seek environmentally responsible solutions where reasonably practicable.

93. Court Closure

The Club may close courts without notice where necessary because of unsafe conditions, maintenance, emergency repairs, severe weather, legal requirements, or circumstances beyond its reasonable control. Where practical, affected players will be told through the booking system, and refunds or credits given (paragraph 16).

94. Failure to Follow Operational Procedures

Persistent failure to comply with operational requirements may result in verbal advice, a written warning, suspension of booking privileges, temporary suspension of membership, or termination of membership in serious or repeated cases. Any action will normally follow Section 6.

95. Review

This section 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. Occasionally concerns, disagreements or complaints may arise. This policy explains how they are dealt with fairly, promptly and consistently. It aims to encourage concerns to be raised early, resolve issues informally where possible, investigate complaints fairly, protect the rights of everyone involved and maintain confidence in the Club's governance.

Safeguarding concerns are not complaints. They are reported straight to the Club Safeguarding Lead under the Safeguarding Policy (paragraph 42), and that Policy takes precedence over this Section.

97. Guiding Principles

Complaints are handled in line with fairness, impartiality, confidentiality, proportionality, natural justice and timely resolution. No one will be disadvantaged for raising 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. If informal resolution is unsuccessful, a formal complaint may be made.

99. Making a Formal Complaint

Complaints should normally be made in writing and include the complainant's name and contact details; a description of the events; relevant dates; any witnesses; and the outcome sought. Complaints should normally be made within three months of the matter arising unless there are good reasons for delay.

100. Receipt of Complaint

The Club will normally acknowledge a formal complaint within seven days, explaining the next steps and who is managing it.

101. Initial Assessment

The Trustees may decide that no further action is required, informal resolution remains appropriate, further information is needed, or a formal investigation should be carried out. Where appropriate, the complainant will be told the decision.

102. Investigation

Investigations are conducted fairly and objectively. The investigator may interview those involved, obtain written statements, review documents, booking records, photographs or video, and seek independent advice. The investigator should not normally have a personal involvement in the matter.

103. Confidentiality

Information about complaints is shared only with those who need it to investigate or decide the matter. Participants should also respect confidentiality. This does not prevent disclosure where required by law or to protect someone from harm.

104. Outcomes

The Trustees may find a complaint not upheld, partially upheld or upheld. Possible actions include no further action, advice or guidance, mediation, an apology, additional training, a written warning, temporary suspension, removal of booking privileges or termination of membership. Action should be proportionate to the seriousness of the matter.

105. Serious Misconduct

Serious misconduct includes 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; and 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 or volunteer duties. In safeguarding cases, the Trustees act on the advice of the LTA Safeguarding Team and, where involved, the LADO or police. 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 and told the allegations, the evidence, the possible outcomes, and the date and place of the meeting. The member may submit written information beforehand 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 or terminate membership. Decisions are made on the balance of probabilities.

109. Appeals

A member may appeal against a disciplinary decision in writing within 14 days, explaining why the decision is considered wrong or unfair and including any significant new evidence. Appeals are considered by trustees not involved in the original decision wherever practicable. The appeal decision will normally be final.

110. Complaints Against Trustees

Complaints about a Trustee are handled in the same fair way as any other complaint. Any Trustee who is the subject of a complaint, or has a conflict of interest, takes no part in the investigation or decision.

111. Complaints About Coaches or Volunteers

Where complaints concern coaches or volunteers, the Trustees may investigate under this procedure, suspend coaching or volunteering while enquiries are made, require further training, impose conditions or end the individual's role.

Where safeguarding concerns arise, the Safeguarding Policy takes precedence. The Safeguarding Lead makes the necessary referrals, including to the LTA Safeguarding Team and, where a child is involved, the Warwickshire LADO (paragraph 42).

112. Vexatious or Persistent Complaints

Members have the right to raise genuine concerns. Complaints may be considered vexatious where they are deliberately abusive, repetitive without new evidence, or intended mainly to harass or disrupt the Club. Any decision to restrict correspondence or decline to investigate further must be made carefully and proportionately, with clear reasons recorded.

113. Records

The Club keeps confidential records of complaints received, investigations, evidence considered, decisions, appeals and actions taken, retained in accordance with paragraph 117.

114. Learning from Complaints

The Trustees periodically review complaints to identify recurring issues, improve procedures, meet training needs and make policy changes that may reduce future complaints.

115. Annual Review

This Complaints, Discipline and Appeals Policy is reviewed annually by the Trustees, or sooner if required by changes in legislation, guidance or the Club's 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 the courts, 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 retains records for no longer than necessary, 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)
Loan, grant and investment agreements	6 years after the agreement ends
Membership and booking records	Duration of membership plus 2 years
Safeguarding records	The longer of the individual reaching age 25, or 10 years from the event
Records of allegations against people working with children	The longer of the person's normal retirement age, or 10 years; malicious allegations removed
DBS check records	Date, level and reference only – certificates are not kept
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 and video used for publicity	Reviewed every 3 years for continued relevance and consent

Records are stored securely, with access restricted to those who need it (paragraph 7). Safeguarding records are held by the Safeguarding Lead, separately from other Club records.

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 presents financial reports to every Board meeting and produces annual accounts for trustee approval before 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 maintains the Register of Interests (paragraph 4) and a record of trustee appointments and resignations. The Secretary also keeps a record of DBS check and safeguarding training renewal dates for trustees, coaches and volunteers (paragraphs 3 and 41), and reminds people when renewals fall due. These records are reviewed at least annually alongside the Board Structure arrangements in paragraph 2.

121. Policy Review Cycle

The table below brings together the review cycle for each part of the handbook.

Part	Review frequency	Reference
Section 1 – Governance	Annual	Paragraph 10
Section 2 – Membership & Club Rules	As amended; no fixed cycle	Paragraph 30
Section 3 – Safeguarding, and the separate Safeguarding Policy	Annual, after any serious incident, or when law or LTA guidance changes	Paragraph 47; Policy section 17
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
Annex – Trustees and officers	Whenever the Board changes	Paragraph 120

The whole handbook is in any case reviewed together at least once a year, as recorded in Document Control.

Annex – Trustees and Officers

As at 27 October 2026. Updated by the Secretary whenever the Board changes.

Trustee	Role
Andrew Riley	Chair
Tim Coker	Treasurer, Secretary and Deputy Safeguarding Lead
Bethan (Beth) Hanna	Club Safeguarding Lead (Welfare Officer)
Tom Williams	Trustee
Darius Potten-Ravenshead	Trustee

Document Control

Document owner	Board of Trustees, Napton Padel Club
Current version	2.3
Companion document	Safeguarding Policy and Reporting Procedure, v1.0 (October 2026)
Review frequency	Annual (paragraph 121)
Approved by	Board of Trustees, 27 October 2026

Changelog

Version	Date	Changes
2.3	27 Oct 2026	Section 3 rewritten as a summary of the new separate Safeguarding Policy and Reporting Procedure, which forms part of the handbook; Beth Hanna named as Club Safeguarding Lead. Safeguarding contacts added to the cover and Section 3. Para 1: charitable objects and Foundation-model CIO membership added. Para 2: Safeguarding Lead and standing safeguarding agenda item. Para 4: trustee loans (CC29). Para 8: loan and grant schedule. Para 9: serious-incident responsibility clarified. Paras 11.5–11.6: Founding cap (75) and total membership cap (150). Paras 1, 7, 8, 11, 15, 28 and 117 simplified. Para 14: myClubhouse named. Para 16: closure cross-reference corrected to para 93. Para 27: membership waiting list. Para 69: emergency location and what3words. Para 78: LTA padel accreditation. Para 96: safeguarding concerns are not complaints. Para 111: LTA and LADO referral. Para 117: new retention rows. Para 120: DBS and training renewals. Para 121: review table extended. Duplicate paragraphs cross-referenced. Annex of trustees and officers added. Contents page regenerated.
2.2	22 Aug 2026	Standardised terminology on ‘Day Member (Pay to Play)’ and ‘Day Membership (Pay to Play)’ (paras 15, 18) to match naptonpadel.org and the Investment Prospectus.
2.1	22 Aug 2026	Para 14 firmed up to prohibit booking under another person's membership category or benefits, with a progressive escalation for breaches.
2.0	22 Aug 2026	Added paras 2, 7, 8, 9, 16, 27, 28 and 68; trustee DBS expectations (paras 3, 41); completed booking priorities table (para 15); cross-referenced opening hours to the lease/licence (para 74); added Section 7 (paras 116–121); moved Document Control to the end.
1.0	1 Jul 2026	Original handbook, Sections 1–6.