

Clwb Syrffio Dyffryn Conwy

Normal Operating Procedures

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1. Front Desk

Prior to session:

- Arrive 15-30 minutes in advance of first session, use two tables to create a welcome area inside the automatic doors of the Surf Snowdonia hub. Bring pens (x3) and a suitable container to take money. An up to date membership list will be available from the Clwb Syrffio website via the admin page. This list will detail all active members in their relevant sessions and also highlight any payment details.
- Activated locker bands are obtained from Surf Snowdonia front desk (NB these bands have to be specifically activated at the start of each session by Surf Snowdonia staff)

On arrival of club members:

- Welcome all members, parents/carers on entrance to Surf Snowdonia
 - Please be mindful that some Surf Snowdonia clients may inadvertently approach the club desk.
 - Signpost any parents wishing to volunteer on the day to a relevant person who can allocate a duty.
- Ensure a register of attendance is maintained;
 - Note any payments taken
 - Ask each individual member to 'sign in' to their session
- Provide club members with a locker band prior to the session if required
 - After the session, the bands are dropped off by the wetsuit hire stand; remind members of this when they are given a band
- Signpost club members towards the wetsuit hire area and changing rooms.
 - Be aware of session start times and make sure members allow sufficient time to change.
 - Ensure all club members are mindful of start times of their sessions.

Post surf session

- All monies should be given to the treasurer at the end of each session.
- If the treasurer is not present during a session seek guidance from another committee member
- Ensure entrance area is tidy and tables returned to their original presentation.

2. Wet Suit Distribution

- Have at least one male and female on wetsuits, a maximum of 4 helpers is ideal.
- If we're first into the wetsuit area we need to fill the tanks for washing the wetsuits. Fill with warm water up to the tape mark.
- As you look into the wetsuit bay, the far right has the kids suits, middle suits are mens and left hand side with mainly turquoise topped suits are ladies. All the suits are hung in size order but to double check, turn back one of the wrists and the actual size is printed there. If a size can't be found, look in the drying room at the back of the wetsuit area as some kit will be in there from the previous day.
- We have register sheets for each of the age groups to record wetsuit loans. The sheets also have wetsuit sizes on there, so if the kids can't remember their size, check on the register. It saves a lot of time!
- If a new child comes to the club, ask their age then hold a suit up at their back - the suit should be the height of the child from shoulders to the floor. They need to be tight, but make sure they come to be checked so sizing is right.
- Shoes are american sizes so size up at least one size if not two.
- Some kids will ask for gloves/hats - give out as necessary and tick off on the register.
- Always take the child's shoes in exchange for the wetsuit - this is what the surf park do and should ensure returns!
- The register is only to record wetsuits out and in, so kids with their own kit won't need to sign in, although they will have bands to hand back at the end.
- When the children bring the wetsuits back, they MUST be put the right way out and left in the tanks to wash - make sure you watch them dropping kit off so they can be ticked off the register - they can sneak off without you noticing!
- They should return their locker band to the bucket on the wetsuits desk.
- Remove the wetsuits from the tanks and put onto coat hangers. They then go into the drying room at the back of the wetsuit area. No wet kit should be returned to the boxes/hangers.
- After the last child is out of the changing room, pop in to check all is tidy and no clothes or bands have been left behind.
- Remember we are working in someone else's work area. In the later stages of any shift we will be sharing the space with Surf Snowdonia staff. Please do everything to avoid getting in their way and where possible help them out
- Leave the wet suit area tidier than you find it!!

3. Volunteering in the surf academy

What is expected from surfers entering the academy:

- Surfers are expected to arrive in the academy 20 minutes before they are due on the water for signing in and warm ups.
- Surfers will be fully kitted up and ready for their surf lesson when they enter the academy.
- Surfers who are suffering from any illnesses or injuries will report these when registering.
- Surfers with specific medical needs e.g. asthma, allergies etc will ensure they have, if needed, appropriate medication with them.
- Parents/ guardians of surfers are expected to remain onsite and maintain parental responsibility for their child/ children.

Roles and responsibilities of the surf academy volunteers

Before surfing

1. As surfers come into the building tick their names off their group register, take down any additional information regarding injuries/ illnesses.
2. Do age appropriate 10 minute warm up (See description).
3. Hand surfers rash vests (for group identity purposes) and ask them to place them over their wetsuits.
4. Exit the academy and take surfers to their lagoon (they could be taken for a gentle jog the long way around).
5. Take surfers to the board store and wait whilst the boards are given to them.
6. Hand surfers over to the surf instructor stating how many surfers they have got and any new additional medical information.

After surfing

1. Once the surf session has finished collect surfers from lagoon side and count surfers (identifying them by the colour of their rash vests).
2. Help surfers return their boards correctly to the shack.
3. Take surfers back to the academy.
4. Ask surfers to rinse and hang rash vests.
5. Hand surfers back to their parents/ guardian.

For a smooth change over and to make sure that all surfers get a good amount of time on the water surfers need to be in the Academy 20 minutes before the start of their session.

4. Surfboard Distribution

- Surfboards are kept on the academy and in a hut alongside the 'crash and splash'
- Surfboards should be allocated to surfers based on their ability and size

- More confident surfers will be able use smaller sizes
- Less confident surfers will need a larger size

<u>Softboards for Beginners</u>	
Surfer's Weight	Softboard
< 40 kg	<u>6'0 - 6'6"</u>
40 - 50 kg	<u>6'6 - 7'6"</u>
50 - 60 kg	<u>7'0" – 8'0"</u>
60 - 70 kg	<u>8'0"</u>

- Surfers need to be allocated a board so they are at lagoon side with their board 5 minutes before the start of their session.
- At the end of the session ensure all boards are stored away with leashes wrapped around the board.