

# Welcoming Newcomers to Our Group

## Summary of Actions

### Club Secretary

- Speak to people who enquire about riding with our group, advise them which ride to start on, and let the ride leader of that ride know about the newcomer's capabilities

### Ride Leaders

- If you are prepared to have newcomers on your ride, designate some of your grade D rides as 'suitable for newcomers'
- If you notice a new name on any of your rides, check to see if they are a newcomer, and, if they are, give them a call to find out about their capabilities
- Look after any newcomers on your ride and speak to them afterwards to review the ride and give them any feedback. Let them know if they should book on any future rides, or if they need more experience before coming back
- Let the membership secretary know about the capability of newcomers on your ride
- Delete the booking of any newcomers who do not show up for your ride

### Membership Secretary

- Call the new riders a few days after their first ride to get feedback on their experience
- Send potential new members details of how to pay their membership fee
- If necessary, dissuade any applicants that the ride leader did not think were up to the required standard
- Refuse or postpone membership applications from people who have not been on at least one of our rides

### Treasurer

- After receiving payment, add the new member's details to the website
- Send the new member a welcome email (cc: to the membership secretary and chair)

**More information about the actions above is detailed below:**

# Welcoming Newcomers to Our Group

## Club Secretary's Tasks

If the club secretary gets an enquiry from someone wishing to join our group on a ride, they will call the person to find out about their capabilities and experience. If the potential rider has ridden with a group before, and they seem confident that they can cover the distance and maintain the speed of a ride, then the secretary will suggest that they book onto one of our 'normal' rides; and the secretary will send a message to the ride leader of that ride to let them know about the new person and their capabilities.

If the newcomer hasn't ridden with a group, but is confident of riding 25 miles, then the secretary will steer them towards a newcomers' ride (and again send a message to the ride leader). However, if they don't think the person is up to a 25-mile ride, the secretary will persuade them to try a different cycling group, or spend time getting their fitness up to scratch before joining us on one of our rides.

## Ride Leader's Tasks

### Running a Ride for Newcomers

If you can and are willing to have newcomers on your ride, then make sure that your ride is grade D and is between 20 and 30 miles, without too many steep hills.

If you want to use one of our standard routes for newcomers (each starting from a different part of the Wirral), then check out our "Routes" page <https://wirralcycling.org/routes/> and type "newcomer" into the selection box.

For a newcomers' ride when you enter the details of your ride on the website, add the words "(suitable for newcomers)" to the end of your ride's title and select the template 'Header for a Newcomers' Ride' as the Single Event Title; that will insert the standard introduction for newcomers at the top of your ride's details.

The screenshot shows the 'Edit Event' interface for a ride titled '(D) In Search of the Dee Bore from Hawarden Bridge (suitable for newcomers)'. The form includes the following fields and options:

- Event title:** (D) In Search of the Dee Bore from Hawarden Bridge (suitable for newcomers)
- Permalink:** <https://wirralcycling.org/events/d-in-search-of-the-dee-bore/>
- Event date:** Sunday February 11 2024
- Event time:** 10:00 - 15:00
- Single Event Title:** Header for a Newcomers' Ride

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Now you may get some newcomers' on your ride.

However, anyone can book onto any of our rides, we can't restrict bookings to members only (well, not without a lot of admin. for everyone concerned). So even if you haven't advertised your ride as suitable for newcomers, you may find a newcomer on it.

## A New Name on Your Ride

If you see a name that you don't recognise, you can check their booking history when you log-in to the system. If you are logged-in and look at the details of your ride, clicking on a person's name ...

(D) In Search of the Dee Bore from Hawarden Bridge (suitable for newcomers)  
10:00 Sunday February 11 2024

Current Participants: 6 space(s) available

- Sheila Coetzee: (🗨️) [redacted] ⚠️ [redacted]
- Janet Coventry: (🗨️) [redacted] ⚠️ [redacted]
- Julie Dallinger: (🗨️) [redacted] ⚠️ [redacted]
- Madhura Dharmarathne: (🗨️) [redacted] ⚠️ [redacted]
- Steve Downs: (🗨️) [redacted] ⚠️ [redacted]
- Jim Gorman: (🗨️) [redacted] ⚠️ [redacted]
- Dawn Grant: (🗨️) [redacted] ⚠️ [redacted]
- John Grant: (🗨️) [redacted] ⚠️ [redacted]
- **John Hampson:** (🗨️) [redacted] ⚠️ [redacted]
- Angela Price: (🗨️) [redacted] ⚠️ [redacted]

... will display all the rides (if any) that that person has previously booked:

The screenshot shows the 'Manage approved bookings' interface for the Wirral Cycling Group. The left sidebar contains navigation options: Menu, Bookings, Events, Pending Bookings (4), Approved Bookings, Messages, Submitted Forms, and Collapse menu. The main content area displays a table of bookings with columns for Event info, Date and time, and Booker. Two bookings are visible:

Event info	Date and time	Booker
<input type="checkbox"/> (D) Thornton Hough to Brimstage via Parkgate RSVP Info: Free: 0, Approved: 16, Pending: 4, Max: 20 (4 waiting list seats included) (Printable view) (CSV export)	Sunday January 7 2024 10:00 - 15:30	[redacted]
<input type="checkbox"/> (D) In Search of the Dee Bore from Hawarden Bridge (suitable for newcomers) RSVP Info: Free: 10, Approved: 10, Max: 20 (4 waiting list seats included) (Printable view) (CSV export)	Sunday February 11 2024 10:00 - 15:00	[redacted]

At the bottom of the table, there are navigation controls: '<< < 1 > >>' and 'Go to page: 1 Row count: 500'.

In the instance above the rider has booked two rides; one on 7th January and one on 11th February. So if you are leading the ride on 7th January, they are a newcomer; but if your ride is on 11th February, by then they will most probably have been on one ride.

If they are a newcomer to your ride, we suggest that you call them to check their capability. You only need to find out if they have ridden with a group before and/or if they can manage the speed and distance of your ride. It is also nice to talk to someone and find out more about them before their first ride.

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If, after speaking to them, you think they would not be able to manage your ride, but could do 25 miles at Grade D, then you should suggest that they cancel their booking with you and instead book onto an official newcomers' ride.

At the start of your ride, introduce yourself, explain the basics of [riding in a group](#) and introduce them to the rest of the riders. It is also a good idea to assign someone to look after them on their first ride and to let you know their view of the newcomer.

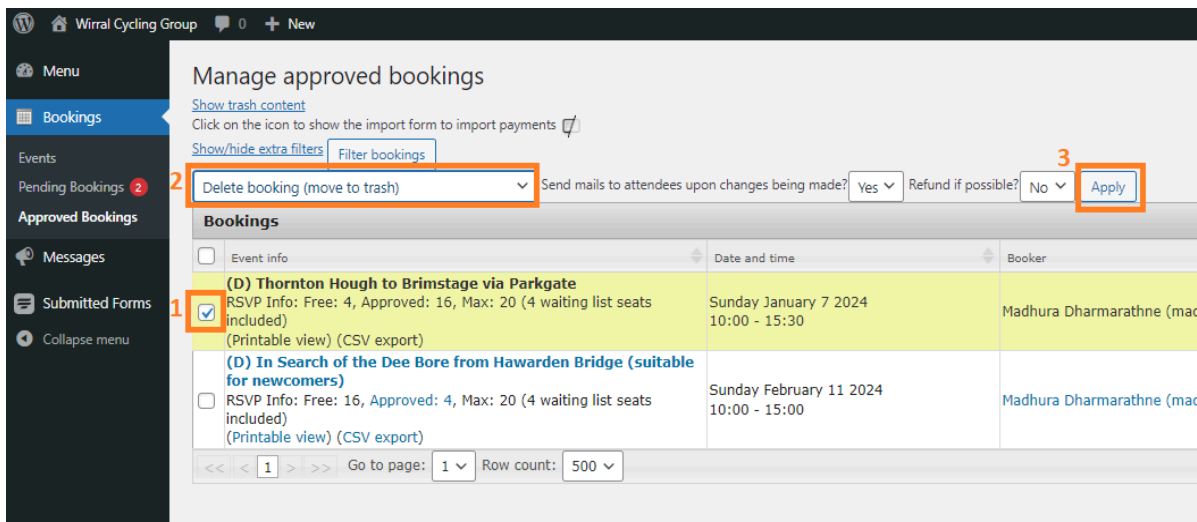
At the end of the ride, ask the new rider what they thought of the ride and give them any feedback. If you think they are up to riding with us in future, advise them what grade of ride they should book on and tell them about the membership application form on the website.

But if you don't think they are up to the standard (safety or capability) please let them know (as nicely as possible) and give any advice about how they could improve their standard.

Afterwards let the [membership secretary](#) know about them and their ability; both positive and negative.

Finally, if the newcomer didn't turn up for the ride (many don't), cancel their booking, so that their booking record is correct for the future.

1. Tick the box for the booking you want to cancel
2. Change the contents of the Action box to 'Delete booking (move to trash)'
3. Press the 'Apply' button



This action will cancel the booking and send an automated message to the person, letting them know their booking has been cancelled.

# Welcoming Newcomers to Our Group

## Membership Secretary's Tasks

Ride leaders should let the [membership secretary](#) know if a newcomer has attended one of their rides . The membership secretary should then call the newcomer a day or two after the ride to ask them how the ride went.

Speaking to the person directly gives them an opportunity to talk about how things went and for us to answer any questions or concerns. Plus it gives us some useful feedback, and lets the person know that we are a friendly club, interested in them as a potential new member.

The membership secretary should explain that guests can go on up to three rides as a guest, before having to become a member (limiting a guest to three rides is a condition of our insurance policy). If the person isn't sure, then we could suggest that they should try one or two more rides, before making a decision. Either way, the secretary should tell them how to apply for membership (via the form on the website; on the "Join Us" page).

When a Membership Application form is completed, the website will send a copy via email to the membership secretary.

Normally the membership secretary will already know about the applicant from the ride leader and will have spoken to the applicant themselves. Provided that the ride leader or the membership secretary believe that the applicant is up to the required standard (i.e. safe and capable), then the membership secretary will send the applicant instructions on how to pay (cc: the treasurer at [treasurer@wirralcycling.org](mailto:treasurer@wirralcycling.org) so they know to expect payment). Below is some suggested wording for the email:

### Membership of Wirral Cycling Group

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Hi *<member's name>*

I am very pleased that you have decided to join our group. Membership costs £10 and runs from 1st October to 30th September each year (NB: If you join in July, August or September, your membership will run until 30th September the following year).

To pay the membership fee, just send £10 by bank transfer to the group's bank account:

[Wirral Cycling Group](#)

[Account 36605760](#)

[Sort Code 30-90-89](#)

& put your name as the reference, so we know who sent it.

Once you have made the payment, please send your contact details (e-mail address, phone number and postal address) to the Group's Treasurer at [treasurer@wirralcycling.org](mailto:treasurer@wirralcycling.org).

Look forward to seeing you on rides in the future

*<Secretary's name & phone number>*

Membership Secretary

# Welcoming Newcomers to Our Group

## Refusing (or delaying acceptance of) a Membership Application

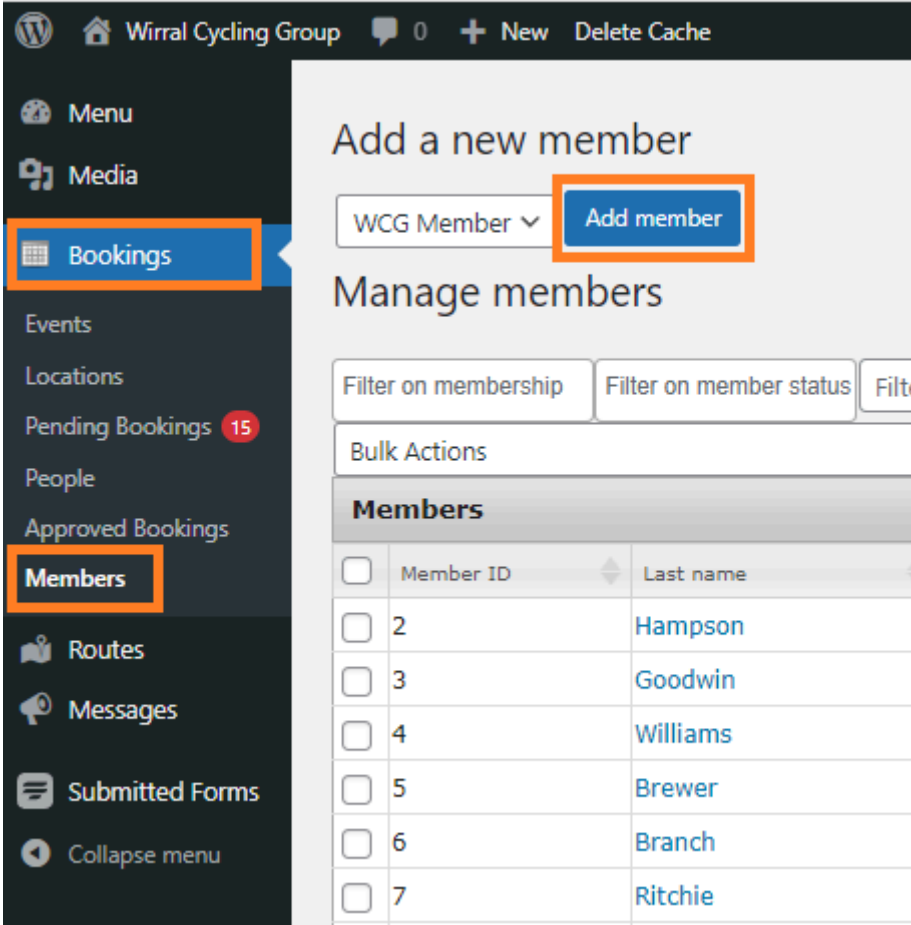
If, however, the ride leader didn't think the applicant was up to the required standard, but didn't get the message after their initial ride and applied for membership anyway, it is up to the membership secretary to call the applicant and explain (as nicely as possible) that they cannot yet be accepted as a member of the group.

Most people will send in their membership application after going on one of our rides, but occasionally people will apply for membership before going on any rides with us. If they do, the membership secretary should call them to explain that they must go on a ride with us before being able to formally join the group. We have to make sure that a potential member is up to the task before accepting them into the club; and we can only do that after seeing how they perform on a group ride.

## Treasurer's Tasks

### Payments

When the treasurer receives a payment for membership, they should add the person as a member on the website. In the 'Bookings' section, choose 'Members' and then press the blue 'Add member' button:



The screenshot shows the website interface for the Wirral Cycling Group. The top navigation bar includes the group name, a home icon, a chat icon with '0' messages, a '+ New' button, and a 'Delete Cache' option. The left sidebar menu contains: Menu, Media, Bookings (highlighted with an orange box), Events, Locations, Pending Bookings (15), People, Approved Bookings, Members (highlighted with an orange box), Routes, Messages, Submitted Forms, and Collapse menu. The main content area is titled 'Add a new member' and features a dropdown menu set to 'WCG Member' and a blue 'Add member' button (both highlighted with orange boxes). Below this is the 'Manage members' section, which includes filter options for membership and status, a 'Bulk Actions' dropdown, and a table of members.

	Member ID	Last name
<input type="checkbox"/>	2	Hampson
<input type="checkbox"/>	3	Goodwin
<input type="checkbox"/>	4	Williams
<input type="checkbox"/>	5	Brewer
<input type="checkbox"/>	6	Branch
<input type="checkbox"/>	7	Ritchie

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Then the treasurer should add the member's details to the system by:

- Leaving (a) as 'Yes', and typing the surname of the person at (b) until the system finds their record (their record will be there if they have booked onto a ride). After selecting the correct person, their details at (g) will be filled in automatically.
- The dates (c) should already be correct (this membership year), but can be changed; for example if the membership should be until 1st October the following year
- Setting the 'Member status' (d) to 'Active', the paid flag (e) to 'Yes', and entering the date their payment was made in (f).
- Pressing the 'Become member' button (h) when all the details are correct.

The screenshot shows the 'Add member' form in the Wirral Cycling Group system. The form is divided into several sections:

- Send mail to new member?**: A dropdown menu with 'Yes' selected (labeled **a**).
- Membership**: A search box containing 'Start typing a name' (labeled **b**), with 'WCG Member' listed below it.
- Start date**: A date picker showing 'Sunday October 1 2023' (labeled **c**).
- End date**: A date picker showing 'Tuesday October 1 2024' (labeled **c**).
- Member status calculated automatically**: A dropdown menu with 'Yes' selected (labeled **d**).
- Member status**: A dropdown menu with 'Pending' selected (labeled **d**).
- Has the member paid?**: A dropdown menu with 'No' selected (labeled **e**).
- Last payment received date**: An empty date input field (labeled **f**).
- Member info**: A section containing several input fields: Surname (Last name), First Name (First name), Email Address (Email), Telephone No. (Phone number), Address Line 1 (Address line 1), Town or City (Address line 2), Region (City), and Post Code (Postal code). This section is labeled **g**.
- Become member**: A button at the bottom of the form (labeled **h**).

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The treasurer should then send the new member a 'welcome' email similar to the one below, and 'cc' a copy to the membership secretary and the chair, so that they know that a new member has joined.

cc: [membership@wirralcycling.org](mailto:membership@wirralcycling.org), [chair@wirralcycling.org](mailto:chair@wirralcycling.org)

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## Welcome to Wirral Cycling Group

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Hello *<member's name>*

Just to let you know that we have received your payment for membership with Wirral Cycling Group. The membership year runs from 1st October to 30th September each year. So membership fees are payable on 1st October every year. If however you have joined in the last three months of the membership year (July, August or September), then you will not have to pay again until 1st October in the following year.

Welcome to the group. As a member you can now book onto any of our planned rides via the booking form on our website <https://wirralcycling.org/plannedrides/>.

If a ride is full, there is usually an option to book a place on the waiting list. If someone cancels their booking, the system will assign their place to the next person on the waiting list automatically.

When you have a place booked on a ride you will be sent an email confirming your booking within 15 minutes. If you don't see the confirmation, please check your spam/junk folders (some email systems think our automatic messages are spam).

You will also receive an automatic reminder about the ride three days before the day of the ride. Places are limited on our rides, so please cancel your booking (using the link in your confirmation email or on the reminder) if you can no longer attend.

Here is a link to our guidelines for riding in a group [<A Guide to Riding in a Group>](#). Please make sure you read these as we aim to keep everyone safe on our rides. And please remember to be Covid safe on rides, giving space, and not riding if unwell.

I look forward to meeting you on future rides and I hope that you enjoy cycling with us.

Kind regards

*<Treasurer's name>*

Treasurer