



CANTERBURY RFC

#ONECLUB

Visitor Code of Conduct

Our commitment

Canterbury Rugby Football Club is proud to be an inclusive, respectful, and community driven environment. We welcome players, members, volunteers, partners, and visitors of all backgrounds, ages, and abilities.

Everyone who steps onto the grounds of the club, whether for rugby, social events, dining, or as a guest, is considered part of our wider rugby family. With that comes a shared responsibility to uphold the values of the club and the game.

Purpose of this policy

This policy sets out the expected standards of behaviour for all visitors to the club, regardless of status. This includes, but is not limited to:

- Members
- Non members
- Visiting players and supporters
- Event attendees
- Corporate guests
- Casual diners and bar users
- Contractors and suppliers

It applies at all times when on club premises or representing the club at external events.

Our values

All visitors are expected to reflect the core values of rugby union:

- Teamwork
- Respect
- Enjoyment
- Discipline
- Sportsmanship

These values underpin how we treat one another both on and off the pitch.

Expected behaviour

We expect all visitors to:

- Treat everyone with dignity and respect at all times
- Behave in a way that contributes to a safe, welcoming, and inclusive environment
- Show courtesy to staff, volunteers, players, and fellow visitors
- Follow all club rules, signage, and instructions from club representatives
- Respect the role of young people working or volunteering at the club
- Consume alcohol responsibly where applicable



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Unacceptable behaviour

The following behaviour will not be tolerated under any circumstances:

- Verbal abuse, harassment, or intimidation of any kind
- Discriminatory language or behaviour relating to race, gender, sexuality, disability, religion, or age
- Aggressive, threatening, or violent conduct
- Bullying or targeting of individuals, including staff and volunteers
- Any inappropriate behaviour towards children or young people
- Excessive intoxication leading to disruptive or unsafe conduct

This includes behaviour directed at catering staff, bar staff, volunteers, match officials, players, and spectators.

Safeguarding and young people

The club has a duty of care to protect and safeguard all children and young people involved in its activities, including those participating in or working within the club environment.

Any form of inappropriate behaviour towards a young person will be treated as a serious safeguarding concern and dealt with immediately.

Reporting concerns

If you experience or witness any behaviour that falls below the standards set out in this Code of Conduct, you are encouraged to report it as soon as possible.

Reports can be made to:

- A member of bar or catering staff
- A coach or team manager
- A club official or committee member
- The club's safeguarding officer

You can also report concerns directly via email:

- Safeguarding Officer: safeguarding@canrugby.co.uk
- Club Committee: committee@canrugby.co.uk
- Anonymous reporting via iTrust: <https://canterbury-rugby-club.theitrustapp.com/> Please select the "Speak Up" option

If you are unsure who to speak to, please ask any member of staff and they will direct you appropriately.

Where a concern involves a child or young person, or relates to safeguarding, it should be reported immediately to the club's safeguarding officer.

All reports will be treated seriously, handled with appropriate sensitivity, and acted upon in line with club policies and safeguarding procedures.



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Consequences of misconduct

Any transgression of this Code of Conduct may lead to immediate removal from the club grounds and, where warranted, further action, including suspension of access, formal sanctions, or referral to relevant authorities.

The club reserves the right to take any action it deems necessary to protect its people and uphold its values.

Our shared responsibility

Creating a safe, respectful, and enjoyable environment is the responsibility of everyone at Canterbury Rugby Football Club.

By visiting the club, you agree to uphold these standards and contribute positively to the Black and Amber community.