The Camping and Caravanning Club

Greenfields House, Westwood Way, Coventry CV4 8JH

Green Paper Number:	**5.5 (version 3)** *please replace version 2*
Subject:	**Guidelines for Club Unit Website Hosting and Website Templates**
To:	**Webmasters and Region / Section Web Co-ordinators**
From:	**Director of Marketing & Insight**
Direct Line No:	**02476 475230**

The Club has introduced a website hosting and template service for Club Units, which allows websites to be hosted, managed and funded centrally by the Club, as well as access to a range of website templates that can be tailored by Webmasters to their individual Unit's needs. The following guidelines cover this service:

Hosting of Websites and Templates

1. Club Units must obtain local approval, as outlined below in points 2 and 3, before requesting to have a website template made available by the Club, if required, or an existing website hosted by the Club for their Unit.

2. DAs / Section Areas should seek approval from their Region / Section Web Co-ordinator (or Region / Section Webmaster where a Co-ordinator has not been appointed).

3. Regions and Sections should seek approval from their Region / Section Web Co-ordinator (or Secretary of the Communications Committee where a Co-ordinator has not been appointed).

4. Following local approval, the Club will make a website template available under its hosting account and / or centrally host a Club Unit website, free of charge, and provide the Webmaster with login details to allow them to manage their own website files.

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To National Councillors	✓
To Region Secretaries	✓
To Section National Secretaries	✓
To District Association Secretaries	✓
To Section Area Secretaries	✓

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5. Webmasters will be given the option to choose from one of a small number of template options, which can be viewed here: www.ccctemplates.co.uk/previews and will be made available on request via the Headquarters Digital Team at: digital.team@thefriendlyclub.co.uk

6. The selected template file(s) will be uploaded to the Unit's web-space and login details will be provided to enable the Webmaster to access the CMS (Content Management System) for the website and populate it with content as required.

7. Club Units must ensure they have a domain name to associate with the website in accordance with the requirements of **Green Paper 5.9** - Guidelines for Club Unit Domain Registrations and Domain Transfers.

8. Club Units must also adhere to the guidelines set out in **Green Paper 5.2** - Guidelines for Club Units Creating and Managing a Website / Social Media Channel. On completion of a website using a new template, approval should then be sought as outlined in **Green Paper 5.2**.

9. The templates are straightforward to use by all, including those with minimal Webmaster experience, but will have public forums associated with them to assist with troubleshooting and problem solving. Hyperlinks to these forums will be given by the Digital Team when template access details are provided.

10. Members are reminded that the aforementioned forums are not created, run or moderated by the Digital Team or any part of the Club.

11. If additional support is required, Webmasters may contact the Headquarters Digital Team at: digital.team@thefriendlyclub.co.uk who will attempt to assist them where possible.

Hosting of Existing Websites

12. The Club will also host existing Unit websites under its hosting account free of charge, giving Webmasters FTP (File Transfer Protocol) access details to allow them to manage their own files.

13. Before Club Units may take advantage of this hosting service, receive any login details or upload any web files, they must have received local approval as outlined in sections 1 to 3 overleaf.

14. Once local approval has been received, a request for hosting should be sent to the Headquarters Digital Team at: digital.team@thefriendlyclub.co.uk and web space will then be set-up and FTP details will be provided.

15. Club Units must also ensure they have a domain name to associate with the website in accordance with **Green Paper 5.9** - Guidelines for Club Unit Domain Registrations and Domain Transfers.

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16. Support can be accessed free of charge via the hosting platform's Support Database - www.heartinternet.uk/support

17. If additional support is required, Webmasters may contact the Headquarters Digital Team at: digital.team@thefriendlyclub.co.uk who will attempt to assist them where possible.

18. Webmasters are reminded that responsibility for managing web space and files will remain with their Club Unit and must be carried out in accordance with the requirements of **Green Paper 5.2**.

Content of Website

19. For general guidance and compliance requirements for creating and managing Club Unit websites and social media channels, please refer to **Green Paper 5.2**.

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