

Members Handbook

CONTENT

- **Welcome**
- **Our Charter**
- **Class & session Information.**
- **Parent Information**
- **Payment and Session Times Information**
- **Membership**
- **Communication**
- **Twist & Flip Gymnastics Academy Complaints and Grievance Procedure**
- **Membership and Performance Standards**
- **Health & Safety and Child/Adult Protection**
- **Gymnast Code of Conduct**
- **Parents Code of Conduct**

1. Welcome to Our Academy

Welcome to Twist & Flip Gymnastics Academy. We aim to enhance your child's development right through from eight weeks old to adulthood. Most importantly, we hope to offer maximum enjoyment of gymnastics whilst at our Academy by giving everyone a chance to participate, regardless of ability.

Nicky Nicol

About Us

Twist & Flip Gymnastics Academy was founded in September 2011 by Nicky Nicol, an ex Regional & National gymnast who started Gymnastics at the age of 5 in Yorkshire. After working alongside Beth Tweddle's Total Gymnastics Academy coaches at Cleethorpes Leisure Centre back in 2010 and having spoken with them about the lack of provision for the sport within the area. Nicky's idea was to start small, running out of school clubs, trying to give more children a taste of the sport. Nicky is a strong believer that every child should get the opportunity to try gymnastics, particularly as the values and skills learned can transfer over to other sports as well, including dancing, football and martial arts. With the support of her husband Mark, and son, Jack, Twist & Flip was launched!

Our qualified and experienced coaches provide gymnastics classes from Monday to Saturday in Twist & Flip Centre as well as delivering PE lessons and out of school clubs in the local Primary schools. We have a range of options to suit different styles, ages and abilities including parent and toddler sessions, disability gymnastics and more.

We also provide gymnastics as part of the physical education curriculum at many local primary and secondary schools, and are involved in providing sessions for local gifted and talented children, specialised disability groups and we provide a venue for inter school competitions. We also offer opportunities for gymnasts to represent the club in local, regional and national competitions.

We are enormously proud that our Academy is the only local Academy to have been awarded the Gym Mark accreditation, which means that it is recognised by British Gymnastics and their associate partners as a safe, effective and child friendly club. We worked extremely hard to gain this accreditation and will continue to implement these practices.

2. Twist & Flip Charter

Teamwork - Divides the task and multiplies the success.

Communication – Clear communication provides clarity in your training.

Go the extra mile – Making the extra effort to succeed.

Improve – Focus on what you can control and don't worry about what you can't control.

Pride – The more you sweat in training, the less you bleed in combat.

Develop Confidence – “Each time we face our fears we gain strength, courage and confidence in the doing “Theodore Roosevelt”.

Standards – Always strive to be the best you, YOU can be.

Expectations – Accept your strengths and add more.

Efficiency – What counts is not the number of hours you work, but the energy you put into those hours.

Service Standards – Fulfill your potential and help others around you to fulfill theirs.

Performance – If you are only feeling 50% try and give 100% of that 50%.

3. Class and Session Information

Parents of gymnasts are not required to stay on site after their initial settling in sessions. The only exception to this is the CopyCats parent and child sessions where parents/grandparents or guardians are permitted to accompany each child.

Parents/guardians are asked to ensure that their child has been to the toilet prior to the session start to avoid disruptions and thus ensure each child benefits from a full session. During sessions, gymnasts under the age of eleven will always be taken to the toilet by a DBS checked member of staff. Children aged eleven and over must seek a coach's permission, and this will be granted if the child is deemed responsible enough to leave the session alone. Otherwise, a DBS checked member of staff will accompany the gymnast.

Outdoor clothing must be left in the individual shoe boxes we have on site. Please keep personal belongings brought into the centre to a minimum as space in these boxes is limited. Children train in bare feet, however we recommend they come with sliders or crocs so that trips to the toilet or moving around the centre can be done quickly and with ease. **Shoes are not permitted on the equipment.** They will be removed at the start of each session and kept in their shoe boxes.

Jewelry is not permitted during sessions. We allow plasters to cover new piercings for the **first six weeks only**. After this point, gymnasts wearing earrings will not be covered by their Gymnastics insurance in the case of accidents. Due to legislative restrictions, we cannot apply plasters, therefore gymnasts must arrive at each session with any necessary covering in place. If they do not have them covered or removed they will be unable to take part.

4. Parent Information

Once your child starts with the Academy it is policy that parents register their child on our website <https://twistandflip.co.uk/update-your-details/>. This ensures we have correct information if we need to contact you in an emergency and also lets us know about any Medical issues we need to be aware of as well as taking your Consent for Photography. It is the parents responsibility to keep these details up to date.

Clothing and Footwear

All gymnasts must work in bare feet; however, we do ask gymnasts to come into the gymnastic centre wearing their shoes and socks which can be removed and placed in the allocated storage area. Footwear must be easy to take on and off as they will need to move from upstairs to downstairs during sessions as well as toilet breaks. Gymnasts

must wear suitable clothing such as a leotard or shorts/leggings and a T-shirt. **No crop tops** are allowed due to health & safety.

Valuables and Personal Property

Please be aware that as an Academy we cannot be held responsible for any valuables that are brought to the session. If you would like us to look after anything valuable, please hand it into reception.

Mobile Phones

Mobile phones/ electronic devices. Where possible should be left at home, if needed they must be kept in bags during training sessions and should not be accessed. Children should not be taking or sharing photos/ videos on social media or with others. Children found breaking this rule may be asked to leave the academy. If a child is expecting an important call during a session please advise the coach upon drop off we will make sure the device in question is accessible **ONLY** for this reason.

Dropping Off and Collection of Your Child

Punctuality is the responsibility of parents and guardians. If your child is dropped off on the street and not brought to the centre, please do not be offended when we call you. They are not our responsibility until your child enters the centre for their session. It is the parent's responsibility to walk their child to the building and wait until your child's session has been called before leaving the premises. If your child is being picked up by someone the staff do not know please make sure you inform us who this will be. **No** child will be allowed to leave the academy without a parent, if your child walks home then written permission from their parent is required.

Children under the age of eleven will not be allowed to leave the session without a parent or guardian's collection. Children aged eleven and above may leave the session alone upon prior agreement with a coach. This agreement must be made in writing.

When waiting for your children at the end of the session please make sure to stay within close proximity of the doors. We do not want parents standing at the kerb and children rushing out to meet them so close to the road. When you see your child ready to leave please step forward to collect them safely. Our primary concern is the safety of your children

Speaking to Your Coach

If you wish to speak to your coach or another member of staff, **you must not** approach them during a session or before the session starts as they are busy coaching children.

You will need to book an appointment to meet with your child's coach via reception or contact the academy 01472 750012 and someone will be happy to arrange this.

Coaches and staff are not permitted to give out their personal contact details and personal addresses. Parents/guardians must not contact the coaches in this way. Any contact must be made through the correct Academy channels.

Car Parking

At King Edward Street we have a limited number of spaces for customers which are situated directly in front of the building. Please make sure you park in the correct spaces and think of others. Parents taking over multiple spaces may be asked to move their vehicles as it is unfair to other users. Please be aware that it is beyond the control of Twist & Flip Gymnastics Academy if you incur a penalty for parking in any spaces that are within controlled car parks, such as the retail park at Next. During evenings and weekends the majority of nearby businesses are closed and parking is available around them. During the day when our preschool sessions are on there should be enough spaces for all members, providing people park sensibly.

Supervision of Non-Attending Children

All children and siblings who are not attending sessions must be supervised always whilst the sessions are in progress. They are the sole responsibility of the parent/guardian. They must not try to use any of the equipment or join in any session. The Academy will not accept responsibility or liability for any injury caused to children in the public areas.

Transferring/Change of Session

We understand that you may wish to change your child's session, and although we endeavor to accommodate any such requests, we cannot guarantee immediate transfers, therefore, your child may have to join a waiting list for a new group. Please speak to a coach to discuss possible alterations.

Behavior and Discipline in Sessions

We are committed to providing a safe environment for gymnasts, therefore it is imperative that each child listens to and follows instructions from all coaches and members of staff. Those who disrupt sessions or attempt to undertake moves that they have not been asked to do can cause a danger to themselves and to other participating gymnasts. The Academy takes behavior and discipline very seriously and will not tolerate disobedience, we also have a zero-tolerance policy for bullying. Parents and guardians will be informed if a gymnast does not uphold our expected standards of behavior, and continual instances of this kind may result in the gymnast losing their place at the academy.

CCTV Use within the Academy

Both the interior and exterior of the building are covered by CCTV. The external cameras are primarily there for building security and to prevent and deter crime whilst also assisting police in the case of an incident. Warning signs have been placed in prominent areas to make people aware of the cameras.

The internal cameras do not cover any areas in which you would expect privacy (toilet facilities, private offices etc) and have several uses

1. To protect the academy assets and equipment from theft and vandalism
2. To Preventing bullying of members and make sure academy members behave as expected
3. Monitoring the behavior of any on site visitors

Our CCTV does not record sound and is not available to be viewed or live streamed by anyone not authorized to use the system. All images are deleted within 31 days unless they are required as part of a criminal or civil investigation

For further information or a copy of our full CCTV policy please contact grimsby@twistandflip.co.uk.

5. Payment Information and Session Times

All costs and fees are worked out on an hourly basis, with the exception of the 45-minute Little G sessions. We aim to keep our costs to a minimum and you will be informed as soon as possible if there are any changes to our session prices.

Session Times and Days

Please visit our Facebook page or website at www.twistandflip.co.uk for full details of our session days, times and locations. For any further information, please contact a coach. Please note that the academy closes on Sundays and may occasionally close on bank holidays; if we shut on a bank holiday we will endeavor to rearrange sessions so that gymnasts do not miss out on their training.

Payment Method

The Academy requires payment by **standing order on the first of each month** (outside of any initial PAYG period when they first join us). This method is safe and secure, and saves having to remember to pay each month. The subs are calculated over a 50 week year. This means the sum is always the same regardless of whether there are 4 or 5 sessions during the month.

In situations where payday makes the first awkward we are happy to discuss earlier payment, however those who pay late will not be admitted into sessions. Please contact us to discuss this in more detail at grimsby@twistandflip.co.uk

If training hours increase to 2 hours per week the price for these are double the amount of the standing order. Further increases in training are available, if this is something you and your child is interested in then please contact us for more details.

One Hour per week monthly fee*	Two Hour per week monthly fee*
£32	£64

If you require the bank details sending back out please contact the admin team directly at grimsby@twistandflip.co.uk

*Additional hours available upon request by talking with Head Coach Nicky

IMPORTANT NOTICE

If you choose to withdraw your child from our sessions, the Academy must be given 30 days notice. Standing Orders are in the control of the parents and it's the parents responsibility to cancel this once your child has decided to leave. The academy does not give refunds and any payments going in after the months' notice cannot be reimbursed.

Non-Payment of Fees and Charges

Your child's session fees are due on the first day of each month. **You will incur a late payment fee of £10** if this policy is not followed, and persistent delays or non-payment could result in your child losing their place at the academy.

Sometimes there may be extra sessions, holiday camps, specific training opportunities or competitions. We can arrange to take payment for these by bank transfer or by paying via card on our website. These are not compulsory and are often first come first served.

6. Insurance

This is your child's personal insurance. It is our policy that all children must have this in place by week two of membership. You may transfer an existing policy from another academy to us, alternatively our own insurance is available to purchase on our website for an annual fee. Development Gymnasts may require British Gymnastics Insurance. If this is the case then your coach will advise you of this.

7. Communication Between the Academy and You

The Academy encourages communication between the gymnasts, their parents/guardians and the coaches. You can contact us in the following ways:

01472 750012- please leave a message if there is no answer and you will be contacted as soon as possible or email:

The best email to contact is grimsby@twistandflip.co.uk as this office is manned Mon-Fri 9.30-2.30pm

However if the query is on a sensitive or delicate nature then please feel free to contact Mark/ Nicky directly

Nicky Head Coach – nicky@twistandflip.co.uk

Mark Club Secretary – mark@twistandflip.co.uk

Jack -Manager - jack@twistandflip.co.uk

Most of our communication with you will be done by email. Please do not unsubscribe from newsletters whilst your child is a member as you will miss important news and updates from the club and about your child's progress. Make sure you add



grimsby@twistandflip.co.uk and nicky@twistandflip.co.uk to your safe lists as the majority of emails will come from these addresses.

Specific Concerns or Complaints

If you have any specific concerns you must in the first instance, see your child's coach as soon as possible before or after their session. Please do not disrupt any sessions to do so. If your child's coach is unavailable, another member of the team will be happy to assist you.

If you remain unhappy with the coach's response, please contact company directors Nicky Nicol and Mark Nicol. Thereafter, if concerns have not been resolved to your satisfaction, please refer to the complaints procedure described on the following pages.

Any formal communication with the academy must be done via the above telephone number and email addresses. Please do not text or call any coach's personal numbers.

8. Twist & Flip Gymnastics Academy Complaints and Grievance Procedure

The diagram below shows the Club's procedure for dealing with complaints. The complaint will go through each stage of the procedure, stopping when a resolution is reached. General Complaints follow the procedure shown on the right. Welfare Complaints follow the procedure on the left. Welfare complaints in which a child is considered to be in immediate danger will be referred directly to the police.

As a club affiliated to British Gymnastics, the club is bound by the BG Procedures for complaints, disciplinary issues and Membership suspensions and expulsions.

The club places the welfare and safety of its members as the highest priority.

Twist & Flip Gymnastics Academy has designated Health, Welfare and Safety Officers to whom all complaints, grievances and suspicions of poor practice should be addressed. Matters will be dealt with confidentially and only those who need to know will be informed.

The British Gymnastics procedures for dealing with complaints will be followed and if an issue cannot be suitably addressed at club level, the British Gymnastics procedures will be implemented.

A copy of the British Gymnastics Complaints Procedure and the Policy for Safeguarding and Protecting Children and Vulnerable Adults is available from the Club Secretary or copies can be obtained from British Gymnastics.

Nicky Nicol

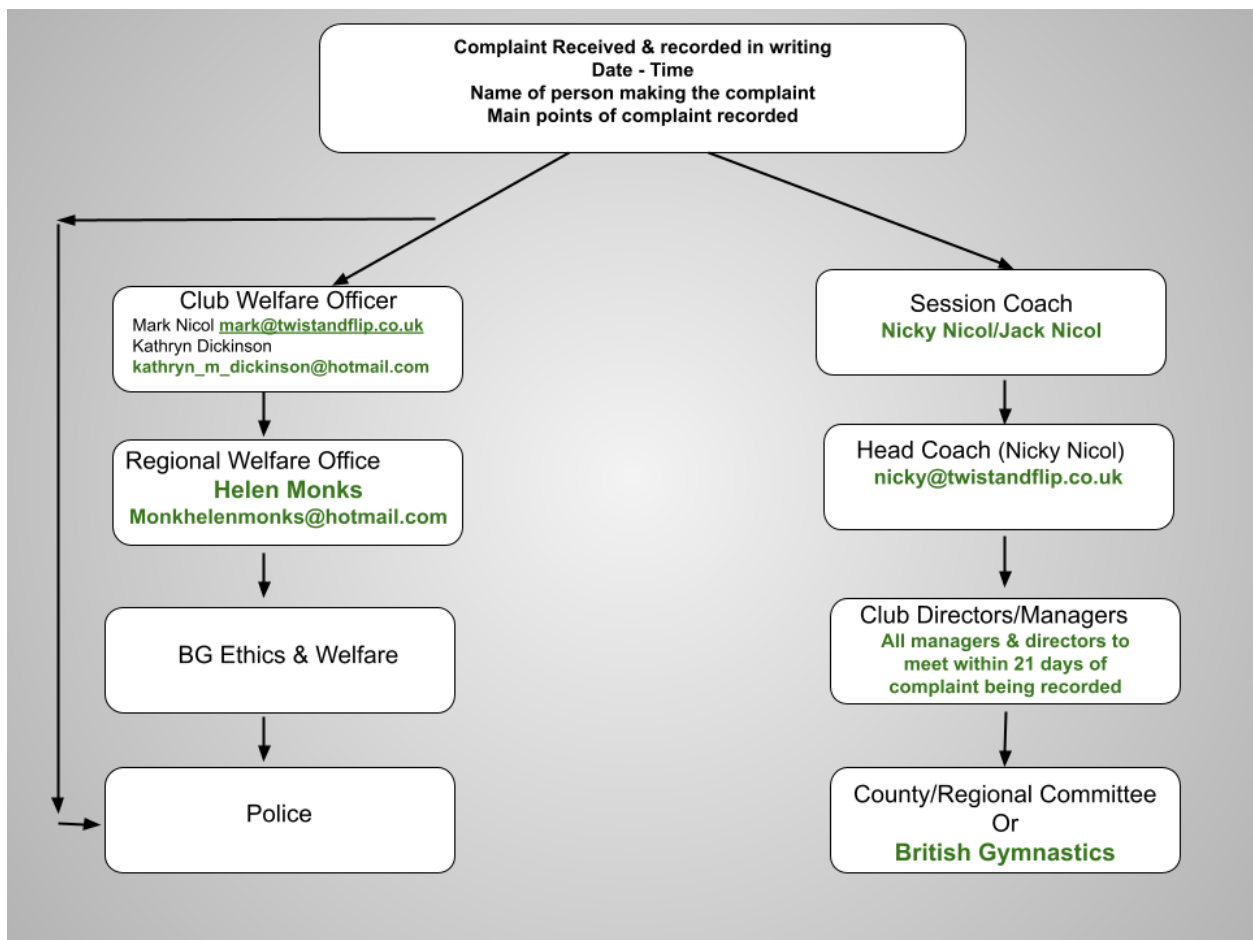
Director & Head Coach

Twist & Flip Gymnastics Academy

Complaints Procedure

Twist & Flip Gymnastics Academy is committed to providing a safe, stimulating, consistent and accessible service to children and their parents/carers. We always aim to provide high quality services for everyone, but accept that sometimes things do not always go to plan. In such circumstances, we want to know so that we can put them right and learn from our mistakes.

Usually it should be possible to resolve any problems as soon as they occur. If not then the parent/carer should follow the formal complaints procedure set out below. Under normal circumstances the club coach in charge of the session will be responsible for managing complaints.



Stage One

- If a parent/carer has a complaint about some aspect of the club's activity, or about the conduct of an individual member of staff, it will often be possible to resolve the problem by simply speaking to the individual concerned and/or the club coach in charge of the session. The club is committed to open and regular dialogue with parents/carers and welcomes all comments on its services regardless of whether they are positive or negative. Please try to make any complaints at an appropriate time (i.e. end of session/change over times).
- If a satisfactory resolution cannot be found, then stage two of the procedure will come into operation.

Stage Two

- If informal discussions of a complaint or problem have not produced a satisfactory resolution to the situation, parents/carers should put their complaint, in writing, to the Head Coach. Relevant names, dates, evidence and any other important information on the nature of the complaint should be included.
- The Head Coach will acknowledge receipt of the complaint as soon as possible and fully investigate the matter within 15 working days. If there is any delay the Head Coach will advise the parent/carers of the reasons. The Head Coach will keep you up to date with what is happening and will give a full reply.
- If you are not satisfied with the outcome you can ask the Head Coach to refer the matter to the Club Management Committee (CMC).

Stage Three

- The Head Coach will refer the complaint and response to the CMC. The CMC will investigate the complaint together with the response at a specially convened meeting.
- The CMC will acknowledge receipt of the complaint as soon as possible and fully investigate the matter within 15 working days. If there is any delay the CMC will advise the parent/carers of the reasons. The CMC will keep you up to date with what is happening and will give a full reply.
- The response will be copied to the staff members concerned with recommendations for any actions to be taken and any amendments to club policies or procedures emerging from the investigation.
- The Chair of the CMC will send a reply within four weeks outlining how the complaint was investigated and detailing the outcome.
- If you are not satisfied with the outcome, you can raise the complaint to British Gymnastics.

Contacts

Head Coach: Nicky Nicol

Welfare Office: Mark Nicol & Kathryn Dickinson

British Gymnastics Ethics & Welfare Department: 0845 129 7129 ext 2346

Social Media and Networking Pages

The academy believes that social media is a fantastic way to communicate with members and to demonstrate the work we do within the academy itself and the wider community. We are available on Facebook, Twitter, Instagram and LinkedIn. Although gymnasts are encouraged to follow these pages, we kindly ask you to make your child aware that we will not accept personal friend requests on any form of personal social media.

Social media should not be used as a platform for abusing or criticizing Twist & Flip Academy or any staff members. This behavior is a breach of the academy's code of conduct and will result in disciplinary measures for coaches, gymnasts and volunteers. The academy strictly adheres to the British Gymnastics Code of Good Practice, which can be found at www.british-gymnastics.org.

Membership and Performance Standards

We expect all our gymnasts to be fully committed and motivated, working towards our CORE values at each session.

Commitment / Attendance & Punctuality

Gymnasts must arrive on time for every session in order to ensure full participation in the warm up and stretching. Those who arrive more than fifteen minutes late will miss this crucial aspect of the session although gymnasts who are late can still join in. We recommend that punctuality is a must.

Please aim to arrive no more than five minutes before the session. Parents and guardians are responsible for supervising gymnasts before the session until instructed by a coach to enter the gym. At the end of the session, we do not allow gymnasts to leave the gym unsupervised unless by prior agreement for children aged eleven and over.

Sickness & Absence or Injury

All gymnasts and their parents/guardians must ensure that they attend fit and well enough to participate in the sessions. If a gymnast is taken ill during a session, a first aider will assess the situation and instruct the child to sit out if necessary. We ask that if your child has had an infectious illness such as chickenpox that they remain away from sessions until they are no longer able to spread the illness, and that a coach is informed. Similarly, any gymnast who has had sickness and diarrhea must not attend their session until they have been symptom free for 48 hours, as it is highly contagious and we must lower the risk of it spreading throughout the academy.

Please inform us as soon as possible if a gymnast will be absent from a session.

If your child has tested positive for Covid please our Academy Policy still follows the old Government policy:

5 days isolation, if LFT is negative on day 6 & 7 they can attend their next session.

Use of Prohibited Substances

The Academy will not tolerate the use of any illegal substances. Anyone found using these on or off premises will be asked to leave the academy immediately. We support the British Gymnastics and UK Sport stance on the use of performance enhancing drugs. Please note that all our sessions and venues have a no smoking policy in place.

Any further information can be found on the British Gymnastics website at www.british-gymnastics.org

Health & Safety and Child/Adult Protection

The safety and welfare of all our members and gymnasts will always be our primary concern. Any welfare issues or concerns will be directed to a Welfare Officer who will report to Academy directors Nicola Nicol and Mark Nicol for investigation as appropriate. External agencies will be contacted if the need arises.

The contact details for the Welfare Officers can be found on the notice board at each session. They can also be contacted by email at mark@twistandflip.co.uk It is expected that gymnasts and their parents and guardians will maintain confidentiality in respect of welfare investigations.

Child Protection

We are committed to ensuring the safety and welfare of our members, coaches, volunteers and parents/guardians. We will do this by:

- Abiding by British Gymnastics Health, Safety and Welfare guidelines
- Abiding by British Gymnastics guidelines for the Protection of Children and Vulnerable Adults
- Appointing a Welfare Officer to whom grievances and complaints can be made confidentially and dealt with promptly
- Ensuring that staff members are suitably trained in Child Protection and Health, Safety and Welfare issues
- Ensuring that all staff members and volunteers have passed an enhanced DBS check
- Ensuring all complaints are dealt with promptly and in accordance with the Academy complaints procedure
- Ensuring that there are always a minimum of two staff at each session and that they are suitably trained
- Ensuring that all members and their parents/guardians are aware of the regulations regarding videography and photography
- Having a zero-tolerance level regarding poor practice, bullying and abuse

Gymnasts Code of Conduct

PLEASE MAKE SURE THAT YOU HAVE READ AND FULLY UNDERSTOOD THE CODE OF CONDUCT WITH YOUR CHILD

- All gymnasts must adopt and adhere to our CORE values at each session.
- Appropriate clothing must be worn to each session. This includes T-shirts, shorts, leggings or leotards. No shoes or socks should be worn or any hoodies with zippers or crop tops
- Jewelry must be removed prior to each session. This includes earrings, rings, necklaces, watches and bracelets. The Academy cannot be liable for jewelry brought to any session
- Long hair must always be tied back
- Gymnasts must listen to all coaching staff and follow any instructions given to them
- Gymnasts are not to use any equipment at any time prior to, during or after a session without consent from a member of staff
- Gymnasts must inform coaches of any injuries or illnesses prior to the start of their session
- Gymnasts must be courteous and respectful to all other gymnasts and coaches. Bullying will not be tolerated
- Mobile phones/ electronic devices. Where possible should be left at home, if needed they must be kept in bags during training sessions and should not be accessed. Children should not be taking or sharing photos/ videos on social media or with others. Children found breaking this rule may be asked to leave the academy. If a child is expecting an important call during a session please advise the coach upon drop off we will make sure the device in question is accessible ONLY for this reason.
- Inappropriate and disruptive behavior will not be tolerated prior to, during or after any session
- Gymnasts must wait inside the session until a parent or guardian arrives to collect them unless prior agreement has been made with the academy for children aged eleven and above
- Gymnasts must refrain from eating and drinking in sessions other than during designated refreshment breaks
- Gymnasts must not chew gum during the session
- Gymnasts must not smoke, consume alcohol or take illegal drugs
- Gymnasts should never use explicit or abusive language
- Gymnasts must always bring a drink to each session to avoid dehydration

PARENT/GUARDIAN CODE OF CONDUCT

PLEASE MAKE SURE YOU AS A PARENT/GUARDIAN READ THE FOLLOWING

- Parents/Guardians should help and encourage your child/children to adopt the CORE values of the Academy
- Must comply with the Safeguarding and Protecting Children Policies
- Should encourage your child/children to learn and follow the academy rules
- Discourage challenging and arguing with coaches or judges
- Parents/Guardians should help recognise good performance and applauding good performances from all
- Should never display threatening or intimidating behavior towards anyone including other gymnasts, staff, volunteers, and parents or visiting persons
- Parents/Guardians should always encourage but never force a child to participate
- Must not bring your child/children into the session until a coach instructs you to do so. You should also await instructions to enter at the end of sessions again from a coach
- Parents must ensure your child has the appropriate clothing and all outside footwear and clothing is left in the designated changing areas. No valuables to be left in the changing areas. The academy cannot be responsible should any losses occur as these areas are open to other users within the building
- Must not take any photographs or videos of their child or any other gymnast or coach whilst they are in session
- Must not upload photos or videos of any other gymnasts on any social media network site
- Parents/Guardians must not distract their child from training by calling their name as this is a health and safety risk
- Parents/Guardians should ensure your child/children has visited the toilet before the session starts to avoid wasting time and ensure that they benefit from the full session
- Always ensure your child is promptly dropped off and collected from each session by a responsible adult unless agreed by an approved consent form for children aged eleven and above
- Never punish or belittle a gymnast for their performance or making mistakes. Bullying will not be tolerated
- Please ensure that if you are going to be late collecting your child from a session you inform a staff member. If your child/children are not able to attend a session please call 01472 750012 as soon as you are aware.
- If you are going to be away please inform a member of staff so they add that to the registers.



TWIST & FLIP
GYMNASTICS ACADEMY

- If you have any concerns or complaints please see one of the coaches before or after your child's session. You can also contact the academy on the number above or via our website or Facebook page and a member of staff will reply as soon as possible.
- Parents/Guardians are to ensure that fees are paid on the first day of each month in advance in order to secure the gymnast's place, either by standing order or by cash
- Parking policies must be adhered to at all times as instructed in the members' handbook. This is for the health and safety of all venue users

Finally, thank you for choosing to join Twist & Flip Gymnastics Academy. We hope you enjoy being part of our friendly and outgoing academy of gymnastics and more importantly we hope you enjoy your sessions and all the new things you will learn whilst part of our team.

Gymnastics is a great way to gain confidence and make new friendships, and we are certain that being part of our academy will help you to achieve this.

We look forward to you joining us very soon. Please do not hesitate to contact us if you have any queries or require any further information.

All The Twist & Flip Team