

Members Handbook

Welcome To Twist & Flip Gymnastics



Welcome

Welcome to Twist & Flip Gymnastics Academy. We aim to enhance your child's development from eight weeks old through 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.

"Being part of the gymnastics club community was a big part of my life and has helped make me into the person I am today." Nicky Nicol, Founder



Our 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.
- Pride – The more you sweat in training, the less you bleed in combat.
- 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 version of YOU.
- Expectations – Accept your strengths and add more.
- Efficiency – It's not about the hours, but the energy you bring.
- Service – Fulfil your potential and help others fulfil theirs.
- Performance – If you're at 50%, give 100% of that 50%.



Class 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.

Jewellery 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**



Class Information

Clothing and Footwear- All Venues

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 for example sliders/crocs, 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- All Venues

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 - All venues

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.



Class Information

Dropping Off and Collection of Your Child - All Venues

Punctuality is the responsibility of parents and guardians. If your child is dropped off on the street and not brought to the venue door, please do not be offended when we call you. They are not our responsibility until your child enters the venue 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. When you see your child ready to leave please step forward to collect them safely. Our primary concern is the safety of your children



Class Information

Speaking to Your Coach (All Venues)

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 the this number or emailing the designated venue email 01472 750012 or by emailing
grimsby@twistandflip.co.uk
preston@twistndflip.co.uk
barton@twistandflip.co.uk 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 listed above.

Please do not use social media to make contact with us as these inboxes are not regularly monitored and information can be missed.

Supervision of Non-Attending Children (All Venues)

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.



Class Information

Transferring/Change of Session (All Venues)

We understand that you may wish to change your child's session, and although we endeavour 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.

Behaviour and Discipline in Sessions (All Venues)

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 behaviour 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 behaviour, and continual instances of this kind may result in the gymnast losing their place at the academy.



Class Information

As parents we know that dealing with bullying of a child, whether your child is the bully or the victim can be an emotional time. We expect our parents to take feedback regarding their child's behaviour in a constructive and open manner. Where a parent is unwilling to work with the club or turns hostile towards staff we may have no further option than to remove both parent and child from the club. We expect our gymnasts parents to treat our staff with respect and care and to help us work with them to address any issues that may arise. Foul language, aggressive or inappropriate behaviour and confrontational attitudes will not be tolerated.

CCTV Use within the Academy (Grimsby Only)

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 behaviour of any on site visitors



Class Information

Our CCTV does not record sound and is not available to be viewed or live streamed by anyone not authorised 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.

Venue Closures

Occasionally we may need to close the centre to our regular sessions due to bank holiday. We will then rearrange these sessions and offer make up sessions. Fees will still need to be paid in order to retain your child's place regardless of whether or not you can attend these sessions and refunds will not be offered for sessions not attended. For additional bank holidays added (Example-Queen's Jubilee) we are not obliged to offer make-up sessions as these are out of our control and refunds will not be given.

Some are scheduled closures- we close for two weeks every Christmas period- this closure is already factored into your subs amount and the subs have been adjusted to take this into account. Other closure types may include:



Class Information

- **Bank Holidays-** Due to historically low attendance when we did open we now often close during bank holidays. If your child is affected we will always offer a replacement time/ date
- **Staff Training/ Illness-** We are a small company and can be adversely affected by large scale illness. Very rarely all coaches will need to attend training events together.
- **Pandemic related restrictions-** these will be addressed as and when they happen and are covered by our separate COVID-19 policy.
- **High/Low Temperatures**
- If the temperature or conditions inside the centre are too high or too low to safely run sessions, we may need to close to protect the health and wellbeing of our gymnasts, staff and coaches.
- Closure decisions are based on the actual temperature and conditions inside the building, not the outside weather forecast. High-temperature closures may be considered if the indoor temperature exceeds 29°C, or earlier if conditions are deemed unsafe.
- Where sessions are cancelled due to high/low temperatures or weather-related **circumstances outside of our control, refunds, credits or replacement sessions will not be offered.**
- Parents/carers will be contacted as soon as possible, and updates will also be posted on our social media channels.



Car Parking Information

King Edward Street (Grimsby):

- A limited number of designated parking spaces are available directly in front of the building. Please use only these spaces and be considerate, vehicles occupying multiple spaces may be asked to move. Twist & Flip Gymnastics Academy is not responsible for any fines incurred in nearby regulated car parks, including the retail park near Next. Additional parking is usually available evenings and weekends when nearby businesses are closed. During daytime preschool sessions, parking should be sufficient if everyone parks sensibly. **For safety**, please reverse into bays whenever possible. Do not park in front of Lindam's Refrigeration or Car Services while they are open, as these spaces are reserved for their customers. If our parking is full, please consider Tesco, nearby side streets, or Grimsby Business Centre and walk to the venue.
- **Important: DO NOT park in front of the coned areas**, as this is a designated safe drop-off and pick-up zone. You must park your car in a bay and escort your child to the door, even if you are running late.

Preston Venue:

- Please park in the school's designated parking areas only and avoid parking on residential streets nearby. Be mindful of parents and staff using the school grounds. Do not block driveways or access points. Parking space is limited, so car sharing or arriving early is encouraged where possible.

Barton Venue:

- Parking is available on-site at Baysgarth School for parents and carers. Please follow signage and park considerately to ensure access for all users. Avoid parking on the main road or in no-parking zones around the school to maintain safety for all children and families.



Payment Information

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

For specific session enquiries, please email the desired venue below. Please note that the **Head Office Grimsby** is closed on Sunday's and may occasionally close on bank holidays. If we do close for a bank holiday, we will do our best to rearrange sessions so that gymnasts don't miss out on their training.

Payment Method

All members must pay subscription fees on **1st Of every Month once the initial PAYG period has ended**, we recommend paying via standing order as if not this will result in cash rate being applied. This method is secure, easy to manage, and ensures your child's place is held each month.

- **Grimsby:** Open **50 weeks** per year
- **Preston:** Open **48 weeks** per year
- **Barton:** Open **47 weeks** per year

Your monthly subscription is calculated based on the number of weeks your venue operates, then divided evenly over 12 months. This means your payment stays the **same each month**, regardless of whether there are 4 or 5 sessions, and even during any scheduled closures (e.g. Christmas).

Please see our subscription policy for more details



Insurance & Communication

Insurance Requirements at Twist & Flip Gymnastics (All Venues)

For the safety of all our members, every child must have personal insurance coverage in place by their first session. This is your child's individual protection, providing essential coverage for their activities with us.

Please note, only insurance through British Gymnastics is transferable from other clubs to Twist & Flip. For those without British Gymnastics membership, we offer a similar, cost-effective annual insurance policy, which can be purchased directly on our website.

Development gymnasts may require British Gymnastics Insurance for additional coverage. Should this apply, your coach will inform you directly.

Please see our communication Policy for full details



Concerns 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 number



Complaints Grievance & Procedure

Below is the order of 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



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

- Complaint Received & Recorded in Writing
- Club Welfare Officer - Kate Richardson
- Regional Welfare Officer - Helen Monks
- Ethics Welfare
- Police

OR

- Session Coach
- Head Coach
- Executive Head Coach
- Club Directors/Managers
- County Regional Committee or British Gymnastics



Complaints Procedure

- 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).



Complaints Procedure

Contacts

Executive Head Coach: Nicky Nicol- nicky@twistandflip.co.uk

Welfare Officers: Kate Richardson- welfare@twistandflip.co.uk

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 criticising Twist & Flip Academy or any staff members. This behaviour 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.

We ask that all members do not use social media (Facebook or Instagram messaging) to engage with staff as these mailboxes are not regularly monitored. Updates, queries or requests for information must all be emailed to grimsby@twistandflip.co.uk or called in to 01472 750012



Membership 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 diarrhoea 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.



Membership Performance Standards

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

Child 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 grimsby@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



Health & Safety Child Protection

- 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

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



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All The Twist & Flip Team

Contact Information :

☎ 01472 750012

🌐 www.twistandflip.co.uk

📍 HQ King Edward Street, Grimsby, DN21 3JP