

Rules, Codes of Conduct, Policies & Procedures

Recreational & Trampoline Gymnasts Code of Conduct (see page 2 for our Pre-School Guidelines)

- Gymnasts are requested to train in suitable gymnastics attire, i.e., leotard and shorts (short sleeved leotards are acceptable and recommended on hot days). Gymnasts should wear comfortable clothing to allow freedom of movement while at the same time not being open, loose or floppy for safety reasons. All long hair is required to be securely tied back. Training apparel can be purchased at reception.
- Gymnasts must wear grippy socks for their session. These can be purchased from reception if not owned.
- Ensure that your child has plenty of water to drink within a sealed plastic drink bottle. We only permit water in the gym as a) it is the best fluid for re-hydration and b) there will be no damage to matting or equipment if, a spillage occurs. Food and chewing gum are not permitted in the main gym.
- Gymnasts are not permitted to wear any jewellery during training sessions or competitive events (this includes body rings / bars, nose studs or small stud ear-rings). Failure to adhere to this ruling may negate insurance.
- Gymnasts are asked to pay attention to their own personal hygiene, ensuring both they and their leotards are clean. The use of deodorant is encouraged for older girls & boys.
- Training commences promptly at times stated on the WSG Timetable.
- Gymnasts are required to change in the changing rooms provided.
- Gymnasts are required to arrive and depart from the gym suitably dressed, e.g. with coat and suitable shoes in winter months.
- If applicable, gymnasts are required to look after their own floor music, chalk & hand-guards, ensuring they are brought to each training session.
- Gymnasts are requested to keep the use of chalk to a suitable amount.
- Gymnasts should never leave the training gym without asking their coach.
- Gymnasts should follow the instructions of their coach and always train with a positive attitude.
- Gymnasts should respect, support and encourage fellow club members.
- Gymnasts may be suspended from training or asked to leave permanently should it be known that they bully other gymnasts or are rude, insulting threatening, racist or use bad language during training. In addition, exclusion, physical abuse, gossiping or vandalism will not be tolerated at WSG.
- Gymnasts must take care of the club's equipment and treat it with respect.
- Gymnasts under the age of 12 must not arrive at or leave the gym without the presence of a responsible adult.
- Gymnasts must never train in the absence of other gymnasts and must never work on gymnastics equipment in the absence of a qualified coach.
- Gymnasts must not train if they are unfit to do so.
- Gymnasts requiring the use of an inhaler must have it clearly marked with their name on it. It should be handed to the coach in charge at the beginning of the class for safekeeping and collected again at the end.
- WSG cannot be held responsible for lost or stolen items. It is advisable for items of clothing to be labelled with the child's name. Any lost property will be kept for one month and is stored in the girl's changing room.

Guidelines for our Pre-School Members

The Wiltshire School of Gymnastics is fully committed to safeguarding and promoting the well-being of all its members. The club believes that it is important that members, coaches, administrators and parents associated with the club should, at all times, show respect and understanding for the welfare of others. Members are encouraged, therefore, to be open at all times and share any concerns or complaints that they may have with Hayli Gardiner (Pre-School Team Leader) or Vicki Maynard/Claire Webb (Welfare Officers). We would ask you all to note the following:-

1. Please ensure that all children wear soft trousers, t-shirts, shorts, leggings or a leotard. Trousers should be at ankle length in order for coaches to be able to see children's feet. With the exception of advertised dressing-up weeks, it is very important that denim, skirts or dresses are not worn. All shoulder length hair must be put up using hairbands and flat clips.
2. Children must wear grippy socks for their session. These can be purchased from reception if not owned.
3. Parents/carers must wear socks if accompanying their child in the gym.
4. All jewellery, watches and belts should be removed prior to entering the gym. No child will be permitted to participate whilst wearing jewellery. All piercings should be removed or taped over in line with British Gymnastics policy.
5. No food or drink should be brought into the gymnasium.
6. Please arrive promptly and ensure that your child has visited the toilet prior to the start of their class.
7. Please notify the coach of any special needs that your child may have.
8. If your child is attending a Top-Cat or Flying Foxes session, please do not remain in the gym after drop-off but use the waiting area upstairs. Parents/carers need to remain on the premises for the entirety of each session.
9. Under no circumstances are children allowed to be sat on the balcony wall or, stood on a chair leaning over the edge.
10. We would like Bunny-Hopper parents to be actively involved throughout each session as this programme is designed for you to work with your child and, is a valuable stepping stone toward our parent free classes. Please work closely with your child and refrain from using mobile phones during the session.
11. Top-Cat & Flying Fox parents may watch the session from the viewing balcony but are requested to speak quietly and refrain from calling down or waving to the children below as, we are endeavouring to develop independence and a relationship with the coaches present. If you need to use your mobile phone, please can you move to a quieter area away from the balcony edge.
12. Under **NO** circumstances are you to either photograph or film any child during a class or from the viewing areas as, this is a direct contravention of child safeguarding & security which, we take very seriously.

Top-Cat & Flying Fox Behaviour Policy

If your child has moved up into our parent-free Top-Cat or Flying Fox programme we would like to advise you of the following:

- In the first instance of misbehaviour, any child will be verbally requested to behave.
- If a second occasion occurs, the child will be verbally warned again advising them that they will be sat out if any poor behaviour continues.
- On any third occasion, a 30 second time-out will be enforced.
- Continual issues with discipline will be discussed further with individual parents.

Parents may watch all sessions from the viewing balcony but are requested to speak quietly and refrain from calling down or waving to the children below as, we are endeavouring to develop independence and a relationship with the coaches present. We thank-you for your co-operation.

Parent & Carers Code of Conduct

- Parents must ensure their child is fit to partake in any WSG activity.
- Parents should bring their child/children into the designated waiting & collection areas and come into this area to collect them at the end of the class. If delayed or unable to attend for any reason, please contact us on 01225 793402.
- **Under no circumstances are parents allowed to stop their cars outside the main doors to drop off or collect their children.** This is for safety reasons, please use the drop-off zone located outside of the Bayley Building. In addition, cars must not park in the disabled bays in the car park, unless they display specific badges.
- If viewing from either the café balcony (café customers) or viewing room in the Bayley Building, please respect the following rules:

Please **DO NOT** balance **ANY** person **OR** object on the balcony ledge **NOR**, allow children to stand on chairs against the balcony wall as, this could result in a serious accident.

Please **DO NOT** call down to, wave, signal or attempt to coach your child as this can be both distracting and dangerous to all people working in our gym. We are also endeavouring to develop independence along with a relationship with the coaches present.

Please allow WSG staff to deal with any injuries, toilet needs or any other arising issues (hair, drinks, leotards.). You will be called down at any point, if required.

Under NO circumstances are you to either photograph or film any child during a class or from the viewing areas as, this is a direct contravention of child safeguarding & security which, we take very seriously.

If you need to use your mobile phone, please move to a quieter area away from the balcony edge.

If at any time WSG staff decide that health & safety to our participants is being compromised, we reserve the right to ask people to leave and/or to close the curtains.

- It is the responsibility of the parent to look after their child until the class commences, and then immediately following the end of the class. Please ensure that your child arrives and, is collected promptly for each class they attend. Parents are expected to remain in the facility if they feel their child is too young to go to the toilet alone.
- New parents should introduce themselves to the coach in charge as this will ensure gymnasts only leave the gym with someone the coach recognises.
- Parents are expected to ensure payments of all training fees, competition fees & annual insurance are paid on time. Available refunds via our refund policy will be considered by completing the relevant form available from reception or, via the WSG website.
- For health and safety reasons parents are not at any time allowed in the main gym (with the exception of applicable pre-school and additional needs classes).
- Parents/guardians must ensure that all changes in contact details are brought to the attention of the WSG administration staff in reception.
- Parents should speak with the coach in charge if they are concerned about any coaching/development matter.
- Parents/guardians are invited to attend competitive events particularly when their child is participating.
- Whilst in the gym every effort will be made to ensure the safety of all class members. It is the responsibility of the parent/guardian to ensure their safety whilst in the changing rooms, reception, waiting and collection areas.
- Parents/guardians are kindly requested to make sure that children do not bring items of value such as phones or tablets with them. WSG cannot be held responsible for lost or stolen items.
- Please use correct and appropriate language at all times whilst at WSG. Do not address any criticism toward your child, another child or coach in front of other club members.
- Remember that children learn best by example. Appreciate good efforts and performances by all participants. Set a good example by your own conduct, behaviour and appearance.

- Show respect and appreciation for coaches, administrators and volunteers of the club. If you have a concern please make a time to meet with the coach of your child or the manager. Issues can only be resolved if communicated through the correct channels.
- Only post positive comments and pictures with regard to all WSG members and club activity via social media.
- Respect the rights, dignity and worth of every young person regardless of their gender, ability, cultural background or religion.
- Parents/guardians should promote good sportsmanship at all times. Never force your child nor punish/belittle them for making mistakes. Support your child's involvement, focus on their efforts and help them to enjoy gymnastics.

Session Cancellation Policy

In cases of extreme weather or other exceptional circumstances it may be necessary for us to cancel classes if it is not deemed safe to open the Wiltshire School of Gymnastics.

Such situations include:

- If access to the gym is restricted due to heavy snow meaning emergency service vehicles cannot attend if required
- If we cannot ensure the safety of our staff or WSG members travelling to and from the centre
- Any other event beyond our control due to unusual or unforeseeable circumstances beyond our control. Such events would include, for example, war, threat of war, riots, civil strife, pandemics, industrial disputes, terrorist activity, fire or adverse weather conditions, natural or nuclear disaster, or similar events beyond our control.

If classes need to be cancelled we will contact you as soon as possible via email and offer you either a make-up session or account credit toward a suitable session for your child. **No refunds will be issued.** If we are open and you feel it is not safe to attend no alternate class will be offered and no refunds can be issued.

With regard to competitive squad fees, WSG has already built into your fee structure to allow for 4 weeks of official discipline closure and training cancellations due to coach illness, poor weather and other exceptional circumstances.

Refund Policy

A *Refund Form* must be filled out by reception staff for any refund request. This can be collected from reception or from our website: www.wiltshiregymnastics.co.uk

In the case of gymnastics fees the Administration Team Leader needs to approve all refunds. The refund form is to be completed and handed to reception; it will then be passed along to the Administration Team Leader who will notify the customer within 30 working days if their request was successful. **Refunds will only be issued if the following circumstances apply:**

1. Money back guarantee:

This is offered as a courtesy to new members. The Wiltshire School of Gymnastics offers a full money back guarantee to new recreational members if they decide to cancel within their 4 weeks. New pre-school members are offered one free session. New members being defined as; people who have not participated in a term-fee program before. This allows new customers to try out the class and make sure it is what they are looking for.

2. Serious Medical/Illness:

A refund or a membership credit will only be given (for the classes not attended) if the participant has to miss 3 weeks worth of classes or more. Any less than this, the customer may book make-up classes (if available) to cover the classes missed. Make up classes can only be booked in the term and not carried over terms.

3. Special circumstances:

Special circumstance may be (however are not limited too) unforeseen circumstances such as: death or serious illness in the family etc. Special circumstances are **not**: change of mind, change in timetable, extended holidays or financial reasons Refund or membership credit for special circumstances need to be referred to the Administration Team Leader or Operations Manager for approval.

All membership/insurance fees collected on behalf of British Gymnastics are non-refundable.

Safeguarding Children

At the Wiltshire School of Gymnastics we will...

- Provide a safe and nurturing environment for our gymnasts to be happy and successful.
- Bring together proactive and positive coaches and support staff who work as a team to achieve the very best practice and care for our gymnasts.

Our Welfare Officers are **Vicki Maynard** welfare@wiltshiregymnastics.co.uk and **Claire Webb** secretary@wiltshiregymnastics.co.uk - both can be contacted confidentially by email.

Both are responsible for safeguarding and promoting welfare of young people within the club and provides support and advice in the implementation of procedures that safeguard and promote the welfare of children at the Wiltshire School of Gymnastics. Vicki and Claire hold up to date British Gymnastics membership, a criminal records check and both Safeguarding and Protecting Children and Time to Listen certification.

A full copy of our safeguarding policy is available on our website within our Welfare section.

Complaints – Policy & Procedure

The Wiltshire School of Gymnastics (WSG) 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 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 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 Team Leader of the department concerned. Relevant names, dates, evidence and any other important information on the nature of the complaint should be included.
- The Team Leader 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 Team Leader will advise the parent/carers of the reasons. The Team Leader 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 Team Leader to refer the matter to the WSG Operations Manager.

Stage Three

- The Team Leader will refer the complaint and response to the Operations Manager. The Operations Manager will investigate the complaint together with the response at a specially convened meeting.
- The Operations Manager 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 Operations Manager will advise the parent/carers of the reasons. The Operations Manager will keep you up to date with what is happening 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 Operations Manager 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 the Chair of the Wiltshire School of Gymnastics Charity Board of trustees chair@wiltshiregymnastics.co.uk