

## Membership policy

Club information- Version- Sept 2023



To support the effective, safe and fair running of the Club we have provided the below information that may affect your/ your child's participation at our club. We kindly request that all our members and non-members visiting adhere to the policy and procedures.

### General rules and information for members.

#### Membership and Attendance

- Membership to the Club signifies acceptance of the club's policies and guidelines.
- Members are defined as those who take up annual club membership and the associated parent/guardian if the member is under 18yrs of age.
- All participants taking part in club sessions will be a member of British Gymnastics and Blandford Forum Gymnastics Club \*BFGC. This also ensures British Gymnastics \*BG insurance cover for the participant and is completed annually.
- If a participant is absent for more than 3 sessions with no contact to the gym, this will be taken as loss of interest and their names will be removed from the register. Normal 'give notice' fees apply.
- Cancellation of your space will adhere to the 'give notice' terms in relation to payment of fees.
- Sessions run across the whole year with set shut down times. Dates are advertised.
- Membership is nonrefundable. Membership can be reinstated if you leave and return within the same membership year but is not transferable to any following membership year.

#### Fees

- Fees are paid monthly on the 1<sup>st</sup> of each month by standing order. Fees are set in accordance to the number of hours the participant attends.
- Fees are nonrefundable.
- It is the members responsibility to set up payment and pay at the requested time.
- Failure to pay fees on time may result in the participant not being able to take part.
- Fees cover sessions only, and any other payments will be charged accordingly e.g. competition fee, extra sessions, extra club activities, badges and certificates. Competition fees are nonrefundable after the closing date set by the club. Club activities such as holiday sessions are only refundable with 7 days' written notice of cancellation.
- No refunds or make up sessions will be given for missed sessions that participants did not attend.
- If participants are unable to attend due to long term illness or injury that means missing more than 3 sessions, their place may be able to be placed on hold in retainer state. This may where required need a relevant medical certificate and the club must be informed immediately. Decisions will not be made retrospectively.
- In circumstances where sessions are cancelled by the Club a makeup session will be initially offered as we are keen for the participants to have continuity of training. This in most circumstances will be offered to be used within one month of the date of the closed session or during school holiday times. All closed sessions will be communicated as soon as possible. Examples may be Bank Holidays during club open times or adverse weather.
- Giving notice -Notice of one month will be required for cancellation. Notice after the 15th of the month will incur the following full month's session fees. Notice is required in writing/ by email.
- Cancellation of fees is the members responsibility.

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### Facility

- Spectators and participants may not take photos or film during training sessions. If you would like to do this, please speak to a member of staff who will help arrange this.
- The gym areas are mobile free zones. Use of mobile devices will require permission for use.
- Please refer to our privacy policy for information about use of photography.
- Please ensure that all children are supervised in the waiting areas. Furniture should not be moved. Please dispose of rubbish in the relevant bins.
- Parking is at the owners' risk. Caution, careful and slow driving is requested in this area. Please use the walkways.
- All participants should be supervised on entry and exit of the facility.
- All belongings are left at the owner's risk. We recommend that no valuables are brought into the gym area.

### Sessions

- Parents/ guardians/ spectators are asked to wait / view from reception areas, and for safety, not coach or distract their child during lessons.
- Participants are asked to take their clothing into the gym and store it in the provided space.
- Participants should bring their own labelled water bottle if they require a drink during sessions. No fizzy or caffeine/energy drinks. Water bottles can be refilled in session- Staff will be able to provide any assistance.
- The club is not responsible for participants before entry and after exiting the gym area. Adults must supervise their child before and after gym sessions. Participants will not be able to leave the gym area without their responsible adult.
- If a parent/guardian is required to be in sessions, this should be discussed in advance of the session with relevant parties informed as required and arrangements agreed.
- Cancellation of sessions will be made with as much notice as possible. In unforeseen circumstances such as adverse weather, staff illness or facility concerns, the club will advertise this where possible via social media, phone message and email.
- Come and watch opportunities are organised over the year. Notice for this will be given. These times open for parents/carers to come into the gym area to see what everyone has been learning. Taking of photos may be permitted of your child but not of others or to share pictures that have other children in the image.
- From time-to-time sessions may need to be cancelled for staff training, competitions or for the development of the club. Where possible a minimum of 3 weeks' notice will be given.

### Behaviour

- There is a BFGC code of conduct that all participants, parent/guardians, spectators and visitors, and coaches/ staff should follow.
- Please avoid any behaviour that could be interpreted as intimidating. This includes threatening, bullying, trying to gain an unfair advantage and public disparagement of the club members and coaches. All members and visitors will follow the code of conduct.

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### Wellbeing

- All gymnasts must be supervised, dropped off in the reception area and collected from the dispersal area.
- Participants should only take part when in good physical health.
- Please inform a member of staff of any change in the participant's health/medical etc. Please also update your British Gymnastics information page via their website and your log in.
- If a participant needs to leave early, go home with someone different or has an injury etc, a coach needs to be informed at the beginning of a lesson or by written message or phone call by the parent/guardian.
- Notice is required from Parent /Guardian (signed confirmation) if a child is leaving the premises on their own under 14yrs.
- If a participant has any specific needs or specific information that will help support them in session or their welfare. Please do get in contact.

### Customer Care Standards

- If you wish to raise a concern about any aspect of the club procedures or regarding a specific incident, please speak to a member of staff or Welfare Officer. Our Customer Care Standards explains our grievance and complaints procedure.
- Club Welfare Officers - All level 1 and above staff undertake external safeguarding training, but the club also has specific welfare officers to support all members and staff of the club. (Contact details on the notice board in the reception).
- We value feedback to support the development of the club. We welcome feedback on things we do well and any ideas you may have regarding improvements on how the club operates.

### Enquiries and Communication

Lessons can often be busy so if you would like to speak specifically to a staff member or coach, they can be available at the beginning and end of each lesson if needed. It may be a more suitable time is arranged with you.

All coaches are happy to be asked questions and will pass on (or find out what you need) any information and relay answers. Alternatively, please email or leave a note for staff so that they can contact you.

- Information supporting the clubs' operations will be posted on the notice boards in reception, via email and letters. We also share some information via our Facebook and Instagram pages. The Marketing preference must be selected if you wish to receive notifications about holiday activities. A newsletter and information may also be emailed if you have selected this option. This can be completed though your British Gymnastics membership account preferences.
- Please feel free to speak to our receptionist during our open hours.
- You can also email [mail@blandfordgymnastics.co.uk](mailto:mail@blandfordgymnastics.co.uk)
- Telephone 01258 453941
- Private message via the Clubs Facebook. Please note messages will be answered in working times.
- We kindly request that you do not contact coaches via personal accounts, emails or phone numbers unless indicated by the club for a specific reason. EG. attending club business such as a competition.