

Parent & Member Information Guide

Welcome to Twist & Splits

This guide brings together the practical information families are most likely to need when attending Twist & Splits Gymnastics Academy. It is a parent-friendly summary of our main club arrangements. Our full internal policies and procedures are maintained separately and are reviewed regularly.

Before Class

Please arrive around 5–10 minutes before your child's class. Parents/carers should make sure their child is safely handed over to staff and is ready for class in suitable clothing. Long hair should be tied back and jewellery removed.

Collection

Children must be collected promptly at the end of their session by their parent/carer or an authorised adult. Please tell us in advance if somebody different will be collecting your child. Children will not be released where staff have a genuine concern about the collection arrangement.

Behaviour & Respect

We want every gymnast to feel safe, included and able to enjoy their class. Gymnasts are expected to listen to coaches, treat others respectfully, use equipment appropriately and follow safety instructions. Bullying, intimidation or deliberately unsafe behaviour is not accepted. Where behaviour is affecting safety or another child's experience, we will work with the family to resolve it fairly.

Health, Illness & Infection

Please do not bring a child to class if they are unwell or have an infectious illness that could reasonably be passed to others. If a child becomes unwell during a session, we may contact their parent/carer and ask for early collection.

Injuries & First Aid

Appropriate first-aid arrangements are in place. If your child is injured or becomes unwell during a session, staff will assess the situation, provide appropriate first aid and contact you where necessary. Emergency services will be called without delay for a serious or life-threatening situation. Relevant incidents are recorded in line with club procedures.

Medication

Please tell us about any medical information that is relevant to your child's safe participation. Medication arrangements must be agreed with the club in advance. Emergency medication such as inhalers or adrenaline auto-injectors should be clearly labelled, in date and readily accessible where required. Parents/carers remain responsible for keeping the club informed of changes.

Food & Allergies

Please make us aware of relevant allergies or dietary requirements when booking activities where food may be provided. We take reasonable steps to manage allergen risks, but families should always discuss significant allergies with us before attending an event involving food.

Photos, Video & Social Media

Photos or videos may be taken for appropriate club purposes where the required permissions are in place. We respect photography preferences and ask families not to post images of other children without permission. Safeguarding always takes priority over promotional content.

Data & Privacy

We use personal information to administer memberships and bookings, communicate with families, manage safety and medical information, process payments, meet legal obligations and operate the club. Information is protected and only accessed or shared where there is an appropriate reason. CCTV may operate in designated areas for safety, security and safeguarding purposes.

Equality & Inclusion

Twist & Splits welcomes children and families from different backgrounds and circumstances. We aim to make reasonable adjustments where appropriate and encourage parents/carers to speak to us about support their child may need to participate safely and positively.

Lost Property

Please label belongings where possible. Lost property is kept for a reasonable period before unclaimed items are disposed of or donated. Valuable items should be reported to staff as soon as possible.

Fees, Bookings & Cancellations

Current prices, booking arrangements and payment terms are provided when a class, term, event or party is offered. Please check the booking information carefully. Where a specific cancellation, refund or missed-session arrangement applies, it will be communicated through the relevant booking terms.

Safeguarding

The welfare of children is central to everything we do. Staff and volunteers are expected to follow our safeguarding arrangements and report concerns appropriately. Parents/carers can raise a safeguarding or welfare concern with the club's Welfare Officer or management team. A concern about a child's immediate safety should always be reported to the appropriate emergency or statutory service.

Questions or Concerns

If you are unsure about an arrangement affecting your child, please contact Twist & Splits before the session where possible. We would rather clarify something early than have a family arrive unsure of what to expect.