

Emergency Information for Parents

How We Manage Emergencies

Twist & Splits maintains detailed staff procedures for fire, evacuation, lockdown, medical emergencies, missing children, severe weather, utility failure and other serious incidents. For security and safeguarding reasons, the website does not publish detailed internal response instructions.

Fire or Evacuation

If an evacuation is required, staff will stop activities, supervise children out of the building by a safe route, account for those present and follow emergency-service instructions. Parents should not enter or re-enter the building during an emergency unless instructed to do so.

Medical Emergency

Staff will provide appropriate first aid and call 999 immediately where required. Parents/carers will be contacted as soon as reasonably possible.

Lockdown or Security Incident

Where it is safer to remain inside, staff may initiate the club's lockdown/security arrangements and follow police or emergency-service advice. Detailed lockdown locations and staff actions are deliberately not published publicly.

Severe Weather or Building Closure

Classes may be cancelled or the building closed where weather, utilities, flooding, damage or another incident makes it unsafe to operate. Families will be contacted using the club's normal communication channels as soon as practicable.

Emergency Parent Collection

If a session must end early, families may be asked to collect. Please follow the instructions sent by the club, bring appropriate identification if requested and avoid blocking access needed by emergency services.

Keep Your Details Current

Up-to-date phone numbers, emergency contacts and relevant medical information are essential. Please update the club whenever these change.