

Twist & Splits Gymnastics Academy

Welcome Handbook

Purpose

This handbook gives parents and carers the key information needed for attending Twist & Splits Gymnastics Academy. More detailed policies and procedures are available separately.

About Twist & Splits

Founded in 2016, Twist & Splits provides a safe, inclusive and encouraging environment where children can enjoy gymnastics, learn new skills and build confidence. Our approach is child-centred and focused on safe progress and strong foundations.

Confidence before perfection.

Classes

Classes are organised by age and ability and usually run in term-based blocks. Additional programmes, camps and special events are offered throughout the year.

Before Class

- Arrive approximately 5–10 minutes before the session.
- Wear a leotard or comfortable fitted sportswear.
- Tie long hair back and remove jewellery and watches.
- Gymnasts normally train barefoot unless advised otherwise.
- Bring a clearly named drink.

Drop-Off and Collection

Children must be safely handed over to staff and collected promptly at the end of their session. Tell the club in advance if somebody different will be collecting your child. If you are unexpectedly delayed, contact the club as soon as possible.

Parents, Carers and Siblings

The gym floor and coaching areas must remain clear during sessions unless a coach invites you in. Non-participating children and siblings remain the responsibility of their parent or carer and must not enter the main gymnastics area.

Speaking to Coaches

Please do not interrupt coaches while they are actively coaching. Quick conversations can usually take place before or after class. Longer discussions should be arranged through the club. Club matters should use official Twist & Splits contact channels rather than coaches' personal contact details.

Health, Medical Information and First Aid

Parents and carers must keep medical conditions, allergies, injuries, additional-support information and emergency contacts up to date through ClassForKids and tell us about important changes. Children should not attend when unwell with something that could reasonably spread to others. Appropriate first-aid arrangements are in place.

Membership, Insurance and Fees

Annual membership/insurance and term fees apply where relevant. Current charges, payment dates and booking conditions are provided with the relevant booking information. Individual IGA insurance is required for participating members where applicable; Baby Gym is excluded from this requirement.

Parent and Carer Expectations

- Encourage your child without placing them under pressure.
- Treat coaches, volunteers, gymnasts and other families respectfully.
- Do not coach from the sidelines or compare your child with others.
- Raise concerns directly with the club rather than through social media.

Gymnast Expectations

- Listen to coaches and follow safety instructions.
- Be kind and respectful to others.
- Look after equipment and the gym environment.
- Tell a coach if you feel unwell, upset or worried.

Safeguarding and Welfare

The welfare of children is central to the Academy. Safeguarding concerns are taken seriously and can be raised with the club Welfare Officer or management team.

Photography and Privacy

Club photographs and videos are only used where appropriate permissions are in place. Parents and carers should not photograph during classes unless permission has been given and should not publish identifiable images of other children without consent.

Emergency Arrangements

During an evacuation or other emergency, children in a coached session remain under staff supervision. Parents and carers must follow staff instructions and must not enter or re-enter the gym to collect a child during an evacuation. Collection will be managed safely when appropriate.

Questions, Concerns and Complaints

Questions or concerns should be raised with the appropriate member of staff or management. Where a matter cannot be resolved informally, the club Complaints Policy applies. Parent information and full club policies are available separately.

Keeping in Touch

Keep ClassForKids details, phone numbers, email addresses, emergency contacts and relevant medical information up to date. Important information is communicated through the club's official channels.

Contact

Email: heather.twistandsplits@gmail.com

Phone: 07704056445

Website: www.twistandsplits.co.uk

Office Hours: Monday & Friday, 10am–12 noon

Review

This handbook will be reviewed annually or sooner where club arrangements, policies or relevant requirements change.