

Benchmark Gymnastics Code of Conduct

Benchmark Gymnastics is a British Gymnastics (BG) affiliated and GymMark accredited Club. As such we adhere to and abide by all BG policies to ensure we maintain a safe, positive and enriching environment for all.

Our Terms and Conditions are comprised of two documents:

- The Benchmark Gymnastics Code of Conduct (this document)
- The Terms of Leaving

Familiarising yourself with these documents is the best way to get the most out of your time at Benchmark Gymnastics.

By selecting '*I have read, understood and agree to abide by them*' to the terms and conditions consent on your online form, you are stating that you have read and understood these rules and will read the Code of Conduct with your child/children and make sure they understand what is expected of them.

You are also agreeing to support these rules in any way you can.

1. Being ready for a class

1.1. Children must dress appropriately for classes.

1.1.1. For girls this means a club leotard is worn and leggings or shorts and a t-shirt over the top for initial warming up. Alternatively, girls can wear shorts or leggings and a t-shirt.

1.1.2. For boys the club unitard and 4 or stirrups or alternatively shorts and a t-shirt.

1.1.3. Participants are not permitted to wear socks, shoes, jeans, denim shorts, skirts, long casual trousers, tracksuit bottoms, crop tops, hooded tops, and clothing with zips or toggles in a class.

1.2. For safety reasons hair is to be kept neat and tidy and tied off the face.

1.2.1. Please note hair beads and large hard bobbles are not acceptable as they cause pain for the gymnast when rolled on. Beads have previously fallen out and caused a hazard for all participants.

1.2.2. For safety and insurance reasons ALL jewellery must be removed. This applies to all gymnasts, coaches and parents who participate in a class. In particular it applies to ear piercings as training with ear and body piercings invalidates our insurance in the event of an accident.

1.2.3. This rule applies even if your child has recently had their ears pierced. In such a case we will apply tape to the pierced ear/ears for a period of 6 weeks to

prevent the hole from closing. After this point they will not be permitted to wear earrings of any description during class.

- 1.2.4. As a result, we recommend getting your child's ears pierced during the summer break as this avoids any potential problems caused by taking piercings out for a class.
- 1.3. Gymnasts and parents who refuse to remove their ear piercings will not be allowed to train.
 - 1.3.1. We take no responsibility for jewellery or any other valuable personal items brought to a class. This also applies to other personal effects such as mobile phones, money, etc.
 - 1.3.2. Gymnasts are required to bring water with them to classes. Please put your child's name on the bottle.
 - 1.3.3. Cartons and drinks that will spill if accidentally knocked over are not permitted.
- 1.4. Your child is responsible for bringing and collecting their drink bottle at the start and end of each class. Please ensure the bottle is labelled.
- 1.5. At the end of each half term bottles and unclaimed personal effects that have been left behind are thrown away.
- 1.6. To avoid disruption and to make sure your child is supervised throughout a class please make sure they have been to the toilet before the lesson starts.
- 1.7. Children under 8 who need to go to the toilet during the lesson will be escorted by a member of staff.
- 1.8. Your child should be brought into the hall or area where the class will take place 5 minutes before the start of the lesson in time for registration.
- 1.9. It is the responsibility of the parent/carer to ensure safe entry and exit of their children from the gym sports hall.

2. Attendance

- 2.1. For a satisfactory rate of development, it is expected that your child will attend classes regularly. Continued absence, infrequent attendance, or tardiness may result in your child's place being revoked and offered to the waiting list.

3. Tardiness

- 3.1. If your child is more than 5 minutes late to a class, they will not be able to participate as they will have missed the warmup which is vital for injury prevention. There will be no refund if your child is late and therefore unable to join the class.

4. End of class procedure

- 4.1. Parents/Carers are expected to collect their child/children or arrange for their child/children to be collected at the end of each class from the gym.
- 4.2. Gymnasts must be collected promptly at the end of a class and are to wait in the gym until collected.
- 4.3. If a parent/carer or designated adult is more than 10 minutes late in collecting their child, the Head Coach will be informed.
- 4.4. If the person collecting the child/children is unavoidably delayed, they must inform the Club BEFORE the end of the class with an estimated collection time. The numbers to call are as follows:
 - Streatham classes - 07496 481 204
 - Shepherds Bush classes - 0785 1618 881
 - Admin - 0333 358 2223
- 4.5. Late collections will result in the imposition of extra charges of £10.00 per 10 minutes per child. Contacting us to let us know you will be late will not void this fee.
- 4.6. In the event there is no one to collect a child at the end of a class, we will contact the child's main contact or alternative contact to ascertain the cause for the delay, and how long its likely duration. Messages will be left on any answer phone. Please reply promptly.
- 4.7. If, after repeated attempts, no contact is made with the main or alternative contact, we will contact the relevant Local Council Children's Social Care or Out of Hours Team and will act on their advice.
- 4.8. Incidents of late collection will be recorded by us and discussed with parents/carers at the earliest opportunity.
- 4.9. If you are more than 10 minutes late in collecting your child on more than 2 occasions, we reserve the right to revoke your place and offer it to our waiting list.
- 4.10. Only children over the age of 10 and who have completed a 'Permission to Leave' form which can be found [here](#), will be allowed to leave on their own. Once they have left the class, they will then be the legal responsibility of the parent/carer.

5. Behaviour and respect for others

- 5.1. Parents, carers and gymnasts are asked to use correct and proper language at all times, and to ensure you are respectful to other club members and their families, coaches, admin staff and those that work at the venue.
- 5.2. For child protection reasons photography or filming is not permitted by parents or spectators during classes unless you have made prior arrangements with the Head Coach. We may ban spectators from watching classes if they are found to be in breach of this rule.

- 5.3. As a parent/carer please try to support your child's involvement and help them to enjoy their participation in gymnastics, do not force them.
- 5.4. As a parent/carer you understand that when permitted to watch should you call out to or distract your child or a coach during a training class, for safety reasons we may need to ask you to leave the session.
- 5.5. Whilst parent feedback is encouraged, parents are asked to initially discuss any issues via email. This stops the classes being disrupted and gives the Head Coach an opportunity to give each issue raised the time and attention it deserves. Please send all emails to admin@benchmarkgym.com.
- 5.6. We do not tolerate discrimination, bullying, or any form of physical violence in our club. If you or your child/children engage in any such actions, action will be taken and we reserve the right to revoke your child's place.
- 5.7. When attending competitions and other Benchmark events you agree to behave in a way that is respectful and appropriate. Failure to do so may result in your child's place being revoked and offered to the waiting list.

6. Welfare, Health and Safety

- 6.1. Gymnasts are expected to treat all equipment with respect.
- 6.2. Gymnasts are not permitted to use any apparatus before or after the class or without the permission of a coach.
- 6.3. No outdoor shoes should be worn on any piece of apparatus or the matted area.
- 6.4. Eating, drinking or chewing is not permitted on the matted area or apparatus, before, during or after your class.
- 6.5. The cost of damage to equipment that is the result of your child breaking the Code of Conduct may be charged to you.
- 6.6. It is the responsibility of gymnasts or Parent/Carer to inform us before a class begins if the gymnast is injured, experiencing any pain/discomfort, or feel unwell. It is also the responsibility of gymnasts to inform us if they become injured, start to experience any pain/discomfort, or feel unwell during a class.
- 6.7. Gymnasts are not permitted to leave the sports hall or training area during a class other than for the bathroom.
- 6.8. If your child needs to leave early you must inform the admin desk and your coach before the start of your lesson. This cannot be a regular occurrence.
- 6.9. Gymnasts are not permitted to leave the club to go home until they are collected by a parent/carer, unless we have received a completed Permission to Leave form.
- 6.10. Gymnasts MUST inform the admin desk and a coach if their parent has not collected them. Under no circumstances must they leave the Admin area without being dismissed by a member of staff.

- 6.11. We like to resolve issues swiftly. If you feel you have been treated unfairly either by another child or by a coach, or anyone at the club, you should let a coach or one of our welfare officers know. Please see www.benchmarkgym.com/welfare for how to do this.

7. Security of property and personal belongings

- 7.1. Parents/Carers are kindly requested to make sure that children do not bring items of value such as watches and jewellery with them to classes.
- 7.2. We accept no responsibility for any belongings that you bring to or leave at class and recommend that you do not bring items of value. When provided by the venue we also recommended that you secure your items in lockers.
- 7.3. Please do not leave valuables lying around and ensure you take all your belongings home with you.

8. Our records and correspondence

- 8.1. By joining Benchmark Gymnastics, you agree to read correspondence sent to you either physically or electronically and respond in a timely way.
- 8.2. If your contact details change you agree to email any changes to: admin@benchmarkgym.com.

9. Payment & Fees

- 9.1. All course fees are to be paid on time around the 4th of every month (September - July) using our direct debit payment provider Go Cardless.
- 9.2. The monthly class fee entitles your child to 35 classes over the course of an academic year.
- 9.3. A transaction fee of 1% + 20p will be added to all fees and charges.
- 9.4. Continued problems with collecting payment (3 or more late or failed payments) may result in your child's place being revoked and offered to the waiting list.
- 9.5. If you anticipate problems in making payment you agree to let us know as soon as possible to see if a solution can be found. Please send an email to admin@benchmarkgym.com.
- 9.6. You understand that to participate in weekly classes you must pay the Annual Benchmark Gymnastics Membership Fee and the Annual British Gymnastics Membership fee.

British Gymnastics Membership is mandatory for insurance purposes and is payable directly to British Gymnastics. In order to purchase your British Gymnastics membership before your classes begin, you will need to go to their website [here](#).

If your start date is in the month of September, your British Gymnastics Membership fee should not be paid before 5th September 2022.

- 9.7. Both membership fees are due on joining (with the except outlined in 9.6), will expire and need to be renewed annually. The renewal dates are as follows:
 - 9.7.1. Annual Benchmark Membership Fee - 4th August irrespective of joining date
 - 9.7.2. Annual British Gymnastics Membership fee starts – 1st October irrespective of joining date
- 9.8. Benchmark Parent & Toddler students are not required to pay the Annual British Gymnastics Membership Fee. However, they are required to pay the Annual Benchmark Membership Fee.
- 9.9. All current fees are listed in our How Payment Works at Benchmark PDF which can be downloaded from the Useful Information section of our website [here](#).

10. Leaving

- 10.1. If you decide that you would like to stop taking classes at Benchmark, please complete the online 'De-registration Form'. The de-registration form can be found in the Members section of our website [here](#) and must be completed by the 17th of the month you wish to leave.
- 10.2. Once you submit the de-registration form your notice period will begin as per our 'Terms of Leaving' and you will be charged accordingly. Click [here](#) to see our 'Terms of Leaving'.
- 10.3. Once you have submitted the de-registration form you will be charged in accordance with our Terms of Leaving.

11. Class cancellation and refunds

- 11.1. In the event we have to cancel a class we will do everything we can to reschedule that class.
- 11.2. If we are unable to reschedule the cancelled class, we will issue a refund for the cancelled class. Please note, rescheduled classes often take place in school holidays.
- 11.3. Refunds are not issued for classes that are missed through absence, illness, lateness or tardiness. We do, however, offer a sabbatical for those who know they may have a prolonged period of absence. See [here](#).

12. Outstanding fees

- 12.1. In the event you stop attending Benchmark classes and have outstanding fees, we may seek to claim these fees back through the small claims court.

Thank you for taking the time to read the above. Your support and co-operation is greatly appreciated.