

Be Distinct Gymnastics Academy

Parent Handbook



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Welcome to Be Distinct Gymnastics Academy! We're committed to providing a safe, inclusive, and enjoyable gymnastics environment for all. Please take a moment to review the following club information and policies, which are designed to support the well-being of our gymnasts, staff, and community.



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1. Arrival & Collection

Please ensure your child arrives **5–10 minutes before class**. Gymnasts who arrive 10 minutes late will not be permitted to join the session due to health and safety. This will not affect future lessons, but no refunds can be given for the missed lesson.

Gymnasts must be supervised by a parent/guardian until their class begins. The club is not responsible for gymnasts before the scheduled class times.

Children must be collected **promptly at the end of class** from the designated pickup area (see page 7 for specific site details).

If you are more than 10 minutes late there may be a late fee.

Parents/guardians must notify us if someone different is collecting your child.

Parents/guardians are not permitted to stay and watch classes after the first session their child attends. There will be 'viewing weeks' every ... and you will be emailed with the week of your viewing week. This will depend on your child's coach so please ensure you know their name. When watching your child (either in their first session or in their viewing week, parents/guardians must not communicate with their child throughout their lesson, and pictures and videos are not permitted during sessions.

2. Uniform & Dress Code

All gymnasts should wear:

A fitted leotard or sportswear (no zips, buttons, hoods, denim, crop tops or ballet skirts attached to leotards),

Hair must be tied up and away from face,

Bare feet or gym shoes.

No jewellery is allowed for safety reasons. Religious items must be taped down before you arrive and newly pierced studs covered before you arrive until the period of non-removal has passed (6 weeks max).

Club uniform is recommended and available for purchase through our website.

3. Behaviour & Conduct

We expect all gymnasts to follow instructions, be respectful, and try their best.

Repeated inappropriate behaviour or unsafe behaviour will result in a warning or removal from class. No refund will be given in such cases.

Parents will be informed of any behaviour concerns.

Our full Code of Conduct Policy sets out expected behaviour from gymnasts. Please read this carefully.

4. Code of Conduct for Parents

Be supportive and encouraging to your child and others.

Allow coaches to coach—avoid giving instructions from the sidelines.

Address concerns respectfully through the proper channels (not during classes). Please see the Complaints Policy and Procedure for more details.

Promote enjoyment, effort, and positive behaviour.

When attending competitions and events, parents and any other family member or friend, represent BDGA so everyone is expected to follow our Code of Conduct.

Our full Code of Conduct Policy sets out expected behaviour from parents/guardians. Please read this carefully.

5. Photography & Filming

For child protection, **no filming or photography** is allowed during classes.

The club may occasionally take photos/videos for promotional use on our website and social media - with prior parental consent only. For more details, please read our Privacy Policy.

6. Safeguarding & Welfare

We follow **British Gymnastics Safeguarding Policy**.

All staff are DBS-checked and trained in safeguarding.

Our **Welfare Officer** is your first point of contact for any concerns about a child's well-being or safety. Please see our Safeguarding Concern Form and Safeguarding Policy for information on reporting a safeguarding concern.

7. Medical & Emergency Info

It is the parent's/guardian's responsibility to ensure the gymnast is medically fit to participate. Please inform us of any relevant medical conditions or allergies. If any medical issues arise or your child is injured outside of gymnastics, the club should be informed before your child's next lesson. Coaches reserve the right to refuse participation for safety reasons.

Minor injuries will be reported verbally or via an accident form at pickup.

We require up-to-date emergency contact details. Please email enquiries@bedistinctgymnastics.com as soon as possible if there are any changes.

Risk acknowledgement

While every effort is made to ensure safety, gymnastics involves inherent risk. By enrolling, you accept that injuries may occur, and the club is not liable for injuries unless due to negligence.



8. Membership & Fees

All gymnasts must have **British Gymnastics membership**. This needs to be done through the British Gymnastics website and needs to be renewed annually. This should be done as soon as possible and if it is not done for your third lesson the gymnast won't be allowed to participate.

Fees are paid monthly to secure a space, and this comes out on the 1st every month. If your direct debit fails, you will have three working days to pay it. After three days, if it has not been paid, we will attempt to charge again and there will be a £5 admin fee added.

Missed classes are non-refundable unless due to long-term medical absence with notice. Please read our Cancellation and Refunds Policy for more information.



9. Tracking your child's development

BDGA aims to give each child the best chance to develop and grow as gymnasts so they will be regularly assessed. You can view their progress through our portal [LINK]. You will have been given login details when signing up for classes. Coaches will monitor this and contact you if they feel your child would benefit from being in a different class.



10. Term Dates & Holidays

Our term dates align roughly with local school terms and will be shared in advance.

We run **holiday camps** separately (optional).

Please see our website for our calendar and dates for our holiday camps.



11. Cancellations & Closures

If we cancel a session (e.g. due to venue issues), you will be notified by text/email, and the session will be rescheduled or credited.

In the event of extreme weather or emergencies, please check our social media or WhatsApp group for updates.

We cannot offer refunds for missed classes due to holidays or illnesses, unless a hold has been pre-arranged. For full information on cancellations, refunds and memberships holds please see the Cancellation and Refunds Policy.

12. Communication

We communicate primarily via **email and Instagram**.

Please ensure your contact details are kept up to date.

For queries, please email enquiries@bedistinctgymnastics.com. We aim to reply to all emails within 5 working days. Coaches are not available during sessions for informal discussions.

If you have a safeguarding concern or query, please email welfare@bedistinctgymnastics.com

If you have a question about our young leader programme, please refer to the Young Leader section of our website (link) or the Young Leader Handbook. You can also contact youngleaders@bedistinctgymnastics.com

13. Policy Updates

We reserve the right to update the terms set out in any of our policies, any changes will be communicated via email and on our website 30 days before taking effect.

Thank you for helping us create a supportive gymnastics environment. If you have questions, don't hesitate to get in touch!

 Email: enquiries@bedistinctgymnastics.com

 Club Emergency Phone Number: [found at the entrance]

 Website: www.bedistinctgymnastics.com

 @bedistinctgymnastics

Drop off and Pick up Rules

Kennington site:

Drop off

Gymnasts will be collected by a coach through the vehicle entrance (Lollard Street) 5minutes before the class starts.

Gymnasts need to be signed in by parents/carers before entering the building, through the iclasspro app (QR code will be on a sign at the entrance and video instructions can be found on our Instagram and TikTok).

Gymnasts will not be allowed into the class 10minutes after their start time.

Pick up

Gymnasts will be picked up at the fire exit door to the gym.

If you are late collecting your gymnast, please contact the club's emergency number as a coach will need to bring them to the gate when you arrive.

There will be a late fee if you are more than 10minutes late.

Gymnasts will not be allowed to go home alone unless a 'Home alone consent form' has been completed and returned to the club.

Code of Conduct

- Please ensure your child arrives **5–10 minutes before class**. Gymnasts who arrive 10 minutes late will not be permitted to join the session due to health and safety.
- All gymnasts should wear a fitted leotard or sportswear (no zips, denims, buttons, hoods, crop tops or ballet skirts attached to leotards).
- Hair must be tied up and away from face.
- No jewellery is allowed for safety reasons. Religious items must be taped down before you arrive and newly pierced studs covered before you arrive until the period of non-removal has passed (6 weeks max).
- No food in the gym.
- Only clear, non-fizzy drinks are allowed in the gym. These should be in a marked bottle.
- No outdoor shoes in the gym.
- Personal items must fit inside a small bag. All other items must be left with parents.
- Photography is not permitted within the gym. Some exemptions may be made with prior permission from a senior coach.
- No phones are allowed in the gym.
- Follow all instructions of coaches.
- Do not enter the gym or use any equipment without instructions from a coach.
- Be kind, polite and respectful.
- Be supportive and encouraging to all gymnasts.
- Avoid communicating with gymnasts during classes and at competitions.

Our Code of Conduct applies to all gymnasts as well as parents/carers and any other family or friend who attends events/competitions to support BDGA gymnasts. Please help us to create and maintain a supportive environment.

Be Distinct Gymnastics Academy Complaints Policy and Procedure

Be Distinct Gymnastics Academy is committed to providing a quality service to all members. If members, volunteers or staff do not feel they have received a quality and fair service/experience, BDGA is committed to resolving any concerns. This policy sets out the procedure to follow, should anyone have a concern or complaint. BDGA will aim to:

- Allow complaints to be resolved without formal disciplinary action as much as possible,
- Resolve or determine complaints within a reasonable time period,
- Provide a fair and rigorous process for those circumstances where formal disciplinary proceedings are necessary.

Complaints Procedure:

Stage 1 -

If you have a complaint about any aspect of the club's activity, or the conduct of an individual member of the team, the first step to resolve the issue should be speaking to the individual concerned and/or the coach in charge of the session. The club is committed to open and regular dialogue with parents/carers and welcomes all comments whether positive or negative. Please ensure that you make any complaints at an appropriate time (i.e. end of session/change over times), as the priority for a coach must always be the health and safety, and development of the gymnasts.

Stage 2 -

If a satisfactory outcome has not been achieved through stage 1, the next step is to speak to the level 2 or 3 coach in charge on the day. This also must be done at an appropriate time as again, the first priority for all coaches must be the gymnasts.

Stage 3 -

If stage 1 and 2 have not resolved the complaint, the next step is to put your concern in writing. Please e-mail enquiries@bedistinctgymnastics.com with details of your complaint, including relevant names, dates, times, class information and circumstances. We aim to acknowledge your email within 5 working days and, depending on the nature/severity of the complaint, this will be investigated within 15 working days or passed onto our Welfare Officer if it is relating to safeguarding or welfare. Please refer to the BDGA Safeguarding Policy for more information about safeguarding or welfare, and how to report a safeguarding concern.

Stage 4 -

If you are not satisfied with the initial investigation, you can request an investigation from the Club Committee. You will need to e-mail enquiries@bedistinctgymnastics.com to request a meeting with an appropriate member of the committee. This will be investigated within 21 working days.

Stage 5 -

If you are not satisfied with the outcome from stage 4, this should be referred to British Gymnastics for review via the British Gymnastics website. (www.british-gymnastics.org)

Contact Information:

For questions about complaints, please contact:

Email: enquiries@bedistinctgymnastics.com

We aim to respond to all inquiries within 5 working days.

Policy Updates:

This policy may be updated from time to time. Changes will be communicated via email and posted on our website at least 30 days before taking effect.

Last Updated: July 2025

Be Distinct Gymnastics Academy Privacy Policy

Be Distinct Gymnastics Academy understands that your privacy is important to you. We value the privacy of all our members and volunteers and are committed to protecting the privacy and security of your personal data. We will only collect and use personal data in ways that are described in this notice, and always in compliance with our obligations and your rights under the law.

When we collect, use, share, retain or do anything else with your personal data (known collectively as 'processing') we are regulated under the General Data Protection Regulations (GDPR), and we are responsible as the 'controller' of your information.

This policy applies to you if you are:

- An existing or prospective member of our club.
- A person with parental responsibility for a member.
- An existing or prospective club volunteer or official.

In this policy, where the gymnast is a child, the term 'information' or 'data' is used to refer to the personal information of both the parent and the child member.

Information we collect about you:

The personal data we process includes:

- Gymnast's full name*.
- Contact details* (parent/guardian and emergency contacts).
- Gymnast's date of birth*.
- Any relevant medical conditions and/or disabilities and additional related information*.
- Gymnast's attendance.
- Any communications from, to or relating to you.
- Any accident or incident reports including details of injuries.
- Experience, qualifications, training and confirmation that you have completed a criminal record check (prospective or existing volunteers). *

The information marked with an asterisk (*) above is essential for us to provide your membership/voluntary position. It is your choice whether you provide all the information we have requested, but not providing information may affect our ability to meet you or your child's needs, and/or protect their well-being.

How we collect your personal data:

When you first register with the club online, your personal data is collected on our behalf by a third party. You will automatically be taken to that third party's website from our site when you register. You will have details of that third party at the point of registration. You will have an opportunity to read their privacy policy before you provide your personal data. That third party is contractually required to ensure your personal data is secure, and cannot use this information for any other purpose other than for the purpose/purposes for which it was first collected, and only under our instructions.

They are required to pass your personal data on to us, except for your financial details. Your financial details are stored by that third party in order to process payments on our behalf and for no other purpose.

We may also collect your personal information directly from you by e-mail, telephone or in person.

How we use your personal data:

We use the information we hold about you for a variety of purposes which are outlined below. Data protection law requires us to tell you what our legal basis is for each purpose.

Contractual purposes

We need to collect and use your personal data to provide the service (gymnastics classes) that you have requested, for example:

- To contact you to confirm arrangements.
- To notify you about changes.
- To contact you in case of an emergency.
- To ensure the gymnast's safety when participating in gymnastics sessions.
- To pass on any important information about medical conditions to health professionals in case of an emergency.

Legal obligations:

We have a duty of care to ensure it is safe for you or your child to take part in gymnastics activities, and to keep you/them safe while participating. Some individuals may be at risk of harm when participating in gymnastic activities because of a pre-existing condition. It is vital that you let us know if there is any reason why taking part in gymnastic activities may be unsafe prior to their participation.

When we ask participants to provide relevant health information such as details of medical conditions, medication needs, allergies or injuries, this is because we have a legal obligation and require this information to keep everyone safe.

When you tell us about any special needs such as disabilities or other supporting information, we may use relevant information to comply with our legal obligations under the Equality Act 2010. We will review any information you have provided to help us identify any actions we can take to support inclusion. We may need to ask you for more information to help us to best meet your or your child's needs.

If you are selected for a role at the club, we will usually obtain a reference from any appropriate organisation or individual you have nominated.

If you are wishing to volunteer or work for us, we may ask you to complete a criminal record check as we have a legal obligation to do so.

Legitimate interests:

We rely on legitimate interests for the following purposes:

- Responding to communications, concerns or complaints and seeking feedback from you about our services.
We will use the information you provide to respond to any comments or questions you raise and where appropriate, to undertake investigations into any complaints or concerns. On occasion, we may contact you to seek your views on the services we provide.
- Holding emergency contact information.
When you join the club, we collect contact details. We also ask you to provide an emergency contact which we will only use in exceptional circumstances if we are unable to contact your primary contact.
- Maintaining attendance registers, achievement records and waiting lists.
For health and safety purposes and club records, we need to maintain a register of those in attendance at training or other club activities.
If there are no places in the club, we can place you on our waiting list and will contact you using the details you provide to inform you when a place is available.
- To monitor that you have completed any required safeguarding training and criminal record checks.
If you undertake a role where a criminal record check and/or safeguarding training are required, we will collect this information and use it to assess your suitability for the role.
- Filming for coaching purposes.
On occasion, we may film gymnasts e.g. during a gymnastics session, for coaching purposes. Videos taken at training sessions for individual coaching purposes will not be used for any other purpose without prior consent.

Consent:

We may rely on your consent in the following circumstances:

- To use your email or telephone numbers for marketing purposes.
- To take photographs and videos - with your consent, we may take photos during training or at club events to promote the club on our website, our social media account and in communications. You will complete a photo consent form when enrolling in our club to indicate whether you give consent for photographs/videos or not.

When you have given us your consent for your personal data to be used for a particular purpose, you have the right to withdraw this consent at any time, which you may do by emailing enquiries@bedistinctgymnastics.com. Your withdrawal of consent will not affect any use of the data that was made before you withdrew your consent.

Special categories of personal data:

Special categories of personal data are a category of information that is more sensitive and requires greater protection. Some of the information we process falls into this category (e.g. health/medical data, or any information you provide to us about a disability or your religion, race or gender identity). It is unlawful for organisations to process this type of information unless an additional legal condition applies. We will only process this type of information if one of the following applies:

- You have given your explicit consent or have made this information public.
- We are required to do so to establish, exercise or defend a legal claim.
- We are required to do so to comply with employment, social security or social protection law.
- There is a substantial public interest in doing so.
- It is in your vital interests and you are unable to provide consent e.g. if you are unconscious or do not have sufficient mental capacity.

Sharing your personal data:

We may be required to share your personal data with third parties for the following reasons:

- Complying with legal and/or regulatory responsibilities - We may be required to share information with bodies such as His Majesty's Revenue & Customs (HMRC), Health & Safety Executive (HSE), Police and Information Commissioner's Office (ICO). We may also share information with other organisations to safeguard children. Any information that is shared will be strictly limited to what is required to ensure children are protected from harm, and will be carried out in accordance with the law and relevant government guidance.
- Insurance.
- Obtaining legal or professional advice.

All service providers are contractually required to ensure your personal data is secure and cannot use this information for their own purposes. Where we are required to share information with them to provide the service, we only disclose information that is strictly necessary to deliver the service.

Individual rights:

You have important rights under data protection law. In summary these include:

- To be informed about how your personal data is processed (set out above).
- To access any personal data held about you. You can request a copy of any information we hold by writing to us using the contact details below.
- To have your data rectified if it is inaccurate. If you think that any of the data we hold is inaccurate, you can ask that corrections are made. We will either make the requested amendments or provide an explanation as to why we are not making changes.
- To object to us using your Personal Data for a particular purpose - If you object, we will stop processing your personal data unless we can demonstrate compelling legitimate grounds for the processing, which override your individual interests, rights and freedoms or we need to continue to process your information in connection with a legal claim.
- To have your data deleted (except if there is a valid lawful reason to retain it). If you do not renew your membership or cease to have a relationship with the club, we will delete any information you provided when it is no longer required. With your consent, we may retain your contact information if you communicate to us an intent to re-join the club in the future.

Financial/accounting records need to be retained for six years in line with UK tax law. Any data relating to personal injuries suffered whilst at the club, in some circumstances, will have to be kept until the child is 24 years of age, longer if required for legal proceedings. You have a right to request the deletion of your information in advance of the above retention periods. We will delete this information unless there is a lawful reason for the information to be retained.

Keeping your personal data secure:

We have appropriate security measures in place to prevent personal data from being accidentally lost, used or accessed in an unauthorised way. We limit access to your personal data to those who have a genuine reason to need to know it. Those processing your information will do so only in an authorised manner and are subject to a duty of confidentiality.

We also have procedures in place to deal with any suspected data security breach. We will inform you and the ICO of any personal data breaches in line with our legal obligations.

Contact Information:

For questions about privacy, please contact:

Email: enquiries@bedistinctgymnastics.com

We aim to respond to all inquiries within 5 working days

Policy Updates:

This policy may be updated from time to time. Changes will be communicated via email and posted on our website at least 30 days before taking effect.

Last Updated: July 2025

SAFEGUARDING CONCERN FORM

Your details: (Name, Contact Information)	
Who are you concerned about? (E.g. Gymnast name/general wider concern)	
Who your concern relates to? (E.g. Coach name, other gymnast name, parent name, staff name)	
Details of your concern: (E.g. what happened, when, why are you concerned?)	
Who else knows about this? (E.g. other gymnasts, coaches, parents)	
What would your desired outcome be? (E.g. no action but just for awareness, speak to coach/gymnast involved persons)	

Once the form is completed, please e-mail to welfareofficer@bedistinctgymnastics.com

Signposting:

Club Welfare Officer: Jessica Hazen (welfare@bedistinctgymnastics.com).

External Welfare Officer: Natasha Green (independent from the club for consolidation purposes).

British Gymnastics Regional Welfare Officer: welfare@london-gymnastics.co.uk.

British Gymnastics Welfare & Safe Sport Team: 0345 129 7129 / welfareandsafesport@british-gymnastics.org.

Local Police: 101 (non-emergency reports) / 999 (emergency reports of crime).

NSPCC Confidential Helpline: 0800 800 5000 / 0808 800 5000.

ChildLine: 0800 1111.

Relevant documents:

Be Distinct Gymnastics Academy Code of Conduct (gymnasts, parents and staff).

Be Distinct Gymnastics Academy Safeguarding Policy.

British Gymnastics Safeguarding Website: <https://www.british-gymnastics.org/safesport/safeguarding>

Be Distinct Gymnastics Academy Safeguarding and Child Protection Policy

Be Distinct Gymnastics Academy (BDGA) acknowledges the duty of care to safeguard and promote the welfare of gymnasts and vulnerable staff and is committed to ensuring safeguarding practice reflects statutory responsibilities, government guidance and complies with best practice and British Gymnastics (BG) requirements to ensure the health, safety, and welfare of all participants and staff.

For the purpose of this document, and all Safeguarding policies, BDGA refers to children as any person under the age of 16 years and a Young Person as being over 16 but under 18 years, irrespective of their role. These roles will include gymnasts, young leaders and young coaches (under 18). When working with children or young people, an adult who carries out a supervisory role takes on certain responsibilities while the child or young person is in their care. This may include:

- Holding a responsibility for care and wellbeing during training.
- Safe dispersal after training.
- Providing first aid.
- Providing/consenting to emergency medical treatment.
- Supervision/chaperoning.
- Team management.

The policy recognises that the welfare and interests of the gymnasts are paramount in all circumstances. It aims to ensure that regardless of age, ability or disability, gender reassignment, race, religion or belief, sex or sexual orientation, socio-economic background, all children have a positive and enjoyable experience within the sport at BDGA, in a safe and child centred environment, and are protected from abuse whilst participating in gymnastics and outside of the activity.

The club will endeavour to promote the highest standards of care for all members, staff and officials by;

- Promoting and prioritising the safety and wellbeing of children and young people.
- The adoption of the BG Safeguarding Policy, and other safeguarding, child protection and health and safety policies.
- The appointment of a Club Welfare Officer to whom grievances or complaints can be made confidentially.
- Ensuring all staff and volunteers know the procedure for reporting a safeguarding concern - report to the welfare officer either verbally or using the safeguarding concern form as soon as practicably possible, the welfare officer will speak to anyone involved and assess the situation, the welfare officer will contact relevant services (social services, police, etc) if needed. A report will be written up following every incident (regardless of severity) and the safeguarding policy will be reviewed after any serious incident.
- Ensuring that staff are suitably trained in child protection, health, safety and welfare issues to guarantee that everyone understands their roles and responsibilities in respect of safeguarding and is provided with appropriate learning opportunities to

recognise, identify and respond to signs of abuse, neglect and other safeguarding concerns relating to children and young people. This will include up to date safeguarding training, recognised by BG.

- Ensuring volunteers receive appropriate supervision and are competent to carry out their responsibilities for safeguarding and promoting the welfare of children and adults at risk.
- Ensuring that coaches and officials have been screened to confirm their suitability to work with children. This will include a DBS check.
- Ensuring that best coaching practice guidelines are followed at all times.
- Ensuring children and their parents, adults at risk and other athletes are consulted and, where appropriate, fully involved in decisions that affect them.
- Ensuring that confidential, detailed and accurate records of all concerns are maintained and securely stored.
- Implementing appropriate practices for sharing information, where it is necessary to protect a child or adult at risk with relevant statutory agencies and other stakeholders, including relevant gymnastics organisations.
- Ensuring that grievances or complaints are dealt with promptly and in accordance with complaints procedures.
- Ensuring that a minimum of two responsible adults are present at all training sessions or events.
- Ensuring all information stored is done so in line with the Data Protection Act.
- Ensuring all gymnasts, staff and parents follow the 'safeguarding on social media' and the 'BG Photography Policy'.
- Having a zero tolerance to poor practice, bullying or any potential form of abuse.

The policy and procedures will be widely promoted and are mandatory for everyone involved in Be Distinct Gymnastics Academy. Failure to comply with the policy and procedures will be addressed without delay and may ultimately result in dismissal/exclusion from the organisation.

Safeguarding Reporting Process:

Outlined above is the process for reporting any safeguarding concerns. Every coach within BDGA has appropriate safeguarding training, recognised by BG, and it is a requirement for this training to be kept up to date. Every coach is equipped to deal with safeguarding concerns, however if you feel more comfortable speaking with the designated Welfare Officer for BDGA, this can be done and in confidence where appropriate.

For appropriate recording, it is best practice to complete the Safeguarding Concern Report and send this via e-mail to the Welfare Officer to review. The Welfare Officer aims to review and respond to all safeguarding reports within 5 working days.

Please report any safeguarding concerns as soon as reasonably practicable.

Signposting and other helpful information can be found on this form.

Please e-mail the form to: welfare@bedistinctgymnastics.com.

Follow up conversations or any questions the welfare officer may have will be recorded appropriately and in full.

Monitoring and Review:

This policy will be monitored and reviewed as necessary (always after any serious incident and at least once every year) in order to acknowledge and understand changes in the following circumstances and to further develop our duty of care to our members:

- Changes in legislation and/or government guidance.
- As required by the Local Safeguarding Children Board, UK Sport and/or Home Country Sports Councils and British Gymnastics.
- As a result of any other significant change or event.

Supporting Documents:

The documents this policy is based on are:

[Children Act 2004 \(legislation.gov.uk\)](https://legislation.gov.uk)

[Safeguarding Policy and Procedures](#)

[Safeguarding Children: safe environment](#)

[Safeguarding Children: safe recruitment](#)

[British Gymnastics Photography Policy](#)

[British Gymnastics Health and Safety Policy for Clubs](#)

[Health and Safety Guidance: coaching practice](#)

[Health, Safety and Welfare Guidance: safe participation](#)

[Social Networking Guidelines](#)

Contact Information:

Our Club Welfare Officer is Jessica Hazen and can be contacted by emailing:

welfare@bedistinctgymnastics.com

Policy Updates:

This policy may be updated from time to time. Changes will be communicated via email and posted on our website at least 30 days before taking effect.

This safeguarding document was last reviewed on: 30th July 2025

This safeguarding document will be on reviewed on (or before): 29th July 2026

Cancellation and Refund Policy

Cancellation Requirements

Monthly Billing Cycle

- **Cancellation Deadline:** All cancellations must be submitted by the 15th of each month to avoid charges for the following month
- **Effective Date:** Cancellations submitted by the 15th will take effect at the end of the current billing period
- **Late Cancellations:** Cancellations submitted after the 15th will be processed for the following month and you will be charged for the next billing cycle
- **Membership Freezes:** You may request a temporary hold if your child cannot attend classes for more than 3 consecutive weeks due to injury, illness or travel. Holds must be request in writing and approved by management. During a hold, your child's place in class will be reserved, and billing will be paused. The membership will automatically resume on the agreed date of return.

How to Cancel

- **Online:** Log into your account dashboard and select "Cancel Subscription"
- **Email:** Send cancellation request to bedistinctgymnasticsacademy@outlook.com with your account details

Cancellation Confirmation

- You will receive email confirmation of your cancellation within 5 business days of submission
- Your service will remain active until the end of your current billing period
- If you do not receive confirmation, please email bedistinctgymnasticsacademy@outlook.com

Refund Policy

Prorated Refunds

- **No Partial Month Refunds:** We do not offer prorated refunds for partial months of service
- **Full Month Policy:** Once charged, you have access to the full month of service regardless of usage

Refund Exceptions

- **Billing Errors:** Refunds will be issued for verified billing errors or duplicate charges

Refund Processing

- **Timeline:** Approved refunds will be processed within 5-10 business days
- **Method:** Refunds will be credited to the original payment method
- **Notification:** You will receive email confirmation once the refund has been processed

Special Circumstances

Account Suspension

- If your account is suspended for violation of terms of service, no refunds will be issued
- Suspended accounts that are reinstated will not receive credit for suspension time

Contact Information

For questions about cancellations or refunds, please contact:

Email: enquiries@bedistinctgymnastics.com

We aim to respond to all inquiries within 5 working days

Policy Updates

This policy may be updated from time to time. Changes will be communicated via email and posted on our website at least 30 days before taking effect.

Last Updated: July 2025