



# CLUB MEMBERS HANDBOOK

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# Welcome!

This handbook has all the general information, club policies and procedures and some answers to frequently asked questions we often hear from our new parents. If you have any questions, please do not hesitate to contact us via email.

Corsham Gymnastics Academy (Chippenham Moonraker Gymnastics) prides itself on being an accessible gymnastics club, being a gymnastics club for all.

## The Club mission is:

- To provide an extensive pathway for all children, young people and adults to assist in hopefully creating a life-long retention in sport giving a sense of well-being and purpose.
- To provide children and adults the opportunity to access gymnastics with various pathways including one which leads to competitive gymnastics.
- CGA prides itself in working with parents and schools to limit the barriers to gymnastics whether this is financial, disability or family circumstances.
- To provide a training platform for volunteer coaches/Young Leaders to access training and ongoing professional development with a view to securing long term employment.
- Young people and adults from the local area have the opportunity to volunteer and access employment opportunities.
- Give parents of the gymnasts to have an opportunity to volunteer and be involved in the growth of the club
- CGA aims to work with schools with both mainstream/special educational needs and government initiatives to encourage and support children and adults to access opportunities in sport.
- To work with Children and Adult Disability Teams and other agencies to provide access to gymnastics.

**Vision: Dream, Believe, Achieve, Inspire**

Corsham Gymnastics Academy (Chippenham Moonraker Gymnastics) will continue to be more than just about Gymnastics. The ethos is about opportunity and development of a child/adult. To support and continue to deliver a family orientated facility which makes commitment to sport be more achievable. Individual or group achievements or kind gestures, however small, will inspire others. This is all part of our overall ethos of working together, having mutual respect, encouraging individual or group opportunities and growth and to recognise good sportsmanship and community involvement. These values are stepping-stones to assist in creating life skills and a good healthy understanding of success and that it is not all about the medals. We all work with a can-do attitude.

## A Brief History

Chippenham Moonraker Gymnastics (now CGA – Corsham Gymnastics Academy) was developed initially as a development pathway for those children participating in recreational gymnastics in the Olympiad Leisure

Centre programme who showed the talent and ability to progress further than the British Gymnastics Proficiency Award schemes.

The club opened on 28th February 2011 with classes scheduled on Mondays and Wednesdays - there were 2 children in the first session (and one of those was the Head Coach's son!!). We persisted with the sessions and very rapidly the numbers increased.

Additional sessions were soon scheduled on Saturday mornings and on Friday evenings due to high demand; and in September 2012 the Leisure Centre programme was absorbed into the CMG timetable. Our timetable grew and now has a large membership base with county, regional and national titles with other achievements such as Wiltshire Sports Club of the Year, Sports Personalities of the year to name but a few.

With our ever-growing membership and the huge development of our gymnasts' skills we knew a dedicated facility was desperately needed. In December 2020 with the aid of British Gymnastics, Sport England and a marvellous army of volunteers we now have our dedicated facility in Corsham: Corsham Gymnastics Academy.

The new facility is much more than just gymnastics as we aim to offer a family friendly environment which is key for all our gymnasts and their families. There is a vision to aid and support good health and mental well-being through our courses, indoor and outdoor facilities.

## **Our Staff**

All our hard-working staff have a passion for the sport of gymnastics and seeing all participants working towards and achieving their individual goals. Our team of full and part time British Gymnastic qualified coaches which include two directors have a wealth of knowledge and experience in the world of gymnastics. We also have a small administration team and a wonderful group of volunteers/parent helpers.

**Main Contacts:** **Steven West – Director/Owner Head Coach:** [corshamgymnasticsacademy@gmail.com](mailto:corshamgymnasticsacademy@gmail.com)

**Hannah West – Director & Head Squad Coach:** [hannahwestcga@gmail.com](mailto:hannahwestcga@gmail.com)

**Susan West – Operations/Office Manager:** [corshamgymnasticsacademy@gmail.com](mailto:corshamgymnasticsacademy@gmail.com)  
& Welfare

**Clare Townsend – Club Welfare Officer:** [corshamgymnasticsacademy@gmail.com](mailto:corshamgymnasticsacademy@gmail.com)

Confidential email: [admin@chippenhamgymnastics.co.uk](mailto:admin@chippenhamgymnastics.co.uk)

## **Coaching Team:**

**Ali Whitehead - Men's/Boys Head Squad Coach & 3-4 Pre-School**

**Kacey Gainey - Head of County Club & Regional Squads Programme**

**Chris Cook - Head of Recreational Programme, Tumbling/Training Mentor/Pre School 3-4years, Head of Free G**

**Kelsey- Assistant to Head of Squad - Squad and recreational & SEN coach**

**Sam Remedios: Head of 1-2yrs & 2-3yrs Pre school gymnastics**

**Sam Adkins - Head of Recreational Trampoline - Trampoline Coach**

Kelsey Stokes: Recreational and County coach

May Felgate: Recreational & County Coach

Charlotte Tate: Assistant Recreational Coach

Sophie Townsend: Assistant Recreational & Tumble coach

Eva Falcony-Healy: Assistant Recreational Coach

Leah Bishop: Assistant Recreational Coach

Jemma Vincent: Assistant Recreational Coach

Cerys Williams: Assistant Recreational Coach

Honey Morse: Assistant Recreational Coach

Julie & Liza: Cirque Fusion and Dance teaches

**Admin Team:** Susan West: Operations/Office Manager

Justine Vincent: Schools/Community Liaison, Reception SEN & Coach

All our coaches are British Gymnastics registered, Qualified or working towards qualification; Safeguarding & Welfare trained. We have registered First Aiders on site these are:

Steven West

Hannah Adkins

Ali Whitehead

Chris Cook

Sam Remedios

Kacey Gainey

Sam Adkins

Justine Vincent

**What activities do we offer?**

We have a varied pathway of gymnastic activities for all ages and abilities, thus giving everyone a choice to do gymnastics for:

Fun, fitness, and good physical and mental well-being.

Opportunity to enter competitions at different levels of ability.

Career development, volunteering opportunities, being part of a community.

**Classes available:**

Stay & Play 0 – 4 years - drop in pay as you go

Baby gym 1 – 2years

Parent & Toddler gymnastics 2 to 3 years

Pre-School gymnastics – 3 – 4 years: must be booked prior to attending

After School Gymnastics (Fun Gym)

Disability gymnastics

Gymnastics for Home Educators

Tumbling classes

Free G

Cirque Fusion

Adult Gymnastics – competitive and non-competitive

Trampolining

Competitive gymnastics

School mentoring & curriculum gymnastics

Private Lessons

Parties

Room Hire

Café

For further information about all our classes please see our website [www.corshamgymnastics.com](http://www.corshamgymnastics.com) or email: [corshamgymnasticsacademy@gmail.com](mailto:corshamgymnasticsacademy@gmail.com)

## **Our Facilities**

- **Free Car parking**
- **Fully fitted gymnastics facility**
- **Viewing area**
- **Café**
- **Reception/entrance**
- **Outdoor play area with outdoor seating – (OPEN TO ALL you do not need to attend gymnastics or soft play to play in our outdoor area or use the café-everyone welcome)**
- **Allotment – Gardening club all welcome – no memberships just a love of gardening**
- **Toilets/accessible and with baby changing facilities**
- **Party room**
- **Private Hire of the premises is also available**



## **General Information:**

### **Clothing, Hair & Jewellery**

CGA do not insist on uniform when starting out as leotard or unitard and shorts can be worn when you feel they are ready, these can be purchased from various websites and large supermarkets. Until then a basic PE kit, bare feet, no jewellery (including earrings), any long hair to be tied back out of vision.

Please note for safety no hoodies within the session, loose clothing, skirts, dresses etc . We do have a sale rail in reception with a selection of 2<sup>nd</sup> hand and new leotards. T Shirts and tracksuits etc.

You can purchase CGA T Shirt's, Water bottles, Hoodies & bags – these items can also be purchased individually from Sporting Billy - <https://www.sportingbilly.com/c-jzag/corsham-gymnastics-academy.htm>

### **Food & Drink**

CGA will have a café for hot & cold food with drinks. We do advise that your child does have a little something prior to gym at least half an hour before; fruit, cereal, pasta etc. (please try to avoid white/starchy foods if possible as these tend to make children lethargic quickly).

### **Attendance**

Attendance: Regular attendance is key to your child/ren making good progress, if you do go away on holiday or your child is poorly then please contact the club to let us know via email: [corshamgymnasticsacademy@gmail.com](mailto:corshamgymnasticsacademy@gmail.com) . Sometimes if the child is nursing an injury then coming to session can still be possible as the coach can ensure they are still involved, and the child only does what they can. If we do not receive any explanation for absences and your child is absent for 3wks this could put your child's place at risk.

### **Payments & Fees**

All members are to set up the fees via our website upon your first booking, if your child does not wish to continue after the first session you will be refunded the remainder of the fee. Upon booking your first session, you will be sent an email with all the relevant information to join British Gymnastics and a link to complete the club registration form. All fees are paid monthly and broken down into equal monthly instalments, taking into account any closures due to bank holidays, club staff/maintenance days and the Christmas break. We have done it this way so that parents know what they are paying each month, despite whether it is a 4 or 5 week month. We run all the structured classes throughout all the school holidays, apart from Christmas.

We do ask that all payments are maintained regardless of the time of year to maintain a sustainable club, we are a not for profit club and therefore receiving fees on time is crucial, we thank you for your support with this.

Please note if on cancelling your child's place you do not cancel your payments there will be a charge of £10 administration fee for any refunds older than a month.

### **What do we do if we are on holiday?**

Please notify CGA when you go on holiday so we can make a note of this on the register. The fees remain the same. If you are going away for long periods of time, then you can cancel your standing order which will free up your child's space for another to attend; however please note we cannot guarantee that a space will be available straight away when you wish to return, and your child may need to go on the waiting list to attend the class desired.

### **Cancellations:**

Should you need to cancel your standing order you will need to do this yourself. Please note if we have not received confirmation in writing of your wish to cancel, and you do not cancel your standing order your child's place is still being reserved, therefore, CGA will not refund fees if we have not had the prior notice as CGA will not be able to offer this space to any other child waiting to join. Notice of cancellation is 1 month from the end of the month.

### **Non-payment of fees:**

Fees are due each month; non-payment of fees will put your child's place at risk. Please inform CGA of any difficulties or banking errors etc as soon as possible and we will assist whenever and wherever possible.

### **Long term injuries:**

Any member (this is applicable to all members including Squad) who has a significant injury that requires a substantial period of recuperation then please notify CGA to discuss a possible reduction in fees. Please note depending on the injury there is the potential to still be part of the session which can be adapted to safely accommodate an injury. This is to help make sure the child still feels involved and helps the transition back to full training easier and less daunting.

### **General information, Policies & Procedures plus news updates:**

Please find regular updates in the following places:

Website: [corshamgymnasticsacademy.com](http://corshamgymnasticsacademy.com) - It has up and coming events, club closure dates/holidays, club kit, any up and coming changes, new activities and the clubs' main policies and procedures.

Open Facebook page @corshamgymnasticsacademy which is for standard information and news.

You can also find us on: Instagram

Notices will also be placed on a notice board in the viewing area.

Newsletters - by email/website/closed facebook and copies available from front desk usually twice per year.

## Social Media Policy:

The social media platforms are great for positive communication and publicity of all the great work all our staff/members/volunteers do.

We do know that although there is a positive aspect of using these platforms, sadly, we are also aware that there is potential for safeguarding concerns which come from improper uses by members, staff & volunteers which can result in stress and sometimes disciplinary procedures. Therefore, any improper use of social media by coaches, parents or gymnasts will result in that person being removed from the group and a full investigation will be carried out as per British Gymnastics Code of Good Practice available to view online at:

<https://www.british-gymnastics.org/safeguarding-and-compliance-policies>

The team will only connect with parents of children, and the CGA team gets lots of friend requests from our gymnasts which we do not allow. Please explain to your child the coaches are not being unfriendly or rude, but this is to safeguard both the child and the coach as this is against British Gymnastics safeguarding policy.

The Young Leaders and staff social media pages must have both parents and child (if old enough to be on social media) to be friends on the page. We will notify parents of any requirement for them to be members of these information sharing pages/groups.

Squad of Corsham Gymnastics Academy - You must be a member of CGA Squad to be apart of this group  
CGA Committee Team - You must be an active member of CGA Committee to be apart of this group

## How will CGA communicate with me?

CGA main communication will be via email direct to parents so please keep an eye out in your spam folder just in case we appear there.

We do have an open-door ethos if you have any questions, however in busy times please email to book an appointment or request a telephone call from a member of the relevant team. You do not under any circumstances contact members of staff via their personal phone number or facebook page. Please email to arrange an appointment to speak to your child's coach or arrange a time to have that conversation via our club email.

**Office times:** Monday to Friday 9am - 4pm.- Please note we experience a high volume of emails each day and may take up to 7 days for a reply. If your case is urgent then please address the email title as "URGENT".

Please respect that our coaches have families that they go home to from work each evening and would like to leave work, at work. If you need to talk to your child's coach please do this via an email to [corshamgymnasticsacademy@gmail.com](mailto:corshamgymnasticsacademy@gmail.com).

Our reception team are friendly and approachable and can answer a lot of questions about the club so please do ask them if in doubt.

Communication is key and so feedback, questions, and information sharing from both CGA and parents is really appreciated and valuable.

To notify CGA of a change of circumstance such as change of address etc please email the team on [corshamgymnasticsacademy@gmail.com](mailto:corshamgymnasticsacademy@gmail.com)

CGA will email you with any changes to class times, closures and any events or competitions relevant to your child.

**How do I get information to the coach about my child prior to going into session?**

If you need to speak to the coach when you arrive, please come a few minutes earlier so you can see the coach prior to the session starting as once the session has started the coach will need to remain with the group until the end of the session. The receptionist can always go into the gym and talk to the coach on your behalf if needed.

Email: [corshamgymnasticsacademy@gmail.com](mailto:corshamgymnasticsacademy@gmail.com) Tel: 01225 571151. Please note we can get very busy so please leave a message and a member of our team will return your call as soon as possible.

## **COMPLIMENTS & COMPLAINTS**

We love to hear your feedback whether it's to compliment the team or individual members of staff which is always uplifting and motivating or if we have got something wrong or you are not quite sure of something then we need to know. Feedback helps the team with reflective practice and to make improvements where needed.

A concern or question is always best if dealt with at the time as 9 times out of 10 it can be discussed and sorted out there and then, especially if we need to ask a member of the team. Please ask the receptionist who will then either help with your concern or get someone who can help.

Our complaints policy can be found on our website should a formal complaint need to be raised.

## **LOST PROPERTY**

All lost property is held at reception, CGA will keep items for one month after which all items will be put for sale in reception with all proceeds being put towards new equipment for our club.

PLEASE SEE FREQUENTLY ASKED QUESTIONS ON THE NEXT PAGE

## **FREQUENTLY ASKED QUESTIONS**

What does the Annual Insurance and Membership fee cover?

The annual membership covers the British Gymnastics membership appropriate to your child's level of performance, including personal accident cover, and a Club Administration fee. Your child will receive a membership pack directly from British Gymnastics - their membership includes the following benefits:

- Reduced entry at Merlin Entertainment Group Attractions including Legoland Windsor, Alton Towers and Sea Life Centres (pre-booking required)
  - Discounted rates at IHG Hotel Group hotels including InterContinental Hotels and Holiday Inn
  - Discounted tickets for major events including the British Championships and World Cup events
- Go to [www.british-gymnastics.org.uk](http://www.british-gymnastics.org.uk) to find out more about member benefits.

### **Do I have to pay for sessions my child cannot attend, for example if we are on holiday?**

Yes. You are paying to retain your child's place in the class, not just for the sessions you can attend. If you are away for a long period, please ensure you advise us. (please see Payment & Fees pg.7)

### **Will my child be able to do competitions?**

All of our club members have the opportunity to take part in our Club Competitions, which take place twice a year. Children who our coaches feel have potential to participate in external events will be invited to join one of our competition groups.

### **How often are children assessed for progress?**

Recreational children are assessed using British Gymnastics Proficiency Award Schemes every six weeks. Competition group gymnasts are assessed in the period leading up to a competition according to the requirements of that event. Should you have concerns about your child's progress please do not hesitate to speak to one of our coaches. Note - regular attendance is essential for good progress.

### **What do I do if my child wants to stop gymnastics?**

Please give CGA at least one 1 months' notice before leaving so we can allocate another child to fill your space. **Please remember to cancel your standing order as we do not have any control over these.**

### **IMPORTANT NOTE**

If your child has not attended for more than three consecutive weeks without any notification from yourself regarding the absence we will assume you no longer require the space and will remove your child from the register. (Relevant to those who are yet to set up their standing order or payment plans). Please let us know if your child is injured, ill or you are away on holiday. If you are on a standing order or a monthly payment plan, please let us know if your child no longer wishes to continue so that we may give their space to another child who wishes to do gymnastics. Thank you.

### **Policies & Procedures**

The following policies & procedures can be found on our website for you to view:

- Health & Safety
- Codes of Conduct
- Complaints Procedure
- Welfare & Safeguarding

We are committed to ensuring the safety and welfare of all CGA members, staff & volunteers and we do this by adopting the:

- British Gymnastics Health & Safety, and Welfare guidelines. -
- British Gymnastics Safeguarding Children – Safe Environment
- CGA having an appointed Welfare Officer to whom concerns, and complaints can be made confidentially.
- Ensure staff are suitably trained in safeguarding children and go through the British Gymnastics enhanced DBS screening and attend regular safeguarding and Time to Listen training.
- Have a zero-tolerance approach to bullying or any form of abuse.
- Be transparent about the use of photography and filming – permission will always be required from parents.

**Duty of Care:** CGA takes on this responsibility once your child is in our care within the session until they are back with you at the end of the session. CGA does not take responsibility if your child has been instructed by the parent to meet you in our private car park, all children should be collected from the gym door.

- Safeguarding against Covid
- Privacy Policy

### **CGA Parent helpers**

CGA has a great team of amazing parent helpers who volunteer their time as and when needed. It is a great opportunity to make new friends and be part of a great sociable friendly team. There is no pressure to volunteer at every event, it is about every little bit that helps. We have a reputation for great events which are successful down to the passion and enthusiasm of the parents who volunteer their time. Some parents have gone on to be Welfare Officers, judging courses, coaching courses or even becoming employees. We have lots of events and now an up and coming café and a developing outside area; so anyone keen to get involved however little or often, please let us know by email and I will get our Chair to contact you; we have a Facebook page so events etc can be shared.

### **Volunteer opportunities:**

Café  
Gardening Club  
Fundraising  
Nutrition & mental health  
Events  
Maintenance