



## **FLYERS SPORTS ACADEMY: CODE OF CONDUCT**

At Flyers Sports Academy, we are dedicated to providing a safe, kind, supportive, and fun environment for everyone. To maintain this culture, all athletes, parents, and family members are expected to uphold this Code of Conduct.

Please Note: This document applies to all members of the club. However, athletes on our Competitive Gymnastics Squads and Competitive Cheerleading Teams must also refer to their specific program handbooks for additional guidelines and expectations.

### **1. General Behaviour & Mutual Respect**

- Respectful Communication: We expect all members, athletes, parents, and staff to speak to one another with the utmost respect and courtesy at all times.
- Zero Tolerance Policy: Unkind, exclusionary, aggressive, or bullying behaviours will not be tolerated under any circumstances.
- Representing the Club: When attending competitions, local performances, or any club-related events, you are representing the Flyers family. We expect our members to treat members of the public, other clubs, officials, and opposing teams with flawless sportsmanship and respect.
- Appropriate Conversation: We encourage a friendly environment, but conversations within the gym must remain appropriate and respectful. This applies particularly to our teenage athletes; gossip, inappropriate language, or sensitive topics are not permitted on the training floor.
- Shared Venue Respect: Please treat other users of our training venues and halls with respect. Keep noise to a minimum in communal areas and ensure we leave facilities clean and tidy.
- Between hall hire, specialist equipment and professional coaches, it costs a lot to run our classes. The clubs survival relies on parents keeping up to date with payments. In the event that failed payment emails or invoices are ignored we will unfortunately have to cancel your place

### **2. Uniform & Safety Requirements**

- Recreational Class Attire: All members must arrive dressed in appropriate athletic clothing. For our recreational classes, this means either a leotard (unbranded is fine) or a club training t-shirt.
- Bottoms: T-shirts must be paired with suitable sports leggings or shorts. Strictly no zips, buttons, or pockets are allowed, as these present a serious safety hazard to the equipment and to coaches during spotting.
- Footwear Specifics:
  - Gymnastics: Bare feet or gymnastics shoes only. Any verruca's must be covered with grip socks or gymnastics shoes



- Trampolining: Socks must be worn on the trampolines at all times. Regular socks please, not trampoline park/grip socks.
- Cheerleading: Clean, indoor cheerleading shoes.
- Hair & Jewellery: Long hair must be tied back neatly and securely away from the face before the session begins. Strictly no jewellery or watches. All earrings and piercings must be completely removed. If they cannot be removed, they must be securely taped over with plasters or micropore tape before entering the gym.

### **3. Gym Floor Rules & Gym Safety**

- Punctuality: Members are asked to turn up on time for their sessions so they do not miss the vital safety warm-up.
- Waiting to Enter: Under no circumstances should an athlete enter the gym floor or step onto any equipment until they are explicitly invited in by a coach.
- Apparatus Safety: Gymnasts and cheerleaders must never climb, jump on, or use any apparatus unless they have been explicitly instructed to do so by their coach.
- Athletes are expected to directly follow the instructions of their coaches at all times.
- Parent Restrictions: Parents must remain outside the gym in the designated reception area. To comply with safeguarding standards, parents are not allowed on the gym floor unless they are in possession of an Enhanced DBS check and have been given explicit permission by the Head Coach.

### **4. Drop-off, Collection & Safeguarding**

- Supervised Drop-off: For safety reasons, children must never be dropped off in the car park to walk into the building by themselves. A parent must accompany them into the building. This is a critical safety measure in the rare event that a class has to be unexpectedly cancelled or a closure occurs.
- Safe Collection: Parents are expected to collect their child from inside the building. The only exception to this is for older members who have submitted prior written permission to travel home independently.
- Alternative Pick-ups: If anyone other than the child's standard parent or guardian is collecting them, the club must be informed in writing beforehand via our drop off and collection form. For safeguarding reasons, we will not release a child to an unverified individual unless we have received explicit prior confirmation from you.

### **5. Medical, Illness & Injury Policies**

- Reporting Injuries: Athletes or parents must inform the coaching team of any pre-existing injuries or physical complaints prior to the start of the session.



- **Illness & The 48-Hour Rule:** In the case of mild illness (such as a cold), athletes are welcome to attend if they feel up to it. However, the strict exception to this is vomiting or diarrhoea. If an athlete has suffered from either, they must wait a full 48 hours after their last bout before returning to any training sessions. Please be aware that we do not provide make up sessions for missed classes.
- **Up-to-Date Contact Info:** Parents must ensure that all emergency contact information and medical details remain fully updated on our system at all times.

## 6. Photography & Social Media

- Parents and spectators are strictly prohibited from taking photos or videos of live training sessions. This is to protect the privacy and safeguarding of all children in the gym.
- If explicit permission is granted by the Head Coach for a special occasion or class project, please ensure that you only take photos or videos that capture your own child.
- **Social Media Interaction:** We ask that social media interactions, comments, or posts related to the club, its coaches, or its members remain entirely positive and respectful.

## 7. Club Communication Channels

To ensure your messages are handled efficiently and are not lost, we use clear communication pathways:

- **General enquiries & Class/billing Changes:** All primary business communication, class changes, cancellations, or general enquiries must be sent to our central email address: [flyers@outlook.com](mailto:flyers@outlook.com)
- **Cheerleading Inquiries:** All cheer-specific inquiries, squad messages, and updates must go directly to: [flyerselite@outlook.com](mailto:flyerselite@outlook.com)
- **The Club Mobile Phone:** While the club has a mobile phone, it is not routinely monitored. We use this phone primarily to sent urgent WhatsApp announcements/reminders to call parents in an emergency if we cannot reach them via email. Please do not use text, WhatsApp, or social media direct messages for important requests, as these channels are not monitored daily and messages are easily missed.
- **Social media channels:** Our social media accounts are used as a platform to showcase the achievements of our athletes (with permission of course). We do not routinely monitor the inboxes on these accounts so messages are likely to be missed here. If you would like your child to be featured on this, please ensure your photo permissions are up to date.

## 8. Accountability & Enforcement

This Code of Conduct is designed to keep our athletes safe and our club culture positive. Any member (athlete or parent) who breaches these guidelines will face the following steps:

- **First Instance:** A formal verbal or written warning. **Serious or Continued Breaches:** Flyers Sports Academy reserves the right to immediately cancel the member's space and terminate their contract with the club.



## **9. Club Sustainability & Overdue Payments**

Between hall hire, specialised equipment, and professional coaches, the costs of running our academy are substantial. The club's survival relies entirely on families keeping up to date with their monthly fees.

While we understand administrative oversights happen, we must protect the club's financial health and future. Please note our strict policy regarding outstanding accounts:

- **Overdue Fees:** If a monthly payment fails, an automated notification will be sent to your registered email address each time a failed attempt is made. It is essential that parents follow the link in these emails to reinstate their subscription.
- If for any reason you have trouble doing so, please ensure that you get in touch via email so that we can assist.
- **Cancellation:** In the event that failed payment emails or outstanding invoices are ignored, we will unfortunately have to cancel your child's place in the class and offer the space to another child.

We deeply appreciate your cooperation and timely payments, which allow us to keep the gym running smoothly!

### **Thanks for reading!**

We are incredibly grateful for your continued support, trust, and partnership as part of our club family. By following and respecting our club Code of Conduct, you play a vital role in helping us maintain the positive, encouraging atmosphere we pride ourselves on. Please remember that these guidelines are put in place with one core purpose: to keep everyone happy, thriving, and completely safe within their classes. Thank you for helping us make Flyers Sports Academy a wonderful place to train, grow, and succeed! 😊