To view your child's progress

All children will be continually assessed, and you can follow your child's progress/view the criteria for each lesson using our Home Portal.

Please note: children will progress at different rates based on their age, ability, and attendance. Progress rates between different sports will also vary depending on the complexity of skills being taught. Please speak to your child's teacher if you have any concerns about their progress. Holiday workshops will be available for children needing additional support.

Please click here to view your child's progress.

Money Back Guarantee

We hope that your child enjoys the gymnastics lessons with us. If for any reason, your child doesn't enjoy the lessons, we offer a full refund when notified via our online cancellation form. Please note, this must be completed within 48 hours of your child's first lesson to qualify. All cancellations made after this time will be subject to our standard full payment month notice as per our terms and conditions. **Please note we do not offer a money back guarantee on our holiday activities or swimming lessons.**

Safeguarding and Welfare of all children

We recognise our moral and statutory responsibility to safeguard and promote the welfare of all children. To protect children from maltreatment, prevent the impairment of children's health or development and ensure that all our children on programme grow up in circumstances consistent with the provision of safe and effective care; taking action to enable all our children to have the best outcomes. We endeavour to provide a safe and welcoming environment where children are respected and valued. We are alert to the signs of abuse and neglect and follow our procedures to ensure that children receive effective support, protection, and justice.

If you have any concerns you can contact our safeguarding lead, Fiona Clark, by completing our Safeguarding Concern Form or by contacting the Sports Governing Body directly.

DIRECT DEBIT

All fees will be collected monthly in advance on or around 1st of the month via Direct Debit and are spread over 12 equal **monthly** payments.

CANCELLATION

A full payment months notice is required for cancellations. Cancellations must be submitted via our website using the appropriate cancellation form.

HEALTH AND SAFETY

- Jewellery must be removed, and long hair tied back
- Participants should wear sports clothing that allows free movement avoiding clothing with hoods, protruding embellishments, buckles, clasps, or cords.
- Spectacles can present a risk so contact lenses are advised. If lenses aren't an option, then, where possible, spectacles should have flexible frames and elastic sports band.
- Participants must arrive on time as warm-ups are important to their safety.
- No chewing gum, food, or drinks (water bottles with lids are permitted).
- Participants must follow instructions for their own safety.
- Failure to act in an appropriate and safe manner may result in the removal of a participant from a class.
- Parents/Guardians are asked to leave the activity area during the session to avoid unnecessary distraction.

INJURIES, ILLNESS, OR OTHER MEDICAL CONDITIONS

It is the responsibility of the participant/parent/guardian to advise the coach if they have any injuries, illness, or other medical conditions. Participants on medication which may affect their coordination will not be allowed to attend classes. It is the responsibility of the participant/parent/guardian to inform the instructor of any medication that may affect their cognitive or physical ability.
It is important that any injuries, unusual pain, or discomfort are reported to the instructor during the session.

Please complete the Medical Form if they have any injuries, illness, or other medical conditions.

CODE OF CONDUCT - Participants

We are fully committed to safeguarding and promoting the well-being of all our participants.
Dragonfly Leisure believes it is important that participants should, at all times, show respect and understanding for the safety and welfare of the activity being undertaken.

All Participants are expected to abide by the following rules:

- Participants must wear suitable attire
- Participants should treat all equipment with respect
- Participants should always treat fellow participants and instructors with respect
- Participants should not eat or chew gum during a session
- Participants must not use bad language
- Participants must respect each other's belongings and should not borrow, move, or touch unless given permission by those they belong to

CODE OF CONDUCT - Parents / Guardians

- Encourage your child to learn the rules and participate within them
- Discourage challenging / arguing with Instructors
- Help your child to recognise good performance, not just results
- Set a good example by recognising good sportsmanship and applauding the good performances of all
- Never force your child to take part in sport
- Endeavour to establish good communications with the club, coaches, and officials for the benefit of all
- Share any concerns or complaints about any aspect of the centre or its coaching staff through the approved channels
- Always use correct and proper language
- Never punish or belittle a child for poor performance or making mistakes
- Support your child's involvement and help them to enjoy their sport