



# Code of Conduct Parents and Carers Dragons Trampoline Club

## Terms

As a condition of membership to Dragons Trampoline Club, parent(s)/carer(s) should fulfil the following to the best of their ability:

### Getting To and From Sessions

- Members must arrive five minutes before the planned start time of the session.
- For first sessions of the day, parents should arrive fifteen minutes before the planned start time to assist with setup.
- For last sessions of the day, parents should assist with put-down and storage of equipment where applicable.
- Children under secondary school age must not make their own way to and from sessions/events and should be dropped off in visibility of the lead coach(es).
- Parents/carers are required to be present at the end of the session for children to be visibly taken from the club's responsibility.
- Should you be unable to collect your child at the specified end time, advance notice should be communicated to the coach(es)/club welfare officer. It is unacceptable to turn up late without prior notice bar exceptional circumstances.
  - Persistent failure to bring a child to sessions or collect on time may result in a meeting with the parent/carer and club welfare officer(s).
- Members must arrive correctly dressed (per our Dress Policy) and be provided with a bottle of water.

### Club Activities/Payment

- Parents/carers should support the development and aspirations of their child(ren) within the club.
- Should parents/carers struggle to be able to support their child within the club they are encouraged to contact the club welfare officers and committee outlining their difficulties.
- Parents/carers must respect the qualification of their child(ren)'s coach and not attempt to intervene in the learning process unless there is reasonable concern for safety or welfare.
- Dragons Trampoline Club operates an 'open gym' policy, subject to restriction of interference from parents/carers to club activities.
- Sessions must be paid for in advance, before the required deadline in order for a member to attend.

### Policies

- Club policies must be read and agreed to as a condition of membership.
- Children should be encouraged to read and understand club rules.
- Parents/carers must take responsibility for the behaviour of their children should disciplinary action be unsuccessful.

### Complaints

- All complaints should be formed per the guidance in the Complaints Policy.
- Grievances related to the club, of any nature, should not be communicated publicly on social networks.

