

FREQUENTLY ASKED QUESTIONS

ABOUT THE FACILITY

Is Key City Gymnastics Club (KCGC) a recreational or competitive gymnastics club?

KCGC is both. We are a recreational facility committed to giving children their first introduction to gymnastics, with a progressive curriculum designed to challenge them at each level. We also have Advanced and Competitive programs.

Are there changerooms?

Yes, we have a girls and boys change rooms that have child-friendly benches to sit on and bathrooms in each. We have cubbies and hooks for shoes, bags, and coats, but no lockers with locks, so please do not bring valuables to the gym. We also have a coat room off the back entrance of the gym that has a large shoe rack and cubbies.

Do you have washrooms outside of the changerooms?

Yes, we have a wheelchair accessible bathroom downstairs and two additional washrooms in our upstairs Junior Gym.

Do you have a lost and found?

Yes, all items left behind will be kept in the Lost and Found bin. Every month, the items will be displayed in the kitchen for one week to give gymnasts a chance to collect their missing items. After that period of time, all items will be donated to the local thrift store.

How often do you clean your facility?

Our gym is cleaned three times each week and a deep cleaning of carpets, mats and foam pits is scheduled regularly. We routinely disinfect the club and equipment with Vital Oxide and a Vital Clean Cobalt Fogger (<https://www.vitalclean.ca/>). Vital Oxide is an EPA-registered hospital disinfectant cleaner, mold killer, and odor eliminator. Its formula contains a unique form of stabilized chlorine dioxide that is very effective at killing bacteria, viruses, and mold yet non-corrosive to treated articles and gentle enough to handle without causing skin irritation. It is listed on US EPA List N: Disinfectants for use against SARS-CoV-2, the cause of COVID-19.

If you have any questions regarding our cleaning procedure, please contact the office.

Do you have a viewing area?

We have an accessible viewing area off our upstairs entrance for parents to sit and watch their children.

Do you have a fundraising program?

YES! When you give back to the club through fundraising and volunteer participation opportunities, you help us achieve more, reach our goals, and keep our facility safe for all our participants. Your involvement has a positive effect on your child's passion for their sport and sense of belonging while building a strong family network and support system within our organization.

Your child will bring home information for each of the fundraisers we do throughout the year. For further information please see the FUNDRAISING section on our website or call the office at 250-426-2090.

REGISTRATION AND PROGRAMS

How do I register for a class, camp, birthday or Kids Night Out?

You can register online, in person, or by phone.

- To register online: please see **Appendix A – HOW TO REGISTER** at the end of this document.
- If you are new to KCGC, you must sign our membership waiver form when you register. This can be done online or in person.
- Online payment methods: VISA, Mastercard and E-transfer.
- In-person payment: VISA, Mastercard, debit, cheque, or cash.

****Please note:** As of November 2023, there will be a surcharge of 2% applied to all member transactions that are paid by credit card

What is the membership fee?

For the safety and security of yourself, your child and everyone at our facility, ALL program participants must purchase a KCGC membership, which includes insurance. Membership is effective from September 1 to August 31 each year.

When do I register?

- Fall registration begins in July of each year
- Winter registration begins in November of each year
- Spring registration begins in February of each year
- Summer registration begins in May of each year
- Registration is accepted on a first-come, first-served basis. Registration dates for our summer programs will be posted on our website and will be open for registration at the same time as our spring session.
- If you wish to join a program after it has started, please call our office to see if we can accommodate you. If you sign up after the session has started, your fees will be pro-rated.
- Our competitive programs all start in the summer or fall and run from 10 to 12 months. Please see the competitive program registration for further information.

Who can attend classes at KCGC?

KCGC is a safe, welcoming, and inclusive environment. We welcome all gymnasts regardless of gender, race, ethnicity, or ability.

If you have a child living with a disability that requires any type of accommodation to participate in our classes, we are happy to work with you to provide customized accommodations that are best suited to their needs. Please reach out to our staff at programming@keycitygym.ca or call 250.426.2090 to discuss how we can best support your child's needs.

Who do I speak to about registration and class times?

Please address your questions about payment, registration and class times to our office staff and they'll be happy to help you! Coaches are not able to readily access the data needed to answer your questions.

Do you offer family discounts?

KCGC offers a 10% discount for families who have more than one child participating in programs. The discount will be based on the lowest program fees.

What if I am waitlisted?

If you are waitlisted for a class, we will contact you if a space becomes available.

What if I can't afford the programs?

KidSport and Jumpstart can assist with fees each fiscal year. Applications and additional information are available directly through each of their websites and you can access the information by clicking on the following link: [Funding Opportunities](#).

What is the minimum age a child can start at KCGC?

Once children are walking, they can take part in our Parent & Tot class.

How do you manage a child with a medical condition or allergy?

To ensure your child's safety please provide all relevant information at the time of registration. EpiPens and other medication will be labelled and retained by the child's coach throughout the class/training.

What is the difference between recreational and competitive programs?

KCGC recreational programs are designed for participants of all ages from early childhood up to and including teen and adult programs. Programming is offered as single day classes that run over a 10 – 14-week session. We offer 4 sessions a season (September through August). Recreational gymnasts do not compete, though they have excellent learning opportunities during their class time, with the focus being on gymnastics foundations, fundamentals, and fun!

The artistic gymnastics competitive programs are by assessment (held every spring) and invitation only. Artistic gymnastics is a challenging sport, demanding strength, power, flexibility, agility, courage, and a combination of technical precision and artistic creativity performed on vault, uneven bars, beam, and floor. KCGC has pre-team and team competitive programs. Competitive training is a year-round commitment with classes that run between 2 - 20 hours per week.

How do I register for a Competitive Program?

If your child has been invited to take part in the KCGC competitive program, you will be able to access your child's program and complete their registration on our registration portal.

Do you run programs during the summer?

Yes, we are a year-round facility and we offer classes, camps, drop-ins and special activities such as Kids Klub and Youth Nights every month of the year.

What should I wear to the gym?

All athletes go barefoot in the gym. Please tie back long hair and do not wear jewelry. Do not bring valuables to the gym.

Females: A bodysuit, tights, or athletic shorts (no buttons) and a fitted t-shirt.

Males: Gym shorts with no buttons, zippers, buckles, or pockets and a fitted, tucked in t-shirt.

Do you give progress reports?

Most of our active start and recreational programs do a progress report at the end of their session. With all programs, if you have questions about your child's progress, please talk to their coach.

Do I have to stay and watch my child?

No, unless your child needs you at the gym while they adjust to their class, you are not required to stay and watch. When registering, make sure you include your cell phone number on your file so we can contact you in the event of an emergency.

Where do I drop off/pick up my child(ren)?

To drop-off your child at Key City Gymnastics Club, please follow the round-about to the backdoor entrance located at the rear of our facility.

Pick-up - all participants will exit the building at the front entrance. Please do not block parking stalls or park alongside the garden bed inside the front parking lot.

REFUNDS AND CLOSURES

If I withdraw from a class can, I get a refund?

If, before the first class date, we are notified that your child is withdrawing from their program, a full refund will be given.

If, within the first two weeks of classes, your child chooses not to continue a refund will be issued minus the classes attended and the non-refundable Gymnastics BC Membership Fee.

No other refunds will be issued unless a prolonged medical condition and/or injury occurs and they are no longer able to participate. Key City Gymnastics will require a doctor's note from your child's physician stating that they are unable to participate. The nature of the medical condition/injury must be stated in the doctor's note. If your child would like to return to gymnastics once they have recovered, we will require a doctor's note stating that it is safe to do so.

What happens if my class is cancelled?

KCGC reserves the right to change the schedule or cancel a class due to low registration. If this happens, we will make an effort to accommodate you in another class.

If I miss a class can, I get a credit or do a make-up lesson?

If you miss a class, we do not give credits or offer make-up lessons. Your registration fee pays for a class spot for the entire session regardless of attendance.

What if a class is cancelled for an unforeseen event such as weather?

There have been occasions when the gym has been closed due to extreme weather, power outages and other unforeseen events. Generally, however, KCGC does NOT close for bad weather, but if you have concerns, please phone us. If the gym is closed it will be posted on our website, Instagram, and Facebook pages. We will also try to notify you via email.

If KCGC cancels a class a make-up class may be offered. In the event this is not possible, your account will be credited for the missed class.

COACHES

What are your coaches' qualifications?

All of our coaches have completed the National Coaching Certification Program. They are trained in Emergency First Aid and CPR/AED, have their Respect in Sport and Safe Sport certificate, Fundamental Movement Skills training, and have been successfully evaluated within the Making Ethical Decisions program.

How are your coaches trained to prevent any inappropriate behavior?

At KCGC, we take Safety very seriously and continue to train and develop our coaches and leaders to make everyone aware and conscious about the important role we play shaping the lives of children and youth.

All coaches are required to receive certification in the following:

- Making Ethical Decisions
- Respect in Sport
- Criminal Record Checks (for all those over 18)
- Safe Sport

All coaches are encouraged to take the following:

- Commit 2 Kids – an online certification by the Canadian Centre for Child Protection.
- Respect in the Workplace – all KCGC staff receive training on this topic that is applicable with all relationships in the gym.

As part of our initiatives, we utilize the following:

- Code of Conduct

Coaches - The National Coaching Certification Program™ (NCCP) Code of Ethics provides ethical standards that reflect the core values of the coaching profession in Canada, and guides sport coaches to make balanced decisions to achieve personal, participant and team goals. The NCCP Code of Ethics applies to every coach in Canada—from the first-time coach to the head coach of a national team. The NCCP Code of Ethics is used to guide the conduct in sport that stipulate acceptable and non-acceptable behaviors and associated repercussions.

Athletes – The Athlete Code of Conduct provides a framework for behavioral expectations from athletes and a clear understanding of KCGC's underlying principles of respect, effort, and attitude.

When athletes are participating in competitions, training, team activities or traveling to or from any activity sanctioned by Gymnastics BC (GBC), athletes must follow GBC's standards and expectations.

Parents - The Policy is designed to require parents/spectators to maintain a sportsmanlike atmosphere during all sporting events whether held at our club or during away competitions.

Please see **Appendix B – CODE OF CONDUCT** at the end of this document.

How do I contact my Program Coordinator or Coach?

Our coaches and coordinators welcome your interest in your child's program and progress. If you have a problem, please contact your child's coach first. If the issue is still unresolved, please talk to the program coordinator, who will arrange a meeting. If, after the meeting, you feel the issue still needs attention, please contact our Head Coach or Board of Directors by calling 250-426-2090 and leaving a message.

To arrange a meeting with a coach, please phone the office. You can contact your program coordinator via email from the ABOUT/STAFF & BOARD section of our website. Our office can also forward messages via email for you. If the problem is administrative, please talk to our office staff, who will direct you to the appropriate person.

How do you control/enforce that your coaches/leaders follow all your safety procedures to ensure child and youth safety and prevention of abuse of any kind?

We have an open and honest policy with our KCGC staff to ensure we all feel comfortable about talking about any real, perceived, or vulnerable situations with our participants (of any age).

- **Leadership Team Meetings** – All coaches work closely with the Leadership Team, who meets weekly, to bring up any issues to be discussed and acted on.
- **Floor Supervisors** – at all times, the gym has a person in charge of ensuring the safety of participants.
- **Employee Training, Feedback, Mentorship and One on One Support** – at KCGC we are committed to our staff's growth and development. We provide yearly group training sessions, a personal staff development meeting, a series of either mentorship sessions or one to one support as needed, as well as a procedure for any infractions of behavior.
- **Performance Review** – each coach has an individual meeting with a coordinator to discuss any issues pertinent to their roles, including any behavior issues.

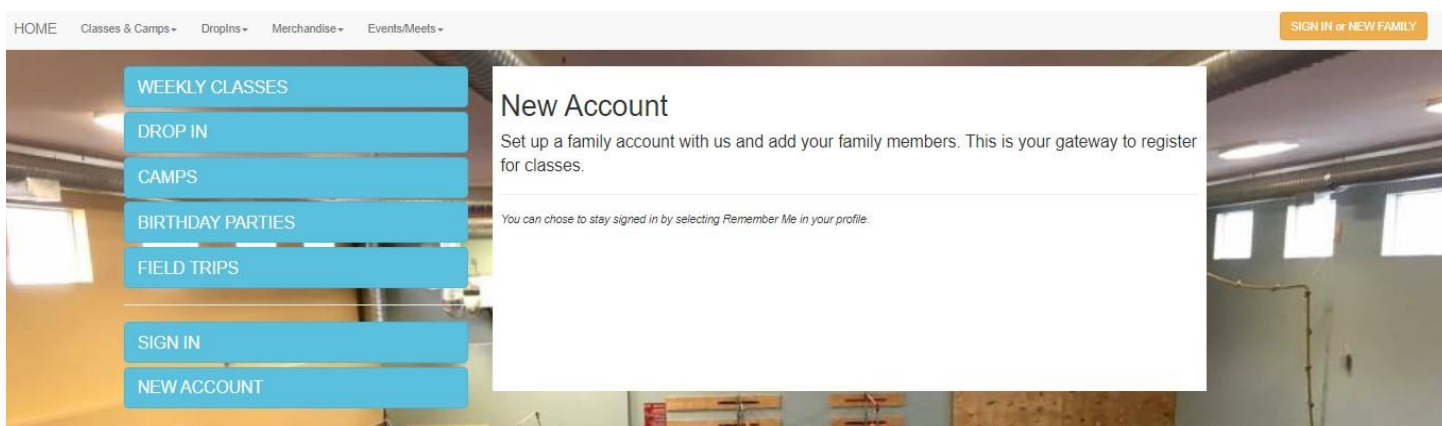
APPENDIX A – HOW TO REGISTER

HOW TO REGISTER

Visit our website and click on “Online Registration”, <https://www.keycitygym.ca/> OR Follow this link to registration portal - <https://www.egymportal.com/gym/index.php>

YOU CAN VIEW CLASS OPTIONS, AVAILABLE SPACES, AND PRICES WITH OR WITHOUT AN ACCOUNT BY CLICKING ON ONE OF THE ABOVE LINKS.

1. Hover over Classes & Camps → Find A Class.

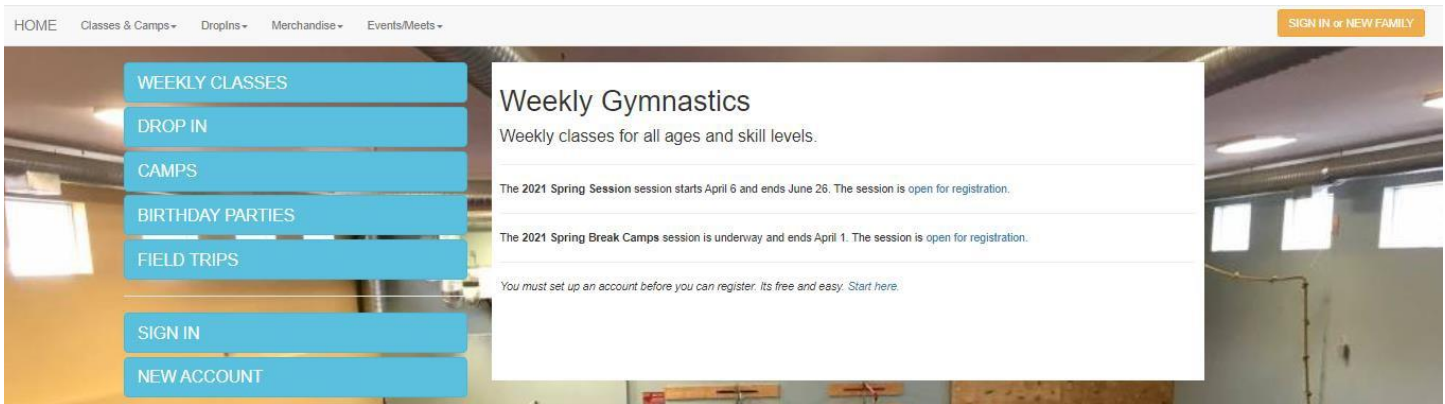


2. Choose the applicable session (top left) and scroll down to view class information. To see a class description, click on the “i” in the blue circle.

Session	2021 Spring Session	Q CAMPS	Q DROPPINS				
Gender	Either	Skill Level	All	Age		or ... Show All	
Monday							
9:30 am	Class is full. 1 on waiting list.	Gym & Learn Weekly Gymnastics (3243)		Boys/Girls 3-5 Years	Mon 9:30 AM	2.5 Hr 1 class weekly	\$ 275.00
1:30 pm	11 spots left.	Gym Rascals Weekly Gymnastics (3249)		Boys/Girls 3-5 Years	Mon 1:30 PM	60 Min 1 class weekly	\$ 145.00
3:30 pm	Class is full. 0 on waiting list.	Parkour Weekly Gymnastics (3254)		Boys/Girls 5-8 Years	Mon 3:30 PM	60 Min 1 class weekly	\$ 145.00
3:30 pm	Class is full. 1 on waiting list.	Parkour + Trampoline Add On Weekly Gymnastics (3287)		Boys/Girls 5-8 Years	Mon 3:30 PM	1.5 Hr 1 class weekly	\$ 217.50
3:30 pm	7 spots left.	FUNDamental Gymnastics Weekly Gymnastics (3260)		Boys/Girls 5-8 Years	Mon 3:30 PM	1.5 Hr 1 class weekly	\$ 217.50
3:30 pm	6 spots left.	Trampoline & Tumbling Weekly Gymnastics (3264)		Boys/Girls 5-8 Years	Mon 3:30 PM	60 Min 1 class weekly	\$ 145.00
5:30 pm	3 spots left.	FUNDamental Gymnastics Weekly Gymnastics (3262)		Boys/Girls 9-12 Years	Mon 5:30 PM	1.5 Hr 1 class weekly	\$ 217.50
5:30 pm	7 spots left.	Parkour + Trampoline Add On Weekly Gymnastics (3285)		Boys/Girls 9-12 Years	Mon 5:30 PM	1.5 Hr 1 class weekly	\$ 217.50
5:30 pm	3 spots left.	Parkour Weekly Gymnastics (3258)		Boys/Girls 9-12 Years	Mon 5:30 PM	60 Min 1 class weekly	\$ 145.00
5:30 pm	8 spots left.	Advanced FUNDamental Gymnastics Weekly Gymnastics (3287)		Boys/Girls 6-8 Years	Mon 5:30 PM	1.5 Hr 1 class weekly	\$ 217.50
7:30 pm	6 spots left.	Trampoline & Tumbling Weekly Gymnastics (3274)		Boys/Girls 9-12 Years	Mon 7:30 PM	1.5 Hr 1 class weekly	\$ 217.50
7:30 pm	5 spots left.	Parkour + Trampoline Add On (1.5 hour class) Weekly Gymnastics (3329)		Boys/Girls 13-18 Years	Mon 7:30 PM	1.5 Hr 1 class weekly	\$ 217.50
7:30 pm	4 spots left.	Parkour Weekly Gymnastics (3270)		Boys/Girls 13-18 Years	Mon 7:30 PM	1.25 Hr 1 class weekly	\$ 181.25

IN ORDER TO REGISTER YOU MUST CREATE AN ACCOUNT

1. Click on "SIGN IN or NEW FAMILY" (top right).



2. Click on "NEW FAMILY" and follow the directions to set up your account

A screenshot of a registration form. The form is centered on a light gray background. At the top, it says "Enter your Family ID (or email address)". Below this, there is a link that says "Forgot my family ID". Underneath the link is a large white input field with a blue border and a blue shadow. The text "ID or Email Address" is written inside the field. Below the input field is a blue button with the word "Next" in white. At the bottom of the form is a larger blue button with the words "NEW FAMILY" in white.

TO REGISTER YOU MUST CREATE AN ACCOUNT AND SIGN IN

1. Choose the applicable session → choose the child you would like to register.
2. Once you are ready to register click on the blue “REGISTER NOW” button next to the class you want and follow the directions to complete registration.

Session		2021 Spring Session		CL CAMPS		CL DROPPINS									
Keion		Gender		Boys		Skill Level		> 3 Years of Gym		Age		14		or... Show All	
Monday															
7:30 pm	REGISTER NOW 5 spots left.	Parkour + Trampoline Add On (1.5 hour class) Weekly Gymnastics (3329)	5	Boys/Girls 13-18 Years	Mon 7:30 PM	1.5 Hr 1 class weekly	\$ 217.50								
7:30 pm	REGISTER NOW 4 spots left.	Parkour Weekly Gymnastics (3270)	4	Boys/Girls 13-18 Years	Mon 7:30 PM	1.25 Hr 1 class weekly	\$ 181.25								
7:30 pm	REGISTER NOW 4 spots left.	Parkour + Trampoline Add On (2 hour class) Weekly Gymnastics (3242)	4	Boys/Girls 13-18 Years	Mon 7:30 PM	2 Hr 1 class weekly	\$ 290.00								
Tuesday															
6:30 pm	Invitation Only	Cross Training (Freestyle Skiers) Weekly Gymnastics (3281)	5	Boys/Girls 10-17 Years	Tue 6:30 PM	1.5 Hr 1 class weekly	\$ 261.00								
8:00 pm	REGISTER NOW 6 spots left.	Teen Trampoline & Tumbling Weekly Gymnastics (3275)	6	Boys/Girls 13-18 Years	Tue 8:00 PM	1.5 Hr 1 class weekly	\$ 261.00								
Wednesday															
1:30 pm	REGISTER NOW 19 spots left.	Home School Gymnastics Weekly Gymnastics (3279)	19	Boys/Girls 5-18 Years	Wed 1:30 PM	60 Min 1 class weekly	\$ 174.00								
7:30 pm	Invitation Only	Cross Training (Freestyle Skiers) Weekly Gymnastics (3284)	4	Boys/Girls 10-17 Years	Wed 7:30 PM	1.5 Hr 1 class weekly	\$ 261.00								
7:30 pm	REGISTER NOW 10 spots left.	Parkour + Trampoline Add On Weekly Gymnastics (3272)	10	Boys/Girls 13-18 Years	Wed 7:30 PM	2 Hr 1 class weekly	\$ 348.00								
7:30 pm	REGISTER NOW 4 spots left.	Parkour Weekly Gymnastics (3271)	4	Boys/Girls 13-18 Years	Wed 7:30 PM	1.25 Hr 1 class weekly	\$ 217.50								

PLEASE NOTE

All athletes must purchase a Gymnastics BC Membership to participate in classes. This membership is valid September 1 – August 31 of each year and is automatically added to your class fee when you complete your first registration within a season. This provides athletes with insurance coverage.

For information on Gymnastics BC’s insurance coverage click here, <https://gymbc.org/insurance-faqs/>

APPENDIX B – CODE OF CONDUCT

COACHES - NCCP Code of Ethics

Leadership and Professionalism

This principle considers the inherent power and authority that a coach holds.

Ethical standards of behavior:

- Understand the authority that comes with your position and make decisions that are in the best interest of all participants
- Share your knowledge and experience openly
- Maintain the athlete-centered approach to coaching so that every participant's wellbeing is a priority
- Be a positive role model
- Maintain confidentiality and privacy of participants' personal information

Health and Safety

This principle considers the mental, emotional, physical health and safety of all participants.

Ethical standards of behavior:

- Recognize and minimize vulnerable situations to ensure the safety of participants
- Prioritize a holistic approach when planning and delivering training and competition
- Advocate for, and ensure appropriate supervision of participants, including the Rule of Two
- Participate in education and training to stay current on practices to ensure the continued safety of your participants
- Understand the scope of your role and skills and call upon others with specialized skills when needed to support your participants

Respect and Integrity

This principle considers respect and integrity, which are the rights of all participants.

- Ethical standards of behavior:
- Provide equitable opportunity and access for all
- Establish a respectful and inclusive sport environment where all participants can raise questions or concerns
- Obey the rules and participate honestly and respectfully
- Be open, transparent, and accountable for your actions
- Maintain objectivity when interacting with all participants

Rule of Two

The Rule of Two is a leading practice to ensure a safe sport environment for all. The goal of the Rule of Two is to ensure all interactions and communications are open, observable, and justifiable. The purpose is to protect participants and coaches. When following the Rule of Two, two responsible adults (a coach, parent, or screened volunteer) are present with a participant. There may be exceptions in emergency situations.

EXPECTATIONS FOR GYMNASTS

Punctuality

- Punctuality is important. Notify coaches if you will be late for practice, have to leave early, or will miss a practice entirely.
- Arrive for practices and meets on time, preferably 10 minutes ahead of schedule.
- Gymnasts are expected to attend every class. Absence is not beneficial to progress.

Phones And Social Media

- The use of cell phones during class is strictly prohibited. All valuables are to be left at home, KCGC takes no responsibility for any lost or misplaced items.
- Photographs/videos are not allowed anywhere in the gym unless permission has been requested and given.
- When using Instagram and other social media, gymnasts should be aware of content that can be viewed by their peers. Gymnasts should keep in mind that they are sport role models and represent KCGC.

Training Attire

- For practice, girls are to wear a body suit and shorts or tights (if desired); boys are to wear fitted T-shirts and their training shorts or longs.
- For safety, long hair must be tied back and no jewelry is permitted.
- For competition, KCGC Team bodysuits and tracksuits must be worn to all meets.

Smoking/Vaping

- KCGC has a zero-tolerance policy when it comes to smoking cigarettes, cannabis use or vaping on our property and especially inside of the building.
- This also applies when you are representing KCGC at any event.

Be Respectful

- The facility and equipment must always be respected and used in a safe manner. Take ownership of your surroundings and help us to keep it clean and tidy at all times.
- A positive attitude, sportsmanship and, above all, fairness and respect to coaches, fellow participants, equipment, and the gym facility are to be demonstrated and practiced at all times.
- Be helpful and encouraging to your teammates and coaches.

The KCGC Standard For Behavior

- Be polite and respectful of others, listen, pay attention, have a good work ethic, and share.
- RESPECT yourself, all coaches and fellow gymnasts, the equipment and facility (including the change rooms) and gym rules. The equipment and facility must be used in a safe manner. Take ownership of your surroundings. Help us to keep it clean and tidy. There is no food or drinks allowed in the gym – all snacks must be taken in the kitchen.
- Your best EFFORT is required at all times, not only in the gym but in other aspects of your life that are connected with gymnastics.

- A positive ATTITUDE towards your training is the only one to have. Sportsmanship and fairness are to be demonstrated and practiced at all times. Be helpful and encouraging to your teammates and coaches.

Examples Of Unacceptable Behavior Include

- Interference with the learning of others.
- Rudeness, disobedience, pouting/whining, tantrums.
- Pushing, talking back, fighting, negative self-talk, and a lack of actively engaged participation.
- Threatening, harassing, or intimidating behaviors of any person within the gym community.
- Use of inappropriate or abusive language.
- Theft or damage to the property.
- Acts of retribution.

Consequences

When determining consequences, consideration is given to the maturity as well as the intellectual, social, and emotional capacity of the gymnast along with the severity and frequency of the misbehavior. Consequences will:

- Be thoughtful, consistent, and fair.
- Seek to prevent a recurrence of the offence.
- Teach acceptable social behavior rather than being merely punitive.
- Any time a disciplinary action occurs, the gymnast will be expected to apologize to the coach and those affected, before returning to the group.

EXPECTATIONS FOR PARENTS AND GUARDIANS

Gymnasts are not to be in the gym, or on the equipment without supervision.

Be Supportive

- Support and understanding from parents and guardians are crucial to the development of a gymnast.
- If a problem arises, be a good listener and avoid taking sides. Ask your son or daughter questions such as, “How do you feel about that?”, “What could have been done to avoid it?”, or “How would the other person feel if...?”
- Be involved as a parent, understand KCGC’s philosophy, and positively support our activities. Your child has made a commitment to be part of the KCGC family and without your support and understanding the coaches cannot help your child reach his or her potential.

Privacy and Safety of Minors During Class Time

Parents/guardians are welcome to watch in the parent viewing area, however, we expect that all parents and guardians will respect the safety and privacy of other participants by following these rules:

- Safety: Please do not create distractions of any kind including, but not limited to, making noise, attracting a child’s attention, waving, or setting off a flash. It is crucial that the gymnasts and coaches be able to concentrate. Any distractions can break concentration and lead to injury. DGS cannot accept the increased risk and the potential liability for such occurrences.

- Privacy: Please do not take any pictures or videos anywhere in the facility. Even if your goal is to take your own child's photo, you may unintentionally capture the image of another participant. As parents do not have consent from other parents to share their child's image, we ask that no pictures or videos be taken anywhere in the facility.
- Communication with coaches and staff: Please talk to coaches after class, not during. Please do not try to contact the coach/staff from the viewing area. If you cannot speak to them after class, you can communicate with them by phoning the office and leaving a message or sending an email.
- For the safety of all children in the gym, only registered participants may remain in the gym box (with the exception of Parent & Tot and Drop-in).

Let the Coaches do the Coaching

- While it is in your child's best interest that you are supportive and interested in their gymnastics training, it is imperative that the coaching be left to the coaches.
- Avoid making technical comments about gymnastics. Your gymnast just spent the last few hours of training being told what they need to work on, they don't need to hear it again from a parent. Also, you may be asking your child to focus on something that is counterproductive to the coach's goals.
- Your child needs to have a break from thinking about the gym when they are outside it. They will talk to you about their gymnastics when they have a concern or exciting news.

Punctuality

- Parents and Guardians must pick gymnasts up from the front entrance of the gym. Children 11 yrs. old and under will not be allowed to leave without a parent.
- Please communicate alternative pick-up arrangements to your child's coach.
- Contact and payment information: Any changes to your address, phone, email, Emergency Contacts, payment information or banking information must be communicated to the office staff.
- Communication: KCGC communicates with parents via e-mail and newsletters, by posting notices around the facility, and on our Facebook page and website. It is the responsibility of the parent to stay informed and updated.
- If you have a concern about your child's progress, or any matter related to their coaching and learning, please discuss it with their coach first. For more information about how to contact coaches and program coordinators, please see our Frequently Asked Questions.