



KIDS' CLUB HANDBOOK 2017-2018

Twisters Gymnastics, Inc.

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PLEASE REVIEW THIS HANDBOOK WITH YOUR CHILD AND RETURN THE AGREEMENT FORM INCLUDED AT THE END OF THE HANDBOOK BEFORE THE FIRST DAY OF ATTENDING KIDS' CLUB.

SECTION 1: INTRODUCTION

Welcome to Twisters Kids' Club. If you are a returning family, we thank you for your continued dedication to Twisters Sports. If you are new to Twisters or to our Kids' Club program, we hope this marks the beginning of a positive and enriching experience for your whole family.

The purpose of this handbook is to clearly outline the philosophy and mission of our Kids' Club program. It will also discuss all policies, procedures, and conditions that must be agreed upon before becoming an active participant in our Kids' Club program. If you have any remaining questions or concerns about our program after reviewing this handbook, please contact our Kids' Club Director, JayR deGuzman, via email at twistersfun@hotmail.com or by calling our office at (408) 734-FLIP.

1.1 Our Mission

At Twisters, we're here to help every child develop into a healthy and community-minded individual through sports and other activities. We believe that this can be achieved by creating an atmosphere that promotes these building blocks for success: trustworthiness, respect, responsibility, fairness, caring and citizenship. If we're able to create this atmosphere, then we'll help every child succeed and grow. And we'll have a lot of fun along the way!

Our Promise

- Our mission will always dictate our decisions;
- Our staff will constantly explore ways to improve every department and service;
- Our students will always be treated with care, concern and respect;
- Our facility will always be well equipped, safe and clean.

1.2 Kids' Club Philosophy

The primary purpose of Kids' Club is to provide children with the opportunity to participate in Twisters' diverse sports classes by offering reliable transportation and a fun and safe environment. Kids' Club is here to ensure that students receive proper supervision and care outside of their sports classes.

Twisters encourages all instructors and staff to practice the "Six Pillars of Character" when interacting with any student.

Trustworthiness
Respect
Responsibility
Fairness
Caring
Citizenship

Through our enriching sports classes, Twisters students learn many useful life skills and develop positive character traits that Kids' Club strives to reinforce. A key component in this goal is to establish a positive and healthy day-to-day relationship between the child, parent, and staff members.

SECTION 2: KIDS' CLUB DAILY SCHEDULE

Kids' Club officially begins at 2:30pm. Students who arrive at the gym before 2:30pm will eat lunch and have supervised free play time.

2:30 – 3:30 Arts and Crafts

3:30 – 4:30 Quiet Homework Time

4:30 – 4:45 Snack

4:45 – 6:30 Arts and Crafts, Group Activities, Free Play, Wii

***Fridays 3:30 – 6:30 Movie**

The daily schedule will vary for students, depending on drop-off times, sports classes, and parent pick-up times. Students who are in a sports class

during Homework Time will be asked to do their homework before and/or after their class. Students who are in a sports class during snack time will be given their snack when they return from class.

Aside from Homework Time, all group activities are optional. However, students who choose not to participate in a group activity must be engaged in other appropriate activities. We do not like to see children who are bored!

2.1 Homework

We will have one hour of Quiet Homework Time Monday-Thursday at which time students can work on their homework. Our Kids' Club staff will be available to assist students in need. Students who complete their homework before the hour is up, or who do not have homework, will be asked to read or write, or choose other quiet activities for the remaining time. Kindergartners may look at picture books, color and draw, or play quietly. Parents may also provide their own workbooks and activity sheets for their children.

SECTION 3: TRANSPORTATION

Twisters believes that 90% of our responsibility is to ensure that all Kids' Club children are transported to Twisters Sports in an **EFFICIENT** and **SAFE** manner. Kids' Club drivers are experienced and safe drivers. Twisters uses Accurate Background, Inc. to conduct background checks on all of our drivers. All vehicles are insured by Twisters Gymnastics, Inc. and are routinely inspected and serviced.

We ask that you please email us a recent photo of your child before the start of Kids' Club. Our drivers will use these photos to identify the children during the first few weeks of school. Similarly, we will email you photos and names of each of our drivers along with contact information before the start of Kids' Club. We ask that you provide a copy of this for school teachers and offices. **It is the parents' responsibility to inform the school that a Twisters staff member will be picking up your child from school.** We will need the school's permission to take students off campus. As driving routes vary from day to day, students may be picked up by different drivers throughout the week. Twisters drivers can be identified

by their Twisters staff shirt and all vehicles will be clearly marked with our Twisters logo.

3.1 Transportation Safety

Students are required to wear their seatbelts at all times while traveling. Children under 8 years of age and under 4'9" in height must sit in a booster seat. **Please be aware that your child may be asked to sit in the front seat if all rear seats are already occupied by children under the age of 12.**

If a student is not following proper safety requirements in a vehicle, is being disruptive or causing a distraction for the driver, or is otherwise engaging in behavior that is unsafe, Twisters will enforce the following three-step policy:

1. The driver will give a verbal warning to the student, and, depending on the severity of the incident, the parents may be notified.
2. If the behavior continues after the verbal warning, a Kids' Club staff member will notify the parents of the incident and remind the student and parents of our safety policies.
3. If the student continues to behave in an unsafe manner during transportation to Twisters Sports, a letter will be sent home to notify the parents of the incident, and the student will not be allowed to ride in any Twisters vehicle until the matter is resolved.

3.1.1 Booster Seats

As of January 1, 2012, California's child passenger restraint law requires children to sit in a booster seat until they are at least 8 years old or 4'9" in height.

3.2 Pick-Up Procedures

If you are new to Kids' Club, we ask that a parent be present at the time of pick-up on the student's first day at Kids' Club. Pick-up locations and procedures will vary depending on the school. Each school has its own pick-up procedure that our drivers must follow. When permitted, Kids' Club drivers will usually stay in their vehicle and follow the pick-up line

to the front of the school where students are to meet the driver. In any other situation, a designated meeting point or pick-up location will be established. For kindergarteners, the designated meeting point will be their classroom, unless the school has a special pick-up procedure for kindergarteners.

Please understand that our drivers pick up students from multiple schools. Delays can occur due to situations that arise at previous schools on the driving route, construction and road work, or other unavoidable traffic delays. In the event that the pick-up time is delayed, the school will be notified. **If students do not see their driver at the designated pick-up time, they are to go to the school office to wait.**

3.3 Tardiness

To help avoid delays, we ask that students quickly gather their belongings and arrive promptly at the designated pick-up location. It is the parents' responsibility to ensure that students are being dismissed from class at the scheduled dismissal time. Kids' Club drivers might not have time to wait for tardy students, as they may have other pick-ups scheduled for the day. It is also unfair to make other students already in the vehicle wait for tardy students. **If the tardiness results in a significant delay, or requires Kids' Club to make an additional trip to the school, you will be charged a \$10 fee.**

3.4 Alternate Pick-Up Times

Twisters is only responsible for picking up students at their scheduled school dismissal times. You may request an alternate pick-up time to allow students to attend after-school activities, field trips or other events at an **additional fee of \$10 per special pick-up**. For example, if a student attends an on-going after-school activity once a week, there will be an additional charge of \$10/week. If a student participates in on-going after-school activities three times a week, the additional charge will be \$30/week. If a child attends a field trip that requires a later pick-up, there will be a one-time additional fee of \$10. **To request an alternate pick-up time, you MUST submit a written request to the Kids' Club Director at least two weeks in advance.** You may submit such requests via email.

3.5 Absences

Parents **MUST** notify the Kids' Club Director by 11am if a child is absent from school or does not need Kids' Club transportation from school that day. If you fail to notify us, a \$15 fee will be charged to your account the first time this happens. If it happens a second time, you will receive a \$20 fee. If it happens a third time, you will receive a \$25 fee and anytime after will result in a \$30 fee. Kids' Club does **NOT** offer make-up days or refunds in the event of absences from Kids' Club.

3.5.1 No-Show Procedure

In the event that a Kids' Club driver goes to a scheduled pick-up and a student is not present, either the driver or the Kids' Club Director will make an immediate phone call to the parents. If the parents are unreachable by phone, we will then contact the school to find out if the child attended school that day, and will continue to attempt to contact the parents. If we get confirmation from the school that the child was in attendance and we are still unable to reach the parents, we will then contact individuals listed as emergency contacts for that student and inform the school of the situation. If it turns out that the student is absent and does not need transportation that day, a fee will be charged for failing to notify us by 11am (see Section 3.5 Absences).

3.6 Continued Absences without Notification and/or Tardiness

If a student is frequently tardy and/or absent without parent notification, a letter will be sent home to the parents warning of possible discontinuation of transportation services. If the issue continues, causing a disruption in our program and keeping us from being able to provide reliable and efficient transportation to the rest of our students, **we will discontinue transportation services for the student.**

3.7 Minimum Days and Non-Student (No School) Days

Scheduled minimum days will be accommodated by Twisters at no additional cost. Students who do not have school due to non-student days, such as teacher work days, may be dropped off at Kids' Club any time **after 2:30pm**. Kids' Club will NOT provide transportation when students have

non-student days at school. Please note, **it is the parents' responsibility to notify the Kids' Club Director of upcoming minimum days and non-student days.** If you do not notify us, it will be considered an absence without notification (see Section 3.5 Absences) and will result in an added fee.

SECTION 4: PARENT DROP-OFF AND PICK-UP

Please use the Kids' Club gym entrance whenever entering Kids' Club. Do NOT walk through the gym. If you do not know where the Kids' Club entrance is, please go to the front office and someone will be happy to assist you. Parents are welcome to drop-off their children at Kids' Club any time **after 2:30pm.** Please walk your child into the Kids' Club room and sign in. Be sure a Kids' Club staff member knows your child has arrived before you leave.

Please sign out when you pick up your child. Students must be picked up **by 6:30pm.** You will be charged a **\$5 fee for every 5 minutes you are late.** Please notify the Kids' Club Director if you will be late.

4.1 Sign In and Sign Out

It is VERY IMPORTANT that you sign your child in and out. Students receiving transportation services from Kids' Club will be signed in upon arrival by a Kids' Club staff member. Please ask a Kids' Club staff member if you do not know where the Sign-In/Out sheet is. We will NOT release any students unless a parent, guardian or authorized adult is present and signs the student out.

4.2 Pick Ups by Individuals Other Than Parents/Guardians

You **MUST** inform the Kids' Club Director if you have arranged to have someone other than the listed parents/guardians pick up your child. This includes family relatives, baby-sitters and nannies, friends or other Kids' Club and Twisters families. **Students will NOT be released to ANYONE other than parents/guardians without prior notification from parents and photo identification.**

SECTION 5: TWISTERS SPORTS CLASSES

Kids' Club students have the unique opportunity to learn gymnastics, dance and Tae Kwon Do. All of our sports programs will help your children develop both physically and mentally. They will teach your children strength, flexibility and coordination along with focus, self-control and more!

Kids' Club students may choose to do any combination of gymnastics, dance and Tae Kwon Do. Children who are new to Twisters are encouraged to try all three sports for the first couple of weeks before choosing their sports classes.

5.1 Change in Sports Classes

To change your choice of sport or to attend a different class time, please **submit a written request at least two weeks in advance**. Any changes made will depend on class availability and must be approved by the sport program directors. You may also add additional sports classes if space is available at an additional cost of \$30/month per class (see Section 13.3.2 Additional Sports Classes).

SECTION 6: ATTIRE

Kids' Club students participate in a wide variety of activities each day and are encouraged to come in loose and comfortable clothing. In order to maintain a clean and safe environment, **we ask all students to leave a pair of shoes at Twisters to be worn indoors only**. We recommend footwear that is light, comfortable and easily removable such as slippers or flip-flops. Students should take home their indoor shoes periodically to wash and clean.

Each sport program at Twisters has a different dress code. Students must come to Twisters with the appropriate clothing for their sports class each day. Kids' Club will provide students with a place to leave sports attire at Twisters. We also have a changing room for students to change into and out of sportswear.

Gymnastics Dress Code: Girls are recommended to wear one-piece leotards without skirts, but this is not a requirement. Shorts, leggings or

sweatpants are also acceptable. Boys are required to wear shorts, and "tucked-in" T-shirts. Leotards and sweatpants are also acceptable. No jewelry is allowed while participating in class and hair should be tied back.

Dance Dress Code: Shorts, leggings or sweatpants are acceptable. Pants are preferred. Skirts and dresses are not allowed. No jewelry is allowed while participating in class and hair should be tied back.

Tae Kwon Do Dress Code: Students must wear a Tae Kwon Do uniform that must be purchased at Twisters. Girls should wear a white T-shirt or tank top under the uniform. Boys may also wear a white T-shirt or tank top under the uniform. Students must have their full uniform AND belt to participate in class. Uniforms must be kept neat and clean.

Students are encouraged to leave an extra change of clothes at Twisters as a backup.

SECTION 7: FOOD

7.1 Kids' Club Snack and Personal Food

Kids' Club will provide a daily snack at 4:30pm that will include such foods as fruits, crackers, and other light snacks. Students are also welcome to bring their own food from home to Kids' Club. They will be allowed to eat their personal food at any time throughout the day. We also have a microwave available for students to use with the help of a staff member.

7.2 Vending Machine

Twisters has a vending machine that offers food and drinks such as energy bars, sports drinks and water. Parents may send their children with money for the vending machine, but we highly recommend limiting that amount to less than \$10. **Twisters is not responsible for lost or stolen money and our staff is not allowed to purchase food for students.**

7.3 Food Allergies

Please notify the Kids' Club Director of any food allergies or sensitivities your child may have.

SECTION 8: TOYS, GAMES AND OTHER PERSONAL BELONGINGS

Twisters will provide books, toys, games and arts and crafts materials for Kids' Club students. We also have a Wii available for the students to use and will be showing movies every Friday. Twisters encourages students to leave handheld and electronic devices (e.g., Nintendo DS, iPods, cell phones, tablets) at home. **Twisters is not responsible for lost, stolen or damaged items.** Reading material and activity books are welcome. During their time at Kids' Club, we ask all students to keep their personal items tidy and to be respectful of other students' belongings.

SECTION 9: DISCIPLINARY PROCEDURE POLICY

Our number one priority is to ensure that your children are in a safe, positive environment, and we wish for all Kids' Club students to feel excited to be at Twisters. Should any Twisters staff member notice behavior that poses a challenge to this priority, we will use the following disciplinary procedure:

1. First Warning

A verbal warning and explanation as to why the behavior is unacceptable will be given to the student involved.

2. Second Warning

The student will be asked to momentarily sit out from the current activity.

3. Third Warning

The student will be sent to the office and the parents will be informed of the incident when the child is picked up from Kids' Club at the end of the day.

4. Fourth Warning

If a student continues to exhibit inappropriate behavior, a conference will be arranged between the student's parents, the student and the Kids' Club Director.

If at any time we feel a student is posing a serious threat to either him/herself or others, we will contact the student's parents immediately. We reserve the right to send students home if we feel they are not behaving in a safe or healthy manner and are not making an effort to correct their behavior. **NO CREDIT WILL BE GIVEN IF THIS OCCURS.** We further reserve the right to suspend or expel any student from Kids' Club if we feel this is necessary.

SECTION 10: HOLIDAYS AND CLOSURES

Kids' Club will be closed on all federal holidays as well as during school breaks in December/January and April. For a full list of closure dates, please pick up a copy of our Gym Calendar, or view the calendar online at <http://twisterssports.com/calendar/>

Twisters offers gymnastics, dance, TKD, combo, and preschool camps throughout the summer and during some school closures. For more information, please view our Camp page online at <http://twisterssports.com/camps/>

SECTION 11: ILLNESS POLICY

A safe and healthy environment is important for the wellbeing of all children. Our illness policy is designed to protect the health of our students and staff and aims to prevent the transmission of illnesses.

Kids' Club provides mats, pillows and blankets for students to lie down or nap at any time. Any student experiencing symptoms will be separated from the other students and made as comfortable as possible. Our Kids' Club staff will decide if a child can remain in Kids' Club based on:

- Exclusion list (some conditions require that students remain at home)
- Head lice (student may not attend until 24 hours after final treatment, or until treated at a professional salon)
- Chicken pox (student may not attend until all sores have scabbed)
- Undiagnosed rash or hives

- Flu (student may not attend until 24 hours after last symptoms)
- Conjunctivitis (Pink Eye) (student may not attend until 24 hours after first treatment)
- Child's ability to participate in routine activities
- Increased risk of transmission of illness

Please do not send your child to Twisters if he/she has experienced diarrhea, vomiting, a fever, or other signs or symptoms of illness in the past 24 hours. If your child is diagnosed with or has been exposed to an infectious disease, please notify the Kids' Club Director.

If a Kids' Club staff member decides a student is not fit to remain at Twisters, the parents will be notified immediately and asked to pick up the child within a specific time frame.

Emergency planning is a must. Please have an emergency plan prepared in the event that your child should become ill or injured at Twisters. For the safety and health of our students and staff, we cannot allow a sick child to remain at Kids' Club.

Credit will only be given to students with a prolonged illness that necessitates the cancelation of Kids' Club enrollment. No credit will be given on a daily basis due to illness.

SECTION 12: FINANCIAL POLICIES

12.1 Tuition Payment

Billing is sent out **via email** on the 15th of each month for the following month's tuition. **Tuition is due, in full, by the 1st of each month.** Tuition received after the 10th is subject to a \$10 late fee and to an additional \$25 fee if received after the 15th. Tuition is required even if your bill does not reach you. **If full payment has not been received by the 15th of the month, WE WILL NOT PROVIDE ANY SERVICES INCLUDING SPORTS CLASSES, TRANSPORTATION OR CARE UNTIL WE HAVE RECEIVED THE FULL PAYMENT.** Students will be allowed to resume Kids' Club once all outstanding payments have been received.

12.2 Automatic Payment

We offer automatic payment by credit card. **You may choose to have automatic payment drafted from your credit card on the 1st of the month, or on the 15th of the previous month** for the following month. If you choose to enroll with automatic payment with fees drafted on the 15th of the previous month, you will receive a \$5 discount on total fees per month. This discount does not apply to prorated or promotional months. **A \$15 fee will be added to all returned checks.**

12.3 Schedule Changes or Cancellation of Enrollment

Twisters requires a 30-day written notice to make a schedule change (e.g., to change from attending 5 days/week to 2 days/week) or to cancel Kids' Club enrollment. **If we do not receive a 30-day written notice, no changes will be made and we will continue to charge you your current tuition.**

12.3.1 NO Drop-In Services

Twisters does NOT provide drop-in services. Due to city licensing regulations, NO child will be accepted into Kids' Club without prior registration and authorization. Enrollment is dependent on availability and must be approved by the Kids' Club Director. Students may ONLY attend Kids' Club on days for which they are enrolled. For information regarding changes in schedules, please see Section 13.3 Schedule Changes or Cancellation of Enrollment.

12.3.2 Additional Sports Classes

You may sign up for additional sports classes for an additional fee of \$30/month per class. To do so, you must submit a written request at least 30 days in advance. Requests for additional sports classes will only be granted if space is available in the desired class(es).

12.4 Proration

Kids' Club is only in session during the academic school year. Kids' Club fees will be prorated accordingly at the beginning and end of the school year. Sibling and automatic payment discounts do not apply to prorated fees.

SECTION 13: KIDS' CLUB CONTACT INFORMATION

Twisters Sports

1165 N Fair Oaks Ave, Sunnyvale, CA 94089

Main Office: (408) 734-FLIP

Fax: (408) 734-3552

Email: twistersfun@hotmail.com

Kids' Club Director (JayR) *

Personal Cell Phone (text): (408)480-2892

*The best way to contact JayR regarding non-emergency matters is by email at twistersfun@hotmail.com.

KIDS' CLUB HANDBOOK AGREEMENT FORM

I have read and agree with the policies and procedures in this Kids' Club Handbook. I have reviewed the policies and procedures with my child. We fully understand that any violation of these policies and procedures may result in a suspension or termination of our services at Twisters Kids' Club.

Parent Name (print)

Parent Signature

Date

Student 1 Name (print)

Student 1 Signature

Date

Student 2 Name (print)

Student 2 Signature

Date