



Flicka Gymnastics Club Communication Policy for Rec Parents

(Scroll down for information on Waitlists and Changing classes.)

Our Commitment:

Electronic communication is our primary mode of communication. It plays a vital role in keeping our members informed and connected. We are committed to ensuring that our communication is timely, relevant, and directly related to club activities and business. Whether it's sharing important news, updates, or event information, our goal is to keep you well-informed and engaged with the latest happenings in our club. Your involvement and support are crucial, and we always strive to maintain an open, transparent, and efficient line of communication.

Purpose:

This policy ensures consistent, professional, and effective communication between Flicka and its external stakeholders, including parents, media, sponsors, and the broader North Vancouver community.

Scope:

This policy governs all external communications the club conducts, including statements to the media, interaction with parents, marketing materials, social media posts, and crisis communications.

Objectives:

- To maintain the club's reputation and brand integrity.
- To ensure transparency and professionalism in all external interactions.
- To comply with legal and regulatory requirements in communication practices.

Policy Guidelines:

1. Communication with the Club

1.1 Preferred Communication Channels:

- For general inquiries, email is the primary mode of communication.
 - The official contact email for all Competitive, Xcel and Recreational programs is ***office@flickagymclub.com***
 - Please note that inquiries will be forwarded to the respective persons responsible for Competitive, Xcel, or Recreational programs. These persons will respond to your inquiry, not the office email.



- General inquiries can also be communicated via phone during club office hours. If the office is closed, you can leave a voice message, and the office will get back to you within 24 hours.

1.2 Steps to Resolve Concerns/complaints regarding training:

- Step 1: Complete our feedback form/complaint form [HERE](#).
- Step 2: When dropping off or picking up your child, speak to one of our floor supervisors. **Ask for Tanya, Julia, or Maria.**
- Step 3: If the issue remains unresolved, email it to the office, and we will inform the Technical Director. The office email is **office@flickagymclub.com**
- Step 4: Persistent or unresolved issues may be directed to the Club Director by the Technical Director.

1.3 Timeliness of Responses:

- Emails and voice messages will be looked at within 24 hours and resolved within 48 hours wherever possible.
- Responses may be delayed over weekends, holidays, or during high-volume event periods such as registration weeks.

1.4 Conduct During Communication:

- Communication with the office staff, coaches, and other parents must always be respectful and professional.
- Aggressive, inappropriate, or hostile behaviour will not be tolerated and may result in restricted access to communication channels and/or our programs.

2. Photo and Video Rules

2.1 Club-Approved Media Use:

- Parents are prohibited from taking photos or videos of their child/children during training.
- Parents are prohibited from photographing or recording other athletes during training.

2.2 Social Media Guidelines:

- Photos or videos of club events shared on social media must not depict other athletes without their consent.
- Content shared must align with the club's values and mission and avoid negativity or misrepresentation of the club.

2.3 Club-Produced Media:

- The club may use photos or videos of athletes in promotional materials, including newsletters, social media posts, or the club website.



- Parents are required to sign a photo and video consent form during registration, granting or denying permission to use their child's image.

2.4. Prohibited Media Use:

- It is prohibited to use photos or videos of the gym or any other athlete for commercial purposes or media coverage without the club's written consent.

2.5 Confidentiality and Privacy:

- Parents must respect the privacy of all athletes, staff, and families.
- The club ensures that photos or videos shared through official channels comply with applicable privacy laws and policies.

3. Violations and Enforcement

- Parents who fail to adhere to communication or media policies will receive a warning. Continued violations may result in restricted access to club facilities, events, or communication channels.
- The unauthorized use of photos or videos may lead to legal action, depending on the severity of the violation.

4. Contact Information

For general inquiries: office@flickagymclub.com

For media-related questions or permissions: office@flickagymclub.com



Understanding How Our Waitlist Works

Flicka recently changed our system from Studio Director to Uplifter to automate our waitlist process. When a class reaches its full capacity, Uplifter automatically activates a waitlist feature, allowing parents to add their child to a queue for a chance to join the class if a spot becomes available. Below is an overview of how the waitlist system operates and what to expect:

How It Works

1. **Adding Your Child to the Waitlist:** Once a program is full, you will see an option to add your child to the waitlist during registration. Simply follow the prompts to secure your place in the queue.
2. **Waitlist Notifications:** Uplifter sends notifications to waitlisted **participants at 5:00 AM** when a spot becomes available. These notifications are sent via email and include instructions on how to complete the registration process to claim the open spot.
3. **Responding to Notifications:** Notifications are time-sensitive, so it is important to act quickly to secure the available spot for your child within **24 hours**. If the spot is not claimed within the specified timeframe, it will be offered to the next person on the waitlist.

Switching Classes After Getting Off a Waitlist

If you receive an email notification from the system that your child has been moved off the waitlist and into a class, here's what to do:

- **Tuesdays to Saturday (Within 24 Hours):** If the waitlist notification arrives on a weekday and within the 24-hour limit, please email the office between 9 am and 4 pm to request a switch to the new class.
- **Sunday & Monday:** If the notification arrives on a weekend or a holiday, you can go ahead and register for the new class to secure the spot. Afterwards, email the office to request a refund for the first class.
- **Avoiding Additional Fees:** Failure to follow these procedures will result in a **\$35 administrative fee**. This fee is necessary because the organization incurs a cost for processing refunds, and as a not-for-profit, we cannot absorb such expenses repeatedly.

If you would like to withdraw your child, please email the office at office@flickagymclub.com.