

ALLSTAR PASSION CHEERLEADING

Programme Rules & Family Handbook

Last reviewed: 21st August 2026 · Applies to all club athletes, parents and guardians

1. WELCOME

These rules exist to keep every athlete safe, every team fair, and every family clear on what to expect. By enrolling with Allstar Passion, parents/guardians and athletes agree to the terms set out below. If anything here is unclear, please contact your lead coach or email info@allstarpassion.co.uk, we're always happy to explain the reasoning behind a rule.

2. ATTENDANCE

2.1 Recreational classes

- Regular attendance is encouraged to support skill progression, but is not mandatory.
- Please give at least 48 hours' notice of a planned absence where possible.

2.2 Competition teams

Competitive cheerleading is a team sport, one athlete's absence affects the whole routine and every teammate. We ask for full commitment to the season for this reason.

Excused absences (please notify your coach in advance):

- Illness: a doctor's note may be requested for extended or repeated absence.
- Family emergencies or bereavement.
- Academic commitments (exams, mandatory school events) with prior notice.
- Injury: athletes are still expected to attend in an observation capacity where able, to stay up to date with choreography.

Absences should be reported through our club management system, Kolva, using the "Report an Absence" feature.

Where possible, please report absences as early as possible so coaches can plan sessions accordingly.

Unexcused absences (may affect team position; see 2.3):

- Social events, holidays, parties or family meals.
- Non-essential appointments that could reasonably be scheduled outside training hours.

2.3 If attendance becomes a concern

- First warning: an informal conversation with your lead coach about the impact on the team.
- Second warning: a written notice from the coaching team, setting out the concern and what's needed going forward, if unexcused absences continue.
- If attendance does not improve after two warnings: the coaching team may change the athlete's role, remove them from specific formations, or as a last resort, remove them from the team for that competition or season. This decision sits with the Head Coach.
- Right of appeal: a decision to remove an athlete from a team or competition may only be appealed where two prior warnings have been issued and documented. Appeals must be submitted in writing within 7 days of the decision to Coach PK (pk@allstarpassion.co.uk) whose decision is final.
- **Athletes may not miss any training in the 2 weeks before a competition, or any competition date itself, for non-excused reasons. Missing this window will affect routine placement regardless of prior attendance.**
- Any calendar conflict must be raised in writing (email) at least 4 weeks before the event. Approval is at the Head Coach's discretion.
- Recreational classes are exempt from the mandatory-practice rules above.

3. MEMBERSHIP, PAYMENT & REFUNDS

3.1 Fees and billing

- Regular classes are paid by subscription via Direct Debit. We use Kolva as our club management system to manage memberships and payments.
- Card, bank or Direct Debit details provided must be valid, and charges will be collected at the advertised rate including any applicable fees.
- A failed-payment fee of £5 applies to any declined or failed transaction. You'll be emailed if this happens, with details of how to resolve it.
- If fees are collected by Direct Debit, all collections are protected by the Direct Debit Guarantee.

3.2 Cancelling membership

- A full calendar month's written notice (by email to info@allstarpassion.co.uk) is required to end a membership. Fees remain payable until notice is given, regardless of attendance.
- New members have a 14-day cooling-off period from their first payment during which they may cancel for a full refund, unless they have asked training to begin immediately within that window and have attended at least one session, in which case a reasonable deduction may apply for sessions used.
- Outside the cooling-off period, membership and monthly fees already collected are non-refundable, other than in the circumstances below.

3.3 Competitions, trips and one-off bookings

- Competition entry fees, tickets and choreography costs are non-refundable once the payment deadline has passed.
- Competition uniforms are custom-ordered for each athlete, and are therefore non-refundable once payment has been made, even if the uniform has not yet been received. As these are made to order, there can be a significant lead time between placing the order and receiving the uniform.
- International travel team deposits are non-refundable. If an athlete leaves after team numbers are finalised, their share of the trip cost may also be non-refundable, as costs are split across the confirmed team.
- Privates, camps, class bookings and open gym sessions can be cancelled or rescheduled free of charge up to 24 hours beforehand. Cancellations inside 24 hours are non-refundable.

3.4 If we cancel a session

- If Allstar Passion needs to cancel a scheduled class (e.g. snow or adverse weather, coach illness, or gym closure), we will give as much notice as possible.
- Where possible, we will reschedule the affected class to a suitable make-up date.
- For recreational classes, if a make-up session cannot be arranged, a pro-rated credit will be applied to the following month's fees.

3.5 Disputes

- If you have a billing query, please contact us before disputing a charge with your bank. This lets us resolve most issues quickly. Chargebacks raised without contacting us first may be treated as a breach of this agreement.

4. DRESS CODE

- Athletes should maintain a groomed appearance and good personal hygiene.
- **For competition teams, only Allstar Passion season t-shirts, Passion-branded apparel or plain black, white or purple clothing may be worn during team practices.**
- Athletes are expected to represent the club positively whenever wearing Allstar Passion clothing, in or outside the gym (including on social media).
- Competition dress code follows the event's own rules and may include club uniform. Athletic wear only - pyjamas, slippers, UGGs or boots are not permitted.
- Full uniform, including hair styled per section 5, is required for all award ceremonies.
- Jewellery must be removed before sessions begin. Coaches cannot take responsibility for holding personal items. Medical alert jewellery is exempt but must be taped down for safety — please let your coach know.

5. COMPETITION HAIR

We're proud of the diversity across our programme and welcome athletes of all backgrounds and hair types. Our preferred competition style is a high ponytail, which keeps hair secure and out of the way during stunts and tumbling.

We recognise this style isn't achievable or appropriate for every hair length or texture. Where a high ponytail isn't possible, please style hair as neatly as possible in a way that complements the look of the team. If you have any questions about this, contact Coach PK — we're glad to talk it through.

6. CLUB BRANDING & APPAREL

- Allstar Passion logos, names and branding may only be used with written approval from the club owners.
- Unauthorised or homemade apparel using club branding, names or slogans is prohibited.

7. CODE OF CONDUCT

We expect respectful behaviour from athletes, parents and guardians at all times, both at the gym and at club events.

- Parents may not enter the training gym without a coach's invitation.
- Where a concern arises about behaviour (from an athlete or parent), the usual process is: an informal conversation first, followed by a written warning if the issue continues, and — only as a last resort — suspension or removal from the programme. Serious incidents (e.g. abuse toward staff or other families) may bypass earlier steps.

8. COMMUNICATION

8.1 Team WhatsApp groups

- Team WhatsApp groups are for coaches and Team Mums to share event information, reminders and social updates.
- Please do not use the group to report an athlete's absence — this must go directly to the coach by email or your agreed method.

8.2 Contacting coaches

- For day-to-day questions, please contact your lead coach.
- For grievances, please put your concern in writing (email) to Coach PK or Coach Fin in the first instance so there's a clear record, and we'll arrange a call or meeting to talk it through.
- For anything relating to a safeguarding concern, please refer to our Safeguarding & Anti-Bullying Policy rather than the general grievance process above, and contact us directly at safeguarding@allstarpassion.co.uk
- Please avoid contacting coaches outside working hours unless it's urgent.

9. GRIEVANCE & COMPLAINTS PROCEDURE

- Raise the concern in writing with your lead coach, or Coach PK / Coach Fin if it involves your lead coach directly.
- You'll receive an acknowledgement within 1 working day and a full response within 3 working days.
- If a complaint cannot be resolved internally, you may escalate to SportCheer England as the sport's National Governing Body.

10. SAFEGUARDING & CHILD PROTECTION

Allstar Passion's full Safeguarding and Anti-Bullying Policy is available on our website and sets out our procedures in detail. All coaching staff working with children hold enhanced DBS checks.

- For day-to-day concerns, please speak to Coach PK.
- For serious concerns, please contact our Lead Child Protection Officer, Melanie Banks, at safeguarding@allstarpassion.co.uk
- If a child is in immediate danger, please contact emergency services first, then inform the club as soon as possible.

11. PHOTOGRAPHY, VIDEO & SOCIAL MEDIA

We regularly take photos and videos at training and competitions for use on our social media, website and marketing. By enrolling, you consent to this unless you tell us otherwise in writing — you can opt out or withdraw consent at any time by emailing info@allstarpassion.co.uk , and we'll make sure your athlete isn't featured going forward.

12. DATA PROTECTION

We hold personal information about athletes and families (contact details, medical information, payment details) to run the programme safely and effectively. This is handled in line with UK GDPR.

13. HEALTH & SAFETY

13.1 Medical information

- Please keep us informed of any medical conditions, allergies or injuries that may affect your athlete's participation.
- Allstar Passion carries public liability insurance; this does not replace personal accident cover, which we recommend families consider given the physical nature of the sport.

13.2 Illness & infection control

- Athletes should not attend training if they have a temperature, or within 48 hours of a vomiting or diarrhoea illness
- Absences for this reason are always treated as excused under section 2.

14. DROP-OFF, COLLECTION & LATE PICKUP

- Athletes remain the responsibility of their parent/guardian until they enter the training floor, and again from the moment the session ends.
- Please arrive promptly for collection. If you are running late, contact the gym as soon as possible on 07383451254
- If a child has not been collected within 15 minutes of a session ending without prior notice, you may be billed a late collection fee of £5.

15. EQUALITY & INCLUSION

Allstar Passion welcomes athletes and families of all backgrounds, sexual orientation, ethnicities, faiths, abilities and family structures. We do not tolerate discrimination or harassment of any kind by athletes, parents, coaches or staff, and any concerns raised will be taken seriously.