

## Community Class Members Pack

### Welcome

Welcome to NoFit State, we're really pleased you've decided to join us!

This leaflet is designed to give you information about being a member of our Community Programme.

NoFit State Circus was founded in 1986 by five friends. Over the years we have grown and developed and now run an education youth circus programme, adult classes and outreach programmes, all alongside our award winning international touring circus.

Before using the training space, please read our community rules. These will help you understand how we work and ensure you are safe whilst training with us.

Before training you should:

- Arrive before your class is due to start and let reception know you're here and what class you are attending
- Wait until your Teacher is ready for you to enter the training space Whilst training:
- Bring only water bottles into the space – other food and drink isn't allowed ☐
- Wear comfortable and flexible clothes
- Don't bring outdoor shoes on to the dance floor After training please make sure you:
- Return equipment to the right store to keep the training space tidy
- Clear any rubbish you may have left
- Take all your personal items with you.

To keep you safe:

- If you are new to our building please complete the attached form with emergency contact details (ICE) and Physical Activity Readiness Questionnaire (PAR-Q) and register with Reception.
- Ensure you report any accidents or incidents to Reception at the first opportunity
- If someone bleeds on the equipment it will need to be quarantined, please avoid working with cut hands or blisters so we can avoid quarantine whenever possible
- Ice packs and first aid are located in Reception
- There must be at least 2 people in the training space if aerial work is taking place
- NoFit State cannot be held responsible for personal items brought into the building

- We reserve the right to exclude participants who appear to have been drinking or appear to be under the influence of recreational drugs. This is a health and safety issue and no refund will be given under these circumstances.

NoFit State's training space is used by approximately 250 people per week, including children. Please keep it tidy and safe for use. Never leave dangerous items unattended!

Take care of your valuables.

NoFit State will not be held responsible for any loss or damage of personal items.

## **Code of Conduct (CoC)**

### **We expect all community participants to:**

Uphold the 'Code of Conduct' and be excellent examples of personal and professional conduct.

Attempt to prevent potential CoC violations and be vigilant in watching for persons in need of help.

Respect all the teachers/staff and their decisions.

Respect their fellow community participants.

Arrive on time for classes, including the warm-up.

Respect people's privacy including personal space, contact details, photographing/filming etc.

### **NFS will not tolerate:**

Offensive comments related to gender, gender identity and expression, age sexual orientation, race, religion, disability, body size and physical appearance

Sexual or otherwise inappropriate images and language

Inappropriate conversation, language and/or hateful speech

Deliberate intimidation, stalking or following

Harassing photography or recording

Inappropriate or otherwise unwelcome physical contact or sexual attention (including unwanted hugs, touches or touching pregnant bellies)

Questions comments or actions without empathy; we expect all words and actions to be rooted in thoughtfulness and conducive to positive growth Harassing abusive, discriminatory or derogatory conduct

## **Use of the space**

In order to participate and use the space safely community participants should:

Arrive before your class is due to start and let Reception know you're here, what class you are attending and pay any outstanding fees

Wait until your teacher is ready for you to enter the training space

Sign in on the fire register found at Reception

Inform the Teacher before the warm-up begins if they have an injury or illness

Inform their Teacher immediately if they begin to feel ill or sustain an injury during the class

Treat all equipment with respect

Not interfere, change or add to the rigging in the space unless signed off to do so and/or instructed by a NFS Trainer

Wear appropriate clothing for classes (no super-short shorts or bare chests please!)

No outdoor shoes on the dance floor

Remove all body jewellery

Tie back long hair

Not bring food, drink or chewing gum into the space (community participants may bring a sealed plastic water bottle)

Return equipment and mats to the right store to keep the training space tidy

Put all litter in the bins provided

Leave all valuables at home; NoFit State will not be held responsible for the loss of any items

Take all your personal items with you

Sign out on the fire register when you leave

## **Health & Safety | First Aid | Welfare | Infectious Conditions**

Everyone is responsible for making sure that the space is safe to train in. Follow these rules to keep you safe:

- Ensure you report any accidents or incidents to Reception at the first opportunity.
- If you have an accident you may be required to complete an accident report.
- If someone bleeds on the equipment it will need to be cleaned and possibly quarantined. Please avoid working with cut hands or blisters so we can avoid quarantine whenever possible. Plasters and tape available at Reception.
- Ice packs and first aid are located in Reception. There are emergency first aid kits in the space to be used if no first aider is present.
- We provide a basic welfare box for 16years plus.
- There must be at least 2 people in the training space if aerial work is taking place.
- We reserve the right to exclude participants who appear to have been drinking or appear to be under the influence of recreational drugs. This is a health and safety issue and no refund will be given under these circumstances
- We reserve the right to exclude participants who break the Code of Conduct or behave dangerously.

Kate Parry (Community Programme Manager) is responsible for health and safety of the training spaces. John Kirk is the company Health and Safety Officer.

## **Feedback, Incidents and Concerns**

We strive to ensure everyone finds their time with NoFit State rewarding and are happy to receive feedback. If you would like to give feedback, have a concern or grievance about the space, teaching or your participation in a class, please see below.

### **General Feedback/Incidents/Concerns**

Please use the online feedback form found at the bottom of each page of our website. The issue will be dealt with in a timely manner and result fed back to you.

If a concern needs to be dealt with immediately (eg. equipment/rigging/safety) then please inform the nominated person on call immediately and ensure the equipment is not used. Reception can provide details.

## **Incidents**

Please report these to Reception, your Trainer or Community Programme Manager. Generic incidents could include:

Equipment failure (if you have serious equipment, rigging or safety gear failure that needs urgent attention speak to Reception or the allocated emergency call person if Reception aren't present).

Unsafe behaviour

Disruptive, rude and inappropriate behaviour

Negative feedback regarding students or teachers

## **Safeguarding, Child & Vulnerable Adult Protection**

For incidents or concerns regarding safeguarding, and the protection of children or vulnerable adults please contact our Safeguarding Officer - [jo@nofitstate.com](mailto:jo@nofitstate.com)

## **Classes, Booking, Payment and Drop-In Information Classes**

We provide adult and children's classes, private lessons, parties and workshops.

## **What to Wear**

Tracksuit bottoms with a t-shirt, either fitted or one you are able to tuck in are ideal. If you can wear a leotard/unitard underneath even better! Combat trousers, baggy clothing, shorts and trousers with pockets on the side of the leg are not suitable for these activities. Jeans are only worn for Chinese Pole. Most activities are barefoot, though bring a clean pair of trainers that can be worn inside for activities such as tightwire.

## **Physical Suitability Statement**

The majority of NoFit State's classes are open to all ages and abilities.

Ground based skills may ease you in and be less physically demanding, Aerial skills will build your upper body strength and determination, Flying Trapeze will require you to be able to hold your body weight and has size restrictions. Please talk to Reception or Community Programme Manager if you have concerns.

EVERYONE is to complete an In Case of Emergency (ICE) and Physical Activity Readiness Questionnaire (PAR-Q) form before starting with NoFit State. Please keep Reception and your Trainer(s) up to date with any changes, including if you are pregnant (or suspect you are). All information is confidential.

## **Class Bookings**

Our adult classes are bookable in monthly blocks. We run priority rebooking for regular attenders FOUR weeks prior to the start of the next block allowing them around a two week 'priority' window to rebook before sales open online and to waiting lists around TWO weeks before the next block begins.

We send rebooking emails each month to remind you of these dates.

For most adult classes, when rebooking, you must book the entire block even if you cannot attend all sessions, If you wish to book on to a block that has already started you are not required to pay for the classes that have passed.

All up to date prices and class schedules are available online

## **Prices & Payments**

You can pay using all major credit cards, cash and cheque, over the phone, on our website, or in person at one of our spaces at Reception. We also offer the option of setting up Standing Orders.

### **Class Prices:**

Aerial skills cost between £9-15

Ground skills cost between £5-12

Youth skills cost between £5-7

### **Concession Rates**

Concession\* rates are available on adult classes and apply to the following groups:

- Current students (full and part-time)
- Current NoFit State staff members and teachers
- Over 60s
- Current recipients of unemployment benefits (e.g. Jobseeker's Allowance and/or housing benefits), Disability Living Allowance/Personal Independence Payments, Carer's Allowance, or Working Tax Credits

\*Proof of concession is required when booking

### **Drop-In/Taster Rates**

Drop-ins to a class are allowed at Reception's discretion based on the following criteria:

- You must be levelled and at the ability of the class.
- You must pay an additional fee to drop-in.
- You must call on the day and enquire if there is space to drop-in. However, if someone pre-books the block between your call and the start of class, we cannot guarantee space and you may be sent home on arrival.

- Class suitability: some classes may not be suitable for drop-ins at certain times, as they can sometimes be working towards a project or performance.

## **Standing Orders - How does it work?**

If you are set up on standing order you don't need to worry about rebooking at all, you can disregard the *time to rebook* email reminder!

The standing order system is very similar to the way you normally re-book your classes – that is, you pay in advance for the following month. For example, if your first payment is due to come out on 14<sup>th</sup> August, this will cover your payment for September's classes. If your first payment is 14<sup>th</sup> September, this will cover your October classes.

The only difference is that your standing order comes out during priority rebooking week, to give us time to sort out the admin on our end. The benefits are that you don't have to remember to re-book, as we take care of all that for you!

**You also get between two and three free classes a year** because the monthly price you pay is for a 4-week block even when some of the block are 5 weeks.

If you want to set up a standing order, ask Reception for a form, which they will help you complete. We will then send this to your bank (or you can set it up yourself online if your bank account allows this) who will set up the standing order.

Banks need up to 14 working days to do this, so if you want your payment to start in September, make sure you fill out the form before the end of August!

When you set up your standing order online, make the description something easy for us to match it to your classes – e.g. Jo Bloggs Trapeze.

## **Cancellation/Refunds**

All class or workshop fees are non-refundable unless the class is cancelled by us, in which case we will notify you at the earliest possible opportunity and refund you in full. If you are unable to attend due to an injury\* incurred at NoFit State, it is at our discretion that a postponement or refund will be offered where possible. A £10 administration fee will be charged for this process. We are unable to provide refunds or transfers for recurring injuries.

\* In most cases. If you have to give up your spot due to injury/illness we will credit you/ refund you. However, we cannot guarantee there will be a space in the class once you return.

## **Rearranging**

If you need to rearrange a private lesson/party/class we may be able to do this at Reception/teacher's discretion. This may not always be possible. This will only be considered if there is at least two weeks' notice.

If we rearrange the lesson we cannot guarantee that you will have your preferred teacher but we will do our best to provide the same or equivalent skill/level of teacher. If there is less than two weeks' notice you will have to refer to our Refund and Cancellation Policy.

NFS members have a Facebook page where individual members can exchange pre-booked classes. This is a self-administrated page where you can sell or give away your spot on a class as long as:

- The space has been paid for in full
- You have informed NFS of who is attending in your place
- The customer buying it is signed off to the correct level for this class
- NFS holds up-to-date medical and ICE details on the customer

NB. This is not administered by NFS. We cannot take payment, exchange money/credit, contact other members. If you have sold your spot to someone and they don't fit the criteria above NFS has the right to refuse them entry into the class.

## **Private Lessons**

NFS Teachers and professionals can provide private lessons in a range of different skills and levels.

If there is a specific teacher you would like to have private lessons with then this can be arranged through Reception. If you want a level or skill specific private lesson we can advise you on suitable teachers

Private lessons must be booked in advanced with Reception and are subject to availability during regular time slots which can be found on our website.

At busy times of the year we may have to temporarily put private lessons on hold.

## **Private Lesson Prices**

Private lessons are £30 per hour for one person, plus £15 per hour for each additional individual: up to 6 people per booking.

Private flying lessons last 1.5 hours and are available at £80-160\* (4-6 participants).

\*Beginners lessons cost more because we need to provide two teachers instead of one.

Please note: we must receive payment two weeks in advance, otherwise we cannot confirm the teacher or the lesson. Levels 1 and 2 will have supervised warm-ups and cool-downs incorporated into their lesson. If you are Level 3 or above, you can do your own warm-up and cool-down outside the lesson time.

All our trainers must have a valid First Aid certificate to teach private lessons

## **Waiting Lists**

We take waiting lists for sold out classes, popular skills, summer schools, youth classes etc. Due to capacity some classes may not always be available. We offer what's called Priority rebooking. (see class booking section above)

We will inform you of rebooking dates via email, if regular participants do not rebook their spaces within priority rebooking, then the class becomes available to the public to book online and Reception will endeavour to contact customers on the waitlist on a first come first serve basis.



## **Supervised and Professional Training**

You must become a Company Member to use our training space. Times are regularly updated on our website.

Membership costs £5, lasts for one year, and also entitles you to vote at our AGMs.

## **Professional Training**

Professional training generally runs in the day time as open sessions. It is designed for our professional company members, visiting artists, Teachers and professionals from circus, dance, gymnastic and other relevant skills.

You must hold your own public liability insurance and we advise also hold personal liability insurance. No one is allowed to train in the space alone; there must always be at least two people to train.

Professionals are deemed competent at gauging their own abilities while training skills.

Please do not use or adjust equipment (like single point lines and paging lines) unless you know how and are authorised to do so. The flying trapeze rig and other permanently installed equipment cannot be adjusted without authorisation from the Community Programme Manager.

Professional training costs £5 per day, £10 per week, £30 per month.

## **Professional Sign Off Process**

To be signed off as a professional you must contact Kate (Community Programme Manager) and inform her of your training and performance history, as well as what skills you're wanting to train at NFS. She will then contact you to let you know if she is content with the information provided and when is best to meet for the Space Induction

To arrange being signed off as a Professional please contact Kate on [kate@nofitstate.org](mailto:kate@nofitstate.org)

## **Supervised Training**

Supervised training is open to company members of Level 3 and above who have been '[Inducted](#)' and '[Signed off](#)' to use the space (see below).

Aerialists must be a level 3 or above before they can request to be signed off. Ground skills can be signed off at any point, once that skill specific teacher has agreed you are ready.

You may be signed off for multiple skills or just the one, these sessions are not for you to try new skills. You can only practice moves you have been taught and are comfortable and confident with.

Your current teacher is the only person who can sign you off, you will have to be signed off by multiple teachers if you want to practice multiple skills.

Please do not use or adjust equipment if it is not your relevant skill.

These sessions are bookable through Reception and are not available online.

These sessions will be £5 per week (in monthly blocks) or £8 per day to drop in.

## Supervised Sign off

To be signed off for Supervised Training you must ask your current teacher to complete a sign off sheet for you, they will give this to Reception and it will be added to your personal record.

You will need to be signed off by one teacher per skill.

Once you have been signed off you can book a Space Induction. Once space induction is complete the customer can attend supervised training on a weekly basis.

## Space Induction

Once you have been signed off you must have a Space Induction. These are held on the first Tuesday and Friday or every month during Supervised Training. A dedicated teacher will be there to complete space inductions.

The space induction will check your basic safety and rigging knowledge as well as informing you of our company policies regarding the space. You will be inducted on the specific bits of equipment you are wanting to train as a professional/supervised.

Show practical/rigging competence with relevant equipment. Go through relevant company procedures and health and safety. You will not be required to demonstrate technique on the equipment.

## Useful Information

For office staff and day time activities,  
Community classes and, professional training  
Office hours: 10am-9pm (Mon-Thurs)  
10am-7.30pm (Fri)  
10 am – 6pm (Sat)  
1pm – 8.30pm (Sun)

Four Elms  
NoFitState Circus  
Four Elms Road  
Adamsdown  
Cardiff  
CF24 1LE

There is no parking at Four Elms though many of the streets nearby have non-permit spaces. There are 3 cycle racks outside on the other side of the road by the old Library.

We hope you enjoy your time with NoFit State!

Best wishes,

*Kate Parry*

Community Programme Manager