

How do I make a booking?

Please book online via our booking page www.cmeswim.com.au – book now
Or our app – iClass Pro and enter cmeswimschool and follow the sign-up instructions.
You will be asked several questions and pay a \$30 registration fee.

What is the booking process?

Once you have completed the online booking our staff will contact you to arrange a site visit. We will complete a safety checklist and create a tailored program for you or your children. A suitable lesson time will be agreed on and then a weekly direct debit will be set up for your lessons.

How long are the lessons?

We have 30 or 60 minute lessons available.

How many lessons can I book?

Lessons are booked in term blocks. Each term coincides with the state school terms and is generally 10 weeks. If lessons are booked mid term – the remaining number of weeks of the term will be calculated.

How many in a swimming lesson?

Up to 3 children of similar ability may be in each class. This is also dependent on the size and conditions of the pool. For Fitness classes extra participants will be charged at \$10 each up to the agreed number of participants.

How can I pay?

Payment is required by credit card upfront or weekly direct debit from your nominated account.

How can I cancel a lesson?

Cancellations must be made at least 4 hours in advance via the parent portal <https://app.iclasspro.com/parentportal/cmeswimschool> otherwise the lesson/session will be void and the full lesson/session payment required.

Make-up lesson/sessions for approved cancelled lesson/sessions will be provided at C-Me Swim Locations (70 Russell St Edge Hill or Mirage Country Club Port Douglas) within 30 days of cancellation if available. We will bend like a pretzel to make up lesson/sessions but we can't always guarantee times or days that suit families. If no lesson/sessions are suitable the make-up lesson/session will be forfeited. No make-up lesson/sessions will be rescheduled at private residences.

Are there any joining or re-enrolment fees?

A one off \$30 registration fee will be charged. This includes a site visit and discussion with one of our staff where we will work out a tailored plan for your child's swimming progress and an information pack.

What age groups do you cater for?

Babies from 6 weeks (water temperature and conditions dependent) through to adults. Parent and Baby classes also available. Fitness classes for both adults and children.

How many days a week do you work?

We can arrange a lesson that suits you and our instructors 7 days a week. Saturdays and Sundays incur a 10% surcharge.

Are you covered by Insurance?

Yes, **C-Me Swim School** is a registered Business with full public liability and professional indemnity insurance. **C-Me Swim School** is also registered with Australian Swim Schools Association.

What type of training do you and your instructors have?

All instructors at **C-Me Swim School** are required to have Swimming Teacher Certification, insurance, first aid (CPR) and a blue card - child safety check. Additional workshops are also conducted throughout the season to further develop their skills.

Please see our Terms and Conditions and Payment Policy for further information.