

## It's a Gift for Life

- C-Me 2U works in with the school terms, lesson/sessions are booked per term (usually 10 weeks) and break for school holidays.
- Strictly only enrolled students can participate in lesson/sessions up to the maximum outlined in the lesson/session options.
- Lesson/sessions or intensive blocks of lesson/sessions can be booked during school holidays and are subject to teacher availability.
- Bookings and payments are to be made via our online booking system from [www.cmeswim.com.au](http://www.cmeswim.com.au) or app (*Iclass Pro*) and payments are to be made up front for the term or direct debit in accordance with our payment policy.
- Please ensure you are ready at least 10 minutes prior the lesson/session, so lesson/sessions can start on time.
- Participants must be sunsafe, wearing a swim nappy (if applicable) and suitable swimwear.
- All siblings/family members MUST be supervised by an adult at ALL times. No siblings or other children are allowed in the teaching area whilst the lesson/session is conducted.
- Ensure your home swimming pool meets the safety requirements of your local council/State government for swimming lessons.
- The water condition including temperature of your home pool is your control. If, on arrival the pool is not balanced correctly, is green, murky or unsuitable in any way to swim in and the lesson/session is cut short or unable to go ahead, NO MAKE UP LESSON/SESSION will be offered.
- 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.
- Make up lesson/sessions will be offered in the event of a severe weather event, including cyclone, flood, lightning – the full fee lesson/session will be charged and a make-up token created. If an instructor is unable to reach your property due to hazardous conditions the lesson/session will be cancelled and a make-up token will be created.
- Whilst we endeavour to provide the same instructor each week, we may be required to allocate a different teacher to the lesson/session temporarily or permanently.
- Cancellation Policy: Credits are only considered for students who have incurred major illness, relocation, hospitalisation or extreme family circumstances. Credits are in the form of make-up lesson/sessions and will remain on your file for 6 months. To apply for credit: In writing outline reasons for application and number of lesson/sessions missed accompanied along with the necessary documentation.
- If you reside in an apartment, please ensure emergency evacuation procedures are discussed with your teacher, as per your body cooperate guidelines.
- Please ensure suitable Free parking is available
- Any "on street" parking fees will be charged back to clients.
- Private lesson/sessions CAN NOT be conducted in public pools eg Tobruk, Smithfield etc. If you reside in an apartment complex it is necessary to notify and gain permission from the complex/body corporate to undertake swimming lesson/sessions prior to booking.