



C-Me Swim COVID-SAFE plan Arrangements to meet Queensland Health Guidelines

It's a Gift for Life

Following our COVID-19 hibernation we are slowly implementing the booking of some lessons. This will be a gradual process in accordance with State and Federal Government legislation. We require ALL patrons to abide by our C-Me Swim requirements. By working together we can keep everyone healthy.

STAGE 2 GUIDELINES (to be reviewed for STAGE 3)

- **All bookings** are to be made via our Customer Portal (webpage or app). Counter service will be limited and all payments are to be made via Customer Portal (no eftpos or cash facilities).
- During the COVID-19 restrictions Stages 1 and 2 and 3 we will have **temporary timetables** with **limited numbers** of patrons allowed in our facility. Please see the details outlined in the table below.
- We will be offering a **temporary, generous make-up lesson policy** with unlimited make-up lessons for missed lessons (with advanced notice via the Customer Portal) and an expiration of 365 days during this COVID-19 time. Please see our make-up policy for more details.
- Due to the decreased capacity of our facility, during the restriction stages there will be **NO MAKE-UP LESSONS** available to be booked. When we can allow more patrons into our facility, we will allow make-up lessons and also be providing some extra sessions (including some Sundays and Saturday afternoons) for families to use these tokens. We appreciate your understanding and patience.
- Our teachers are highly experienced and qualified and have been trained in many techniques to **reduce contact** with children whilst teaching. We have however been granted permission by the State Government to 'provide reasonable contact during instruction'. We will continue to provide your children with the highest quality of teaching and the safest environment possible.
- **Class sizes** will be reduced. 1:1 lessons are available if you wish to utilise these.
- All lessons will be **25 minutes in duration**. We will not be utilising the 5 minutes 'play time' during this time. All students are to promptly exit the water, get wrapped in a warm towel and exit the facility prior to the following class commencing.
- All swimmers must come dressed and ready for swimming, our **changerooms are closed** (except for toileting). Our baby change mats will be available however if you do require


bookings@cmeswim.com.au

(07) 4053 2549

70 Russell St. Edge Hill

www.cmeswim.com.au

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changing your baby after the lesson, please allow this time and hop out earlier if needed. We must adhere to the regulations of the number of people in our facility.

- We have a **one-way circuit** of our facility set up with clear entry and exit gates and arrows on the ground to indicate the direction of travel. Please adhere to this at all times.
- We have hand-sanitiser and hand washing facilities available.
- Any patrons that demonstrate any flu-like symptoms will not be allowed to enter our facility. We do have **temperature checks** available and a temperature of 37.5 degrees or higher will be refused entry with advice to consult a GP.
- The guidelines state the number of students (with **ONE PARENT/CAREGIVER**), we must adhere to this. Please arrange alternate arrangements or you are welcome to wait outside our facility maintaining Social Distancing requirements.
- Any siblings must sit next to parent/caregiver or you are welcome to wait outside our facility or please provide alternate arrangements, remember this is only temporary.
- Our playroom will be closed due to the limited number of people per 4m2.

	Proposed* Dates	Maximum number of people in facility (Swimmer + Supervising Adult = 1 Person)	Make-up lessons	Make-up Policy
Stage 1	15 May – 12 June	10	No make-up lessons to be booked	Generous make-up lesson policy with unlimited make-up lessons for missed lessons (with advanced notice via the Customer Portal) and an expiration of 365 days during this COVID-19 time.
Stage 2	12 June- 10 July	20		
Stage 3	10 July→	100	Make-up lessons may be booked and extra sessions will be put on for make-up lesson tokens to be used.	Make-up policy to be revised accordingly.



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To enter our facility please agree with the following rules. This is only temporary, and we are trying our best to minimise disruption whilst adhering to the rules that we have been given. We will update policies as necessary.

I agree that:

- I will only enter the centre with my child if we are both 100% well and not displaying any COVID-19 or flu-like symptoms.
- I will arrive as close to my child's lesson time as possible and exit promptly.
- Only one parent/guardian will supervise my child inside the facility.
- I will follow all facility initiatives and directions advised to minimise virus spread.
- I will minimise changeroom use where possible by bringing my child in swim wear and wrapping a towel and warm clothes over my child to leave and get changed at home.
- I will maintain physical distancing requirements, maintain hand hygiene, practice respiratory hygiene, stay at home if sick.

If you or your **child is sick** - please cancel your lesson via the customer portal and do not enter our facility. You will be provided with a make-up token to use at another time.

We have regimented **strict cleaning and disinfection procedures** of our facility and we will have hand sanitiser available at several locations throughout our swim school.

All of our staff have completed the **COVID-SAFE training**.

Our plans will be regularly reviewed and updated in line with the Government and Industry advice.

We thank you for your co-operation in allowing us to keep everyone as safe and healthy as possible.




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