



# New booking and payment structure.

We have listened to your feedback and implemented these changes.

As of January 2020 C-Me Swim will be using a rolling booking and payment system.

## The ADVANTAGES for you...

- **KEEP YOUR SPOT!**  
Book into your preferred class and time and you don't have to re-enrol each term – you **keep your spot** until you choose to DROP or TRANSFER
- **EASY BUDGETING**  
Monthly direct debits make **budgeting easier** – you pay upfront each month (on the 1<sup>st</sup>) for the lessons in the month (eg 1<sup>st</sup> February you will be charged for the 4 lessons in February)
- **EASY LEVEL TRANSFERS**  
If your child graduates a level – you can move into the next level **straight away** by seeing us at reception or putting in a TRANSFER request.
- **NO MORE TERM BOOKINGS**  
**Bye, bye 'terms'!!!** This will be a pleasant change to parents who do not have school aged kids – we will be continuing lessons through the school holidays, with some rest weeks throughout the year.
- **IF YOU ARE SICK OR GOING AWAY**  
If you are planning to be away – you can put in a 'future absence' and get a make-up token to use later. Our make-up tokens are valid for one year in our Cairns or Port Douglas locations.
- **YOU CAN CANCEL ANY TIME**  
If you do wish to cancel your booking – you can at anytime by going to the customer portal > my account > drop request and put in the date (prior to the end of the billing month).

## School Holiday Program in Edge Hill

December 14-19 &  
January 11-16 & 18-23

2021 Rolling Lessons will start on  
Monday 25<sup>th</sup> January in Edge Hill  
and Monday 11<sup>th</sup> January in Port  
Douglas



# Christmas & New Year 2020/1

Term 1 2020 will end on Saturday 12<sup>th</sup> December

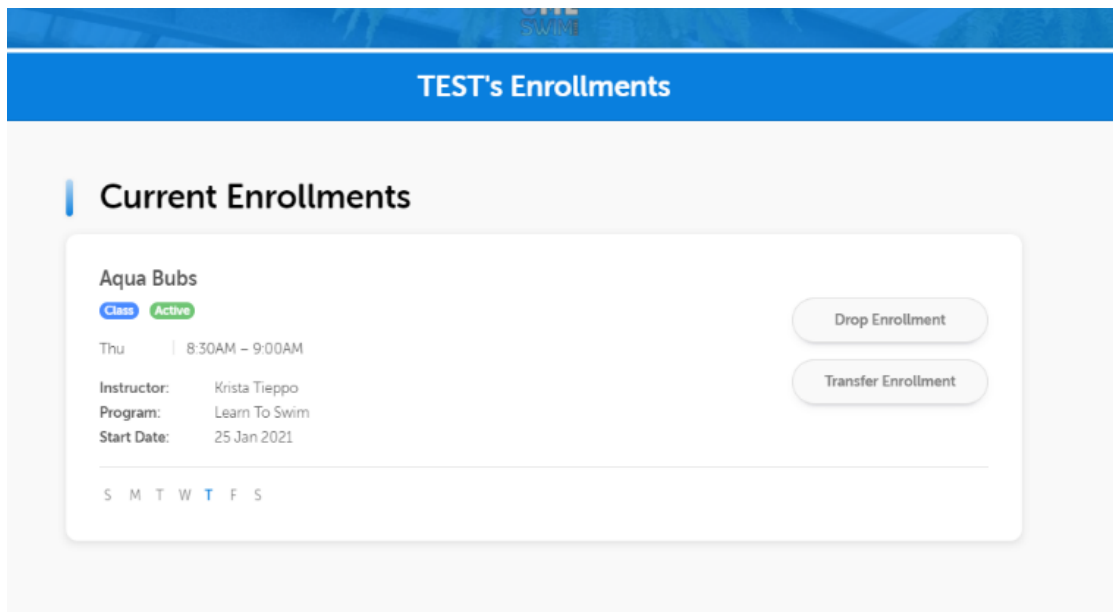
We will have a **School Holiday Program in Edge Hill** in the week of 14<sup>th</sup> – 19<sup>th</sup> December & 11-16<sup>th</sup> & 18-23 January with lessons each morning. You may choose to do a group class or a 15 minute 1:1 class. These are \$21 each. You may book in 1 or as many as you would like. These can be found in the customer portal – choose the appropriate date session.



We will be closed from Sunday 19<sup>th</sup> December – Sunday 10<sup>th</sup> January 2021

Our rolling sessions will start on Monday 25<sup>th</sup> January in Edge Hill & Monday 11<sup>th</sup> January in Port Douglas.

Once booked, your child's spot will be booked and secured until you **TRANSFER** or **DROP** the class through the customer portal. If your child graduates a level you can choose to TRANSFER to another class in the higher level. **My account > Enrolments**



# Public Holidays

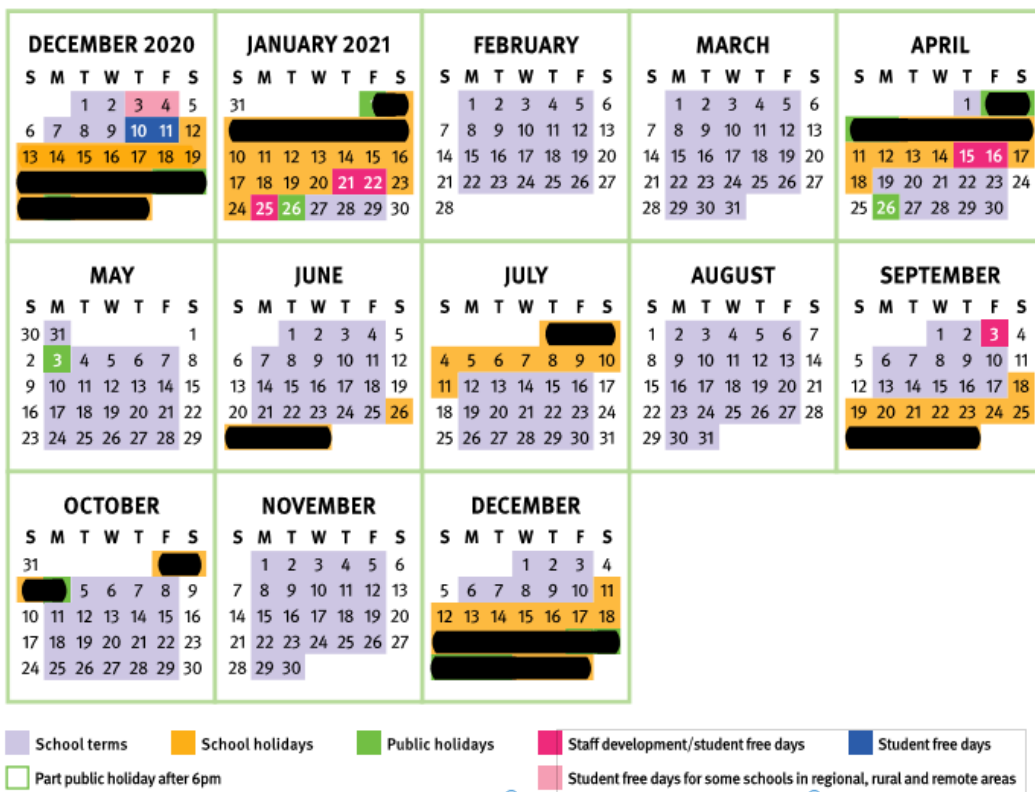
C-Me Swim will be closed on QLD Public Holidays. You will not be charged for these days.

## Rest Weeks

C-Me Swim will be closed for several week blocks throughout the year. This is an important rest for swimmers, staff and our pool. You will not be charged for these breaks.

Rest weeks will be as indicated on the Calendar.

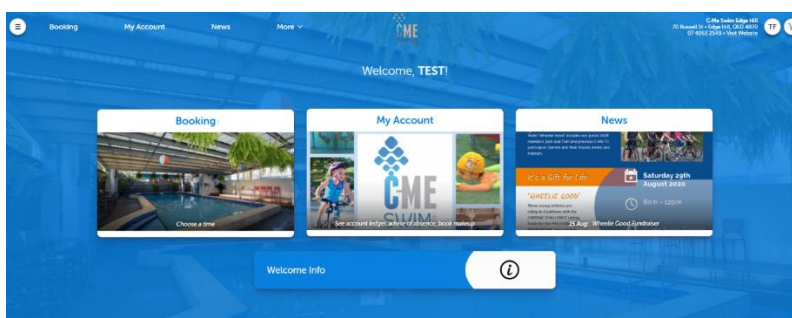
- Easter 2021 (Good Friday 2<sup>nd</sup> April – 12<sup>th</sup> April)
- June 27<sup>th</sup> – July 5
- September 26 – October 5
- December 19<sup>th</sup> – January TBA.



# How to book

## To access our customer portal

- BOOK NOW from our website [www.cmeswim.com.au](http://www.cmeswim.com.au)
- or
- save <https://app.iclasspro.com/portal/cmeswimschool/dashboard>
- or
- download our **iClassPro app** and enter *cmeswimschool* as the organisation.



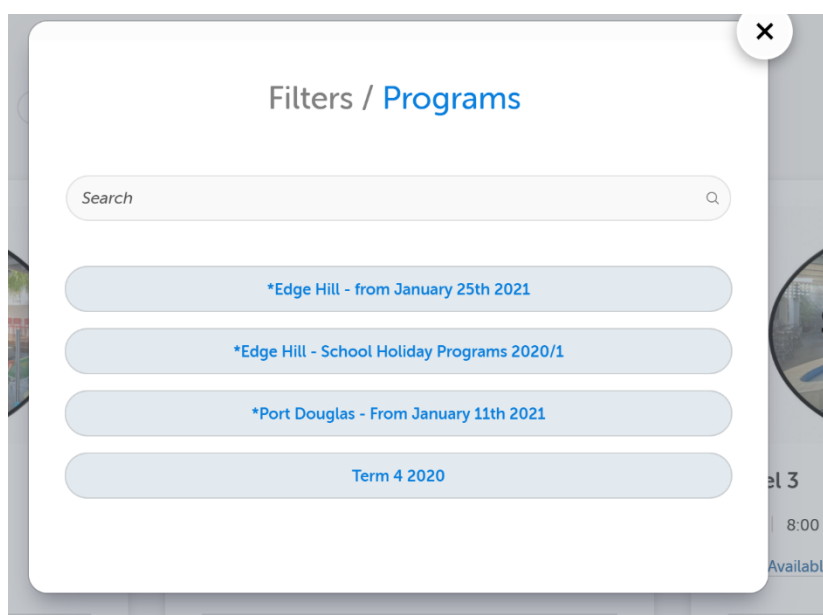
### 1. BOOKING.

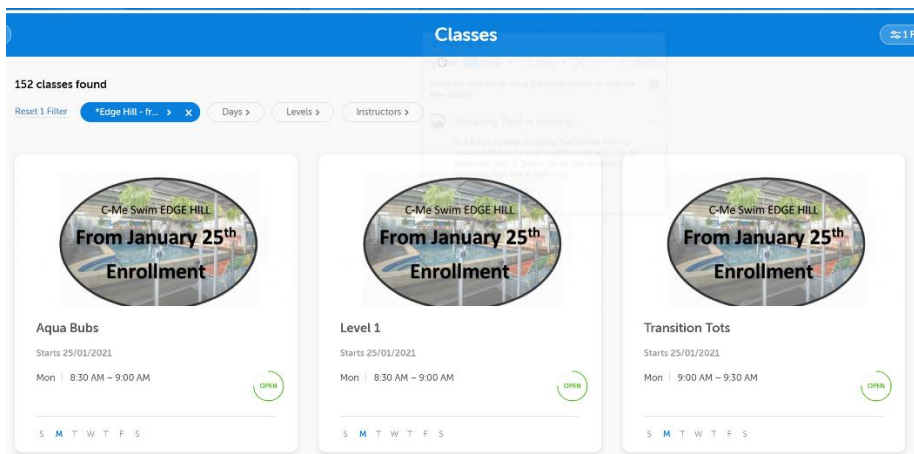
Use filters

### 2. PROGRAMS

- Edge Hill – School Holiday Program (use **SESSIONS** to filter again either December 14-19 or January 11-16 or 18-23)
- Edge Hill – From January 25<sup>th</sup> 2021
- Port Douglas – From January 11<sup>th</sup> 2021 (no school holiday program, lessons will continue from January 11<sup>th</sup> until it is deemed too cold to continue)

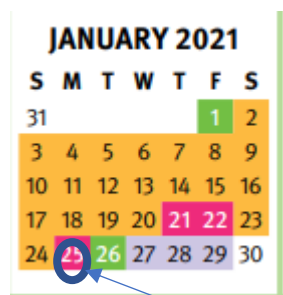
3. Continue to filter by **DAY, LEVEL or INSTRUCTOR** as preferred.



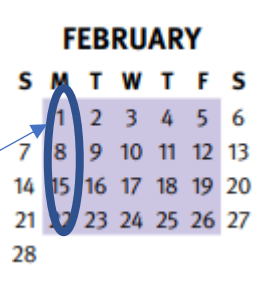


**Example:** if you wish to book from January 2021 in Cairns

Rolling sessions start on Monday 25<sup>th</sup> January



- You choose to book a Monday 9am class
  - You will be charged for the Mondays in January upfront (25<sup>th</sup> – 1x \$21)



- On 1<sup>st</sup> February you will be charged for the Mondays in February (1<sup>st</sup>, 8<sup>th</sup>, 15<sup>th</sup>, 22<sup>nd</sup> – 4 x 21 = \$84) and so on.
- If you are away for one of those dates you can put in a future absence and receive a make-up token.
- You choose to book a Tuesday 10am class
  - You will be charged for the Tuesdays in January upfront (\$0 as 26<sup>th</sup> January 26<sup>th</sup> is Australia Day)
  - On 1<sup>st</sup> February you will be charged for the Tuesdays in February (2<sup>nd</sup>, 9<sup>th</sup>, 16<sup>th</sup>, 23<sup>rd</sup> – 4 x 21 = \$84) and so on.
  - If you are away for one of those dates you can put in a future absence and receive a make-up token.
- If you choose to stop lessons
  - You may put in a DROP request at any time.

- If you do this before the end of the month you will not be billed for the following month, your lessons will be prepaid until the end of the current month.
- If you are going away for an extended period
  - You may choose to put in future absences to retain your spot and receive make-up tokens
  - You may choose to DROP from the class and then re-enrol when you return, however your spot will not be guaranteed.

## **A reminder of our Make-up and Absence Policy**

**\*\* all absences are to be recorded in the customer portal for a make-up lesson to be created.**

Please advise us **PRIOR to the absence** date by going to the customer portal > my account > future absence to advise us of an absence.

The day **AFTER** the absence, you will be given a make-up token. Make-up tokens can be applied when a current booking is in place.

You can book this up to 1 week in advance by going to the customer portal > my account > makeups and selecting the date and level that you require. Please note that whilst we will do our best to accommodate make-up lessons, our class sizes are limited and lessons that cannot be made up during the 365 day period will be void. If absences are not recorded into the online portal prior to the absence then that lesson will be void and no make-up lessons will be issued. Cancellations due to medical issues will be addressed individually.