



# Policies

## Payments

- Full payment must be made prior to any services being performed unless a payment plan has been agreed upon between the applicant and management.
- Payment may only be made by cash, credit/debit card, and personal check with valid ID
- Credit/Debit card payments are subject to a \$5 processing fee per transaction.
- If paying by check, payment must clear before services are given. Returned payment will incur a returned payment fee which must be paid prior to any services being offered or scheduled.
- Coupons and discounts are limited to one client per transaction and may not be combined with any other offers.
- To receive discounts on BTW hours, hours must be purchased in one transaction.
- When setting up extra BTW sessions, a deposit fee for each BTW session in the amount equal to the late cancellation fee will be charged to reserve the appointment. Deposits are fully refundable if cancellations are made no later than 5pm the business day prior.

## Classroom

- A Lerner's Permit is not required for the in-class sessions.
- All students must start with Unit 1
- Students must arrive on-time and prepared for class. Any student who is more than 15 min late past the class start time without prior notice to staff, may not be permitted to enter the classroom and must make up that class on a later date.
- Students will not be allowed to use cellphones or electronic devices while class is in session. In case of emergency, the student must exit class to use his/her device. Disruptive students may be dismissed from the class and would have to make up that class on a later date.
- Students are prohibited from writing on school materials unless told to do so by staff members. Violators may be financially responsible for any damages that may occur.
- Students must have all units completed before taking the Final Exam
- Students must pass their Final Exam with a passing score of 80% or higher in order to successfully pass the In-class portion of the GLS program. In an event where a student fails their Final, they are required to retake the final until a passing score of 80% or higher is achieved. The 1<sup>st</sup> retake will be free and any retakes after that shall incur a retake fee.
- Any student caught cheating will result in an automatic fail and must retake the final. The retake will count as a 1<sup>st</sup> retake.
- Class sessions will not be cancelled due to inclement weather. Students will be free to cancel their appointments but will incur a late cancellation fee if not done so in a timely manner.
- Class sessions will be cancelled due to severe or dangerous weather conditions and will be rescheduled later. However; Class sessions will continue if it's just a "threat" for severe weather such as a tornado "watch" vs. "warning."
- Classes may also be cancelled due to lack of number of enrollments.
- When unsure of cancellations, student should contact the school or visit school's website for confirmation.

## Behind-the-Wheel

- All in-car sessions must be scheduled with the secretaries.
- For GLS program students, all balance must be paid prior to setting up BTW appointments.
- Appointments are on a first come, first serve basis.
- Cancellations or changes must be done no later than 5pm the business day prior.
- Students who are more than 1 hour late for their in-car session without prior notice will be deemed a no show/late cancellation and will result in a late cancellation fee.
- Students must have their Learner's Permit PHYSICALLY and can present it at the time of their in-car sessions. Students who do not physically have their Learner's Permit in hand, cannot legally get behind the wheel and therefore will count as a late cancellation.
- Shall a student get involved in an accident during their in-car session, the student will not be held liable for the damages incurred. Shall damages to company car occur due to the student operating

the company vehicle in a negligent and abusive manner, the students will be held liable for the repairs.

- The Instructor has the right to terminate the student's session if the student refuses to follow instructions or drives in a dangerous manner.
- Although not common, student drivers are not exempt from being pulled over by law enforcements while operating a driving school vehicle. Student drivers are strongly encouraged to follow all road signs and traffic laws, as the student driver will be held responsible for any tickets or citations issued to them by the officer.
- If BTW is part of the GLS program, then the student must pass their 3<sup>rd</sup> in-car session with a passing score of 80% or higher and not be involved in an avoidable accident to successfully pass the In-car portion. In an event where the student shall fail their 3<sup>rd</sup> driving session, they will be required to retake the 3<sup>rd</sup> session at the BTW retake fee until a passing score of 80% or higher is achieved.
- Students who need remedial help are strongly encourage to practice some of their rookie log hours or see management for options.
- BTW sessions will not be cancelled due to inclement weather. Students will be free to cancel their appointments but will incur a late cancellation fee if not done in a timely manner.
- BTW sessions will be cancelled due severe or dangerous weather conditions and will be reschedule to a later date. However; BTW sessions will continue if it's just a "threat" for severe weather such as a tornado "watch" vs "warning."
- If not sure students should contact the school to avoid any potential fees.
- If a student believes that they have an in-car session but did not receive a confirmation call the business day prior, they are strongly encouraged to call the driving school as soon as possible to clarify.

### GLS Certificate

- Upon completion of the 36 Hour GLS Program, certificates will be sent electronically to the MVA not to the students.
- Upon completion of each section, students will receive the class records portion as their proof for obtaining and completing the program. These class records are only intended for the student's book keeping and is not necessary to be presented at the time of their skills test at the MVA.
- Certificates will only be sent after student has met following three conditions: cleared all payment balances, successfully passed in-class session with a score of 80% or higher, and pass the in-car with a score of 80% or higher.
- Students must complete and pass the program within 18 weeks from the 1<sup>st</sup> day of class unless arrangements have been made with management prior. Failure to complete within 18 weeks will result in an expired application fee plus any previous balances due which must be paid prior to continuing the program.

### Signatures

By signing below, you have read and understood the following terms and conditions set forth by the driving school.

Student Signature:

Date

Parent/Guardian Signature:

Date

# Refund Policy

Refunds will only be issued to any student that withdraws from the program prior to completion and is still within the 18 weeks of the class start date. All refunds will be issued at a prorated rate that follows:

## 36 Hours GLS:

- Withdrawal prior to start
  - o 100% of fees of paid
- Withdrawal post start:
  - o In-Class Hours = 30
    - Cost = \$50.00
    - Prorate = \$5/3hr class not received
  - o In-Car Hours = 6
    - Cost = \$270
    - Prorate = \$90/2hr class not received
- Withdrawal after 18 weeks from class start date
  - o No Refund

## BTW sessions:

- Cancels by 5pm the business day before
  - o 100% of fees paid
- Cancels after 5pm the business day before
  - o Total fee paid – (minus) late cancellation fee

## MVA Escorts:

- Cancels by 5pm the business day before
  - o 100% of fees paid
- Cancels after 5pm the business day before
  - o Total fee paid – (minus) late cancellation fee
- Student error resulting in student not being able to take the test
  - o No Refund
- School error resulting in student not being able to take the test
  - o 100% of fees paid

Any refunds issued will void any discounts which may have been applied (e.g. student paid \$170 for 2 sessions of btw but cancels 1 session, students will be charged for 1 session @ 90 and a \$80 refund will be issued and instead of \$85)

## Signatures

By signing below, you have read and understood the following refund policy set forth by the driving school.

Student Signature:

Date

Parent/Guardian Signature:

Date