



Teen Driver's Education Policies and Procedures

Classroom Instructions

Grading/Progress: Progress standards must meet the requirements of the current rules adopted by the TEXAS Department of Licensing & Regulation (TDLR). Mastery is a prerequisite to awarding a grade of 70 or above. Evidence of mastery shall be determined by one or more of the following methods: 1) unit tests 2) written assignments 3) skills performance checklist and 4) comprehensive examinations of knowledge and skills.

Attendance/Absence: If a student shows up 10 minutes or later after the classroom instruction has begun, attendance for that class day will not be counted. A student must make up any missed class time before any certificates of completion are given, at the student's original registered location. If a student is absent in excess of 10 classroom hours, the student enrollment will be terminated from that class and no refund will be issued. Students may be switched to a different class at the discretion of the school director. Students may not switch between classes at any of Patriot Driving Academy's locations. Class sessions will only be administered at the original location of your enrollment.

Certification of Completion: Students must complete a total of 32 hours worth of classroom instructions before any certificates of completion can be given.

Issuance of Driver's License Permit: Account balances must be paid in full before Patriot Driving Academy will issue a student their DE-964 certificate that will allow them to get their Learner's Permit and/or Driver's license.

Rules of Operation and Conduct: A student or prospective student may be dismissed or barred from the Academy for: damage to company property, tardiness; drunkenness or obvious signs of drug use; rude, disrespectful, vulgar or disruptive behavior; smoking or using tobacco products; using a cell phone during class or in the car; or being otherwise inattentive (sleeping, texting, reading, etc.). Students terminated for violating rules of conduct may be readmitted at the discretion of the school director. Students dismissed from the Academy due to any of the reasons above will not receive any type of refund, no matter how many hours have not been utilized from what was purchased.

In-Car Instructions

Grading/Progress: Grading is based upon the students ability to maintain appropriate speeds, observation, following all the rules of the roads, acknowledgement and understanding of road signs, breaking, taking proper control of the vehicle, and overall learning how to be a safe, responsible driver. Students are graded on a scale of 1-5; 1 being the student is struggling overall and needs much more practice, and 5 being they have mastered their lessons.

Attendance/ Absence: All drives start and end at our office location. Any change in pick up or drop off is at the discretion of the Academy director. A full hour of absence is charged to the student when he/she does not attend the full 55 minutes of instruction during a 60-minute period. A \$30 No-Show Fee will be charged if a 24 hours prior notice of cancellation is not given, any future drives for that student will be canceled, and they will not be allowed to schedule any additional drives until that fee is paid in full. A \$30 No-Show Fee will be charged no matter the reason for canceling within 24 hours of their scheduled lesson; including illness or emergency situations. Students who show up more than 10 minutes late to their appointment will be charged the no-show fee.

Eligibility to Drive: Students must have their valid TX learner's permit with them in person in order to drive. If a student does not have their permit for their scheduled drive, they will be issued the "No-Show" Fee. Arriving without a valid TX learner's permit or driver's license, being impaired for any reason (lack of sleep, intoxication, medication, etc.), or wearing footwear which may impair the ability to safely operate the vehicle (heels, heavy boots, platforms, flip flops), the lesson will be canceled and considered a no-show, therefore a no-show fee will be applied.

Scheduling Drive Times: Patriot Driving Academy will not be held accountable for the responsibility of a student to obtain their learner's permit, or driver's license during their time limit, depending on which driving package that was chosen at sign up. It is the student's responsibility to schedule and keep up with their drives or notify the Academy of any issues; i.e. struggling to obtain a learner's permit. The fact that a student does not obtain their learner's permit

or driver's license during their driving package time will not be cause for any sort of extension. Drive times are also subjective to be changed, altered, or canceled at the discretion of the Academy.

Certification: Patriot Driving Academy will not and cannot issue a certification of driving completion if the student has not completed all of the required behind-the-wheel lessons needed in order to complete their driver's education. If the classroom portion was completed by another driving school: Patriot will not and cannot issue a certification of driving completion if the classroom certificate is not properly transferred to Patriot Driving Academy. Transfer certificates will be required by a student's 5th drive, otherwise we will not issue any certification. All drives will be considered supplemental until the classroom certificate is transferred correctly to Patriot Driving Academy.

Cancellation Policy

A full refund will be made to any student who has not utilized any aspect of their purchased service and cancels the enrollment contract within 20 business days excluding Saturdays, Sundays, and legal holidays, after the enrollment contract is signed by the prospective student.

Refund Policy

Packages including 32 hour classroom and driving:

- If a student has attended any number of classroom hours: Only a 50% refund will be given if the student withdraws from class for any reason, no matter how many class days have been attended or not attended.
- If a student has attended any number of classroom hours and at least one hour of driving instruction or observation: No refunds will be provided if the student withdraws from the program for any reason.
- If a student has not completed any make up classroom requirements after 90 days of the make up requirement issuance date, the student's entire enrollment will be null and void, all services forfeited, and full payment will be required again for any services.

Packages including only behind the wheel hours:

- Refunds are solely based on the number of **driving** hours utilized. NOT observations.
- Utilized 1 drive: will receive a 75% refund, rounded to the closest dollar amount.
- Utilized 2 drives: will receive a 60% refund, rounded to the closest dollar amount.
- Utilized 3 or more drives: refund will not be provided.
- Refunds are not provided if drive time was fully utilized, regardless of any student complaint.
- Refunds are not provided if a student wishes to **downgrade** their package's timeline.

Age:

- Refunds will not be provided, and packages will not be altered/changed if a student started driver's education under 18 years of age, but then student turns 18 during enrollment. Students must renew their learner's permit once 18 to continue utilizing the package they purchased. If we are not provided with an updated, valid learner's permit within 90 days of a student turning 18 years old, their package will be null and void, all services forfeited, and full payment will be required again for any services.

Refunds will not be provided if the student is dismissed or barred from the Academy for: damage of company property, tardiness; drunkenness or obvious signs of drug use; rude, disrespectful, vulgar or disruptive behavior; smoking or using tobacco products; using a cell phone during class or in the car; or being otherwise inattentive (sleeping, texting, reading, etc.).

A full refund of all tuition and fees is due and refundable in each of the following cases: When an enrollee is not accepted by the academy; and/or if the course of instruction is discontinued by the academy at this location.

Refunds shall be completed within 30 days after the effective date of termination.

Utilization Policy

Upon purchase, all packages must **begin** to be utilized within 6 months of purchase. If an account remains dormant for more than 6 months, regardless if any services have already been rendered, and the Academy is not notified within this 6 month period of any updates regarding why the package is not being utilized, the package therefore becomes null and void, all services forfeited, and full payment will be required again for any services.

Notice to Parents and Guardians

As the parent or guardian of a teenager, you are entitled to know the minimum requirements of a teen driver education course (Ages 14-17).

- There are 32 required hours of classroom instruction. Students must attend the first six (6) hours of classroom instruction before a learner's permit will be issued by DPS. Only two (2) hours of scheduled classroom instruction are permitted per day.
- The classroom instruction phase shall be completed within the timelines stated in Patriot Driving Academy's contract and all 32 hours must be attended and successfully completed or made up. If a student fails to successfully complete the 32 classroom hours, this school is required to contact DPS and cancel the learner's permit.
- Seven (7) hours of in-car driving instruction and an additional seven (7) hours of in-car observation are required; minimum 55 minutes per instruction. Only two (2) hours of Behind-the-Wheel instruction are permitted per day, per student.
- Thirty (30) additional hours of Behind-the-Wheel instruction must be provided to young drivers and certified by a parent or guardian, with a valid Texas Driver's License, before a teenager may progress to Phase 2 of the Texas' Graduated Driver Licensing program.
- If your teen transfers to another school or driver training program, timelines may change and credits for classroom and/or in-car training may not be transferable to the new driver training school.
- The entire driver education course must be completed within the timelines stated in Patriot Driving Academy's contract you agree to and sign when you initially sign up. (Note: During peak enrollment periods, in-car instruction times could be subject to availability).