



Teen Driver's Education Policies and Procedures (Online)

****Important Disclaimer:*** While Patriot Driving Academy desires to provide the best customer service to our customers, please note that we will not and cannot contact students regarding our policies and procedures after registration. This document is being provided upon registration to establish clear expectations and policies regarding our program. It is the student's and or guardian's responsibility to read through our policies and procedures and contact us with any questions.

Cancellation and Refund Policy

A full refund will be issued to any student who cancels the enrollment contract within 30 days of purchase. After the 30 day window, refunds are not available. A full refund of all tuition and fees is due and refundable when an enrollee is not accepted by the academy. Refunds will only be provided to the original form of payment, and may take up to 5 to 10 business days depending on the purchaser's bank account.

Non-Refund Exceptions:

- Refunds are not available if the student has completed the 32 hour online course and was issued a DE-964 certificate from the online program, regardless if the student is requesting a refund within 30 days of purchase.
- Refunds are not available if the student desires to switch from an online classroom package to an in-person classroom package. Students will be charged the package differences if applicable. If there is a negative balance for switching packages, we will not issue a refund for the difference.
 - Students will not be able to switch packages if a DE-964 was issued from the online program.
- 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.
- A student or prospective student, parent or guardian of 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 or aggressive 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 or their guardians dismissed from the Academy due to any of the reasons above or for any reason the Owner of Patriot Driving Academy deems worthy for package cancellation, will not receive any type of refund, no matter what has been utilized from your package.
- Refunds are not provided if the student moves with intent of leaving the Academy, or transfers to another driver's education program or school.

Utilization Policy

Upon purchase, the entire online program must be completed and the learner's permit obtained within **120 days** from purchase. If the 32 hour online course is not completed in 120 days, regardless of any progress made in the program, the package will therefore become null and void, all services forfeited, and full payment will be required again for any services. 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. 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.

Age Change:

- Students must renew their learner's permit once they turn 18 in order to continue utilizing the package originally purchased. If we are not provided with an updated, valid learner's permit within 30 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.



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.

Course Completion: Patriot Driving Academy requires students to complete their course work and obtain their permit within 120 days of purchasing the course. If a student does not complete the online course and obtain their permit in 120 days, the student's enrollment with Patriot Driving Academy will be terminated forfeiting all/remainder of drives and no refund will be issued.

Certification of Completion: Students must complete a total of 32 hours worth of classroom instructions before any certificates of completion can be given by the online course. The learners permit and driver's license will only be issued upon the entire course completion.

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 certificates.

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: 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 (subject to change) 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 their account is paid in full. A \$30 No-Show Fee (subject to change) 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, or showing up without their valid permit, will be charged the No-Show fee.

- ***Please Note:*** The late cancellation/ no show fee must be paid within 30 days from the date it was issued, otherwise your package will become null and void, and all services will require full payment to reinstate your package.

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.), wearing footwear which may impair the ability to safely operate the vehicle (heels, heavy boots, platforms, flip flops), or not adhering to the restrictions placed on their permit, the lesson will be canceled and considered a no-show, therefore a No-Show fee will be applied.

Scheduling Drive Times: The student must schedule and keep up with their drives or notify the Academy of any issues;. 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 extension. Students are responsible for keeping up with scheduling their drive times appropriately. Patriot Driving is not responsible for following up with students. Drive times are also subject to be changed, altered, or canceled at the discretion of the Academy.



Expectation on Drives: 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. The academy reserves the right to reschedule an In-Car appointment in the event of inclement weather, mechanical breakdown of the automobile, illness, or any other factor beyond its control. The academy will decide at its discretion whether or not to administer drives in inclement weather. If a student decides to cancel during the 24 hours and we determine that driving is still safe in certain weather circumstances, they will still be assessed a late cancellation fee. The Academy may provide one-on-one behind-the-wheel instructions if no other students are present in the vehicle. Please be aware that the Academy cannot guarantee a specific instructor for each drive; Additionally, the Academy can use any student's drive time for instructor training.

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.

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 complete 32 hours of classroom instruction before a learner's permit will be issued by DPS. Only six (6) hours of scheduled classroom instruction are permitted per day in the state of Texas.
- 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. 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 depending on the number of credits or drives accumulated.
- 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).

Policies and procedures are subject to be changed and or updated. These changes will take effect immediately and will apply to your registration regardless of your previous policies and procedures at your initial registration.