



Customer Policies - Connecticut

Your enrollment in Top Driver constitutes your agreement to these policies. PLEASE READ THEM CAREFULLY.

PAYMENT

Top Driver accepts checks or credit cards (VISA, MasterCard, American Express, or Discover). A \$25 fee will be charged for all returned checks. A minimum \$100 non-refundable deposit is required to enroll in the Silver or Gold programs. Payment in full is required no later than the first scheduled day of class. Failure to pay in full by the first scheduled day of class will result in a \$25 late fee added to the remaining balance. Payment in full is also required to schedule in-vehicle training. Full payment is required to enroll in all other programs.

Top Driver will not refund any fee, tuition, or charge or any part thereof should we be willing and able to fulfill our part of the agreement. Top Driver will not refund \$100 of the payment under any circumstances.

CLASSROOM TRAINING (SILVER, GOLD & PLATINUM PROGRAMS)

A student must be 16 years of age to enroll in a driver education course.* The student must attend 30 hours of classroom training*. Students arriving late to class will not receive credit for that class.*

Classroom rules are posted in each education center and on our web site. Parents will be notified the first time a student fails to follow these rules. Subsequent violations will lead to expulsion and forfeiture of all amounts paid to date.

IN-VEHICLE TRAINING

Students may schedule in-vehicle lessons **on or after their first scheduled class session once they have their learner's permit and have paid in full**. Lessons are scheduled on a first-come, first-served basis.

A 24-hour notice is required to reschedule or cancel an in-vehicle lesson. A \$40 rescheduling fee will be charged if we do not receive appropriate notice. If a student is not present after 10 minutes from the scheduled start time, this constitutes a "no show" and will be subject to a \$40 rescheduling fee. All students must have their driving permit with them for all in-vehicle lessons.* Students arriving for an in-vehicle lesson without their permit will result in a cancelled lesson and a rescheduling fee.

All in-vehicle training must be completed by the "Training Date". For classes that meet one day per week (e.g. Sunday only), the Training Date is the last scheduled classroom session. For classes that meet more than one day per week, the Training Date is 90 days from the last scheduled classroom session. **In-vehicle training scheduled after the Training Date will be subject to an additional \$150 fee.**

In order to allow time for the student to practice key skills, Top Driver requires at least three days between in-vehicle sessions. Unless designated otherwise on Top Driver Signals customer web site, all in-vehicle training starts and ends at the Top Driver Education Center.

Students must wear glasses or contacts during in-vehicle lessons if they are required. Students are required to wear closed-toe shoes (no flip flops) during lessons for safety reasons.

A student may be driving in the vehicle with the instructor by him/herself, or there may be up to two other students in the vehicle.

GENERAL

Parents bear the responsibility for the timely drop off and pick up of students for class and in-vehicle lessons at the pickup and drop-off locations designated in Top Driver Signals. Top Driver instructors are not responsible to stay with students before or after class or in-vehicle lessons. Students are not permitted to remain in the classroom after class without instructor supervision.

This document shall constitute the entire contract between Top Driver and the student and no verbal assurances or promises not contained herein shall bind Top Driver or the student.

* State of Connecticut law