



Customer Policies / Northern Ohio

Top Driver Instructor

Today's Date

State Completion Date

Student Name: Last

First

MI

Student's Birthday

Address

City

Zip

Phone

High School Name

Beginning Driver - Y/N?

Class Start Date

Class Time

Program (e.g., Silver, Gold, Platinum, etc.)

Program Cost

Top Driver agrees to give the student the following program of driving instruction:

_____ Hours of classroom training on safety rules and regulations of the road, state law, safe driving practices, pedestrian safety and driver responsibility

_____ Hours of behind-the-wheel training

Thank you for selecting Top Driver. This form must be signed by a parent or guardian before a student may start class. **We recommend that you retain a copy for your reference.** Please sign this form and bring it to the first class.

PAYMENT

Top Driver accepts checks and 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. Full payment is required to enroll in all other programs.

Payment in full is required no later than by 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.

Any refunds will be prorated based on the imputed hourly rate above (% of training hours not taken x program cost). Deposits are not refundable.

If a student violates the classroom rules of conduct to such a degree as to warrant expulsion, no refund will be given for amounts paid to date.

CLASSROOM TRAINING (SILVER & GOLD PROGRAMS)

Policies reflecting requirements of the State of Ohio have been highlighted with an asterisk.

A student in a driver education course must be at least 15 years and five months of age and possess a Temporary Paper Permit.*

The student must attend all 24 hours of classroom training.*

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.

Parents bear the responsibility for the timely drop off and pick up of students. The Top Driver classroom instructor is not expected to stay after class with students awaiting pick up.



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IN -VEHICLE TRAINING

A student can only begin in-vehicle training once they have a Temporary Paper Permit,* and they have paid in full. Since classroom and in-vehicle training are integrated, we encourage customers to schedule in-vehicle training as concurrent as possible with the classroom portion. This provides the student with the best educational experience. However, it may not be possible or practical to schedule all in-vehicle training during the classroom portion.

Top Driver encourages customers to schedule all of their lessons when they first enroll in a program.

All lessons are scheduled on a first-come, first-served basis.

Top Driver requires a 48-hour notice to reschedule or cancel an in-vehicle lesson. A \$70 rescheduling fee will be charged if we do not receive appropriate notice.

If a student cancels an appointment, they will be rescheduled when appointments become available from other cancellations.

All in-vehicle training must be completed by the "Training Date". The Training Date is 60 days from the last *scheduled* classroom session.

In-vehicle training scheduled *after* the Training Date will be subject to either of the following fees:

- **An additional \$150 for any *weekday* lessons before June 1 or after August 31; or**
- **An additional \$250 for any *weekend* lessons, OR any lessons between June 1 and August 31**

To allow time to practice key skills, Top Driver requires at least three days between in-vehicle sessions.

If a student is not present after 10 minutes, this constitutes a "No Show" and will be subject to a \$70 rescheduling fee.

For educational purposes, all in-vehicle training starts and ends at the Top Driver education center. This allows us to use designated routes that align with students' skill levels.

By law, all students must have all parts of their Temporary Paper Permit (identification card and 8 ½ x 11 temporary license) for all in-vehicle lessons.* Students arriving for an in-vehicle lesson without their permit will result in a canceled lesson and a \$70 rescheduling fee.

A student must wear glasses or contacts during in-vehicle lessons if they are required. Top Driver also requires students to wear closed-toe shoes (no flip flops) during lessons as they provide better traction.

OTHER

Please allow up to 10 business days after your last lesson for receipt of your certificate of completion. This certificate is required to take the state test. A replacement certificate can be obtained for \$20.

Commercial driving schools are monitored by Highway Safety through the State Highway Patrol Office of Licensing and Commercial Standards – GHSO/Driver Training office, 1970 W Broad Street Columbus, OH 43223.

Driver training will generally take place in the following counties: Cuyahoga, Lorain, Summit and Trumbull.

Top Driver conducts classroom training in the following locations:

Stow 3869 Darrow R Suite 110 (Summit Cty)
James A Garfield HS 10233 State Route 88
(Cuyahoga Cty)

Strongsville 14773 Pearl Road (Cuyahoga Cty)
Westlake 27014 Center Ridge Road (Cuyahoga Cty)

I AGREE TO THESE TOP DRIVER POLICIES and will present a signed copy by/on the first day of class. Please retain a copy for your records.

Parent Printed Name

Parent Signature

Date

Student Printed Name

Student Signature

Date