



Customer Policies / Connecticut

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

Thank you for selecting Top Driver for your teen's driver education. **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 the form and bring it to your child's 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, Gold & Platinum programs. Full payment is required to enroll in all other 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.

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 & 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.

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.

IN-VEHICLE TRAINING

A student can only schedule in-vehicle training once they have paid in full.

Since our classroom and in-vehicle training are integrated, we encourage customers to schedule in-vehicle training concurrent as possible with the classroom portion. This provides the student with the best possible 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 \$40 rescheduling fee will be charged if we do not receive appropriate notice.

If a student cancels an appointment or does not have permit on them, they will be rescheduled when appointments become available from other cancellations.



Customer Policies / Connecticut

All in-vehicle training must be completed by the "Training Date". 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.

If a student isn't present after 10 minutes, this constitutes a "no show" and will be subject to a \$40 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 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 \$40 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.

I AGREE TO THE ABOVE TERMS:

Parent Printed Name

Parent Signature

Date

Student Printed Name

Student Permit Number