



Customer Policies / Illinois

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

PAYMENT

Top Driver accepts checks and 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 a Silver or Gold program. Full payment is required to enroll in all other programs. Payment in full is required no later than the first scheduled day of class, after which an additional \$25 late fee will be applied. Payment in full is required to schedule in-vehicle training.

CLASSROOM TRAINING (SILVER & GOLD PROGRAMS)

Students must be 15 years of age by the last class session to enroll in a class*. Students must attend 30 hours of classroom training*. Students may miss up to four (4) classroom sessions but any missed classes must be made up*. Call us at **800.374.8373** to register for makeup times/locations. If a student misses more than four classroom sessions, the student is considered "dropped", must re-enroll and retake the entire course from the beginning*.

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 may lead to expulsion, which will result in forfeiture of all amounts paid to date.

A minimum grade of 70% on the test during the last class is required to satisfactorily pass the classroom phase*. Students not achieving this grade must pay a reinstatement fee and repeat the classroom training.

IN-VEHICLE TRAINING

Since our classroom and in-vehicle training are integrated, we encourage customers to schedule in-vehicle training as close to classroom training as possible. Lessons are scheduled on a first-come, first-served basis. Students starting class after August 1, 2010 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.**

A **48-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 cancels an appointment, they will be rescheduled when appointments become available from other cancellations. If a student is not present after 10 minutes, 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. 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.

All in-vehicle lessons 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 students to practice key skills, a minimum of three days between in-vehicle driving lessons are required. For educational purposes, **all in-vehicle training starts and ends at the Top Driver education center.** An in-vehicle lesson may be one driving student per instructor and no observing students, or, may be one driving student and up to two observing students per instructor.

GENERAL

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

* State of Illinois law