



Customer Policies / Michigan

_____ Student Class Number			_____ Today's Date	
_____ Student Name: Last	_____ First	_____ MI	_____ Student's Birthday	
_____ Address			_____ Phone Home	_____ Alternate
_____ City		_____ Zip	_____ Class Start Date	_____ Class Time
_____ High School Name		_____ Grade	_____ Class Location	
_____ Emergency Contact		_____ Relationship	_____ Program (e.g., Segment 1, Segment 2)	

Segment 1 consists of 24 hours of classroom instruction and 6 hours of in-vehicle instruction for a fee of \$_____.
 Segment 2 consists of 6 hours of classroom instruction for a fee of \$_____.
 Additional in-vehicle training available for a fee of \$_____/hour.

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 this 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 Segment 1 Silver or Gold programs.

Payment in full is required no later than the first scheduled 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 any part thereof should we be ready, willing, and able to fulfill our part of the agreement.

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 INSTRUCTION

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

A student must be at least 14 years and 8 months to begin in Segment 1 of a driver education course.*

To attend Segment 2 driver education, a student must have completed at least 30 hours of driving including at least two (2) hours of night driving and a minimum of 90 days must pass from the day the student obtains their Level 1 License.

The student must attend all 24 hours of Segment 1 and/or all 6 hours of Segment 2 classroom instruction.*

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.

For both Segment 1 and Segment 2, a test will be given on the last day of class. Students must achieve a minimum score of 70% to satisfactorily pass each segment.*

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.



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IN-VEHICLE TRAINING

A student can only begin 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 with the classroom portion as possible. 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 \$35 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 90 days from the last scheduled classroom session.

In-vehicle training scheduled *after* the Training Date will be subject to an additional \$150 fee.

To allow time for students 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 \$35 rescheduling fee.

Top Driver reserves the right to cancel or reschedule courses or classes at its sole discretion.

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.

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.

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

Top Driver is required to be licensed by the Michigan Department of State, Driver Training Schools Program. If you have a complaint which you cannot settle with Top Driver, write Michigan Department of State, Driver Programs Division, Lansing MI 48918. Completion of driver education instruction does not guarantee qualification for a driver license.

Top Driver Michigan Office Hours:
Monday – Thursday 9:00 A.M. – 7:00 P.M.
Friday 9:00 A.M – 6:00 P.M.
Saturday 9:00 A.M. – 2:00 P.M.

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

Parent Printed Name

Parent Signature

Date

Top Driver Official

Date