



# Welcome to Top Driver

CUSTOMER SERVICE:  
800-DRIVER-ED  
(374-8373)  
200 W. 22<sup>nd</sup> Street, Suite 251  
Lombard, IL 60148

## CUSTOMER POLICIES

Your enrollment in Top Driver constitutes your agreement to these policies. PLEASE READ THEM CAREFULLY. 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. All disputes should be directed to the Secretary of State's Office.

### GENERAL INFORMATION

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 for staying with students before or after class or In-Vehicle lessons. Students are not permitted to remain in the classroom after class without instructor supervision.

### CLASSROOM TRAINING

According to the Secretary of State: 1. Students must be 15 years old by the last class session to enroll in a class 2. Students must attend 30 hours of classroom training 3. Students may miss up to four (4) days but ALL missed classes must be made up. Please call Customer Service to register for all makeup classes. If a student misses more than four classroom days the student is considered "dropped" and must re-enroll, retake the entire course and pay a reinstatement fee of \$200. Missing more than 10 minutes of class is considered an absence for the class day.

Classroom rules are posted in each Education Center and on our website. 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 and cancellation of the student's learner's permit.

A minimum grade of 75% on the final exam held during the last class is required by the Secretary of State to satisfactorily pass Classroom Training. Students not achieving this grade after 2 attempts must pay a \$ 200 reinstatement fee and repeat the classroom training.

### 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.

**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 the account will be subject to a \$40 rescheduling fee. According to Illinois state law, students MUST have their driving permit with them for all In-Vehicle lessons. Students arriving for an In-Vehicle lesson without their permit will have their lesson cancelled and will be assessed a rescheduling fee.**

**All In-Vehicle training must be completed by the "Completion Date" which is 180 days (6 months) from the first day of class. In-vehicle training scheduled after the Completion Date will be subject to an additional \$150 fee. Students MUST pass an In-Vehicle evaluation in order to be eligible for the Secretary of State Certificate of Completion.**

To allow time for the student to practice key skills Top Driver recommends ten (10) days between In-Vehicle lessons. Unless designated otherwise on Top Driver "Signals", 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 driving 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. Please allow time for the student to be dropped off after the scheduled end of training (up to 15 minutes) to allow for pickup and drop-off of other students.

### 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 an additional \$25 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.