

## School Policies

- 1.) **Business Office/ Hours:** Our business office is located at 810 Beaglin Park Drive, Unit 9, Salisbury, MD. Office hours are 9:00AM – 6PM Monday – Friday. Office Phone Number is: 443-944-5288. Satellite offices do not have regular business hours.
- 2.) **COVID-19:** All activities are mask optional for students and staff.
- 3.) **Course Cancellations and Postponements:** If classes are cancelled/postponed due to bad weather or other circumstances, customer will be notified by phone number and/or email at the phone number and/or email provided by customer. It is the customer's responsibility to update Drive Time, Inc. of phone number or email changes.
- 4.) **Tuition and Assistance:** Payment in full is expected on or before the first day of class unless a payment plan is agreed upon in advance. Program package pricing can be found on the school's website ([www.driveontimedrivingschool.com](http://www.driveontimedrivingschool.com)). Any Student who carries a balance due after the first day of class are on Pay As You Go Plan. Drive Time, Inc. will withhold instruction required for completion if unpaid tuition or fees result in a balance due. Payments and scheduling should be done with our business office during business hours, NOT DURING CLASS TIME.
- 5.) **Fees:** A non-refundable administrative processing fee of \$25 is included in the price of every driver's education package. Late cancellation/No Show fee is \$65 per instance (see #14 for full explanation). Pick up/Drop Off Service is \$25 per instance. Students who do not complete the entire course within 36 months will be deactivated. Records of deactivated accounts will be destroyed 3 years after first class date. If a student returns after records have been destroyed, the program must be repeated and tuition paid at the current posted rate on the school's website.
- 6.) **Refund Policy:** If a student chooses to withdraw **or is expelled** from Drive Time prior to completion of the course, a written notice of intent to withdraw or expulsion will be required. Drive Time will calculate the non-refundable administrative processing fee and all instruction completed in the classroom and behind the wheel at the **individual session rates (pay as you go rates)**. If the value of funds paid exceed the fees and cost of training billed at the Pay As You Go rates, then students will receive a refund within 15 days of Drive Time, Inc's. receipt of written notice of intent to withdraw. Students who withdraw or are expelled will receive written documentation of any training completed.
- 7.) **Behavior:** Proper behavior is always expected. Bad language, swearing, disrupting the class (this includes, but is not limited to, side talking and texting in class), failure to obey instruction and failure to participate in instructed activities **WILL RESULT IN EXPULSION FROM CLASS.**
- 8.) **Attendance and Participation:** Virtual students not visible in camera will be removed from class. Failure to participate, pay attention and avoid distractions such as cell phone and/or talking in class and/or arrive on time for class **WILL RESULT IN EXPULSION FROM CLASS.** If students are allowed to return to class, all missed time must be made up. Missed time may include physically missed time and/or distracted time.
- 9.) **Late for class:** students up to 15 minutes late may stay after class to make up time and work missed. Students more than 15 minutes late will not be admitted and will have to attend a make-up day. Missed time must be made up: **see 12. Make-up days**
- 10.) **Cheating:** Cheating offenses will result in expulsion from class.
- 11.) **Passing the Classroom/ Final Exam:** Passing the final exam and driver evaluation with an 80% is required to successfully complete course. Retakes of final exam are allowed after a 24-hour waiting period.
- 12.) **Make up days:** Students who miss unit 1 class may not continue and must move to an upcoming class and attend unit 1. If units 2-10 classes are missed, students are required to make up the class/unit that was missed in an upcoming class to complete 30 hours of class time. Students must call the office during business hours to schedule make up sessions. Missing 12 hours of instruction will result in the requirement to repeat the course. You may not take the final exam until you have completed all 9 of the previous classes. It is the student's responsibility to show up on time and participate in every class. Once scheduled all session dates and times are visible in the student's portal by logging in to [www.driveontimedrivingschool.com](http://www.driveontimedrivingschool.com).
- 13.) **Passing Behind the Wheel:** To pass driver's education students will be required to demonstrate competence in basic driving and parking skills. Passing driver's education does not guarantee passing the driving test. Practice in addition to the drivers ed. program is required by law.
- 14.) **Driving appointments:** Can be scheduled by calling 443-944-5288 during business hours.
  - a. Driving may not be scheduled until the students' balance due is paid in full.
  - b. Driving may not be scheduled until the classroom (all 10 classes and final exam) has been completed and passed.
  - c. By law students may not schedule more than one driving appointment per day.
  - d. By law students must complete all 6 hours of driving with instructor to complete driver ed.
  - e. Driving appointments may be re-scheduled without penalty with a minimum of 24 hrs. notice.

**f. Students who miss a scheduled appointment will be charged a \$65 no show fee. This includes:**

- i. No permit at a scheduled appointment so driving cannot be completed results in No Show Fee.
  - ii. Calling the same day to cancel an appointment, no 24 hour notice, results in No Show Fee.
  - iii. (NO SHOW, NO CALL, NO ANSWER) all future driving appointments may be cancelled.
  - iv. Student is more than 15 minutes late and appointment cannot be completed results in No Show Fee.
- g. No show fees will be added to the balance due and must be paid prior to scheduling more driving appointments.

15.) **Pick up for driving sessions:** driving sessions begin and end at Drive Time, Inc. branch offices per MVA rules.

16.) **Additional Driving Lessons:** may be purchased at the individual session rate.

17.) **Completion and MVA notification:** Students receive a written/electronic record of training when all classroom time and behind the wheel lessons are completed. Drive Time will submit an electronic record of completion to the MVA that will be available to all MVA branches within 72 hours of course completion.

**MVA New Drivers Guidelines: With Every Right Comes a Responsibility the Student and the Driving School**

- 1. Each student has the right to a certified competent instructor, knowledgeable about the curriculum and traffic safety issues. With that right each student has the responsibility to arrive prepared and on time for every class without such distractions as talking or text messaging on cell phones, being disrespectful to the instructor, or talking with other students in class.
- 2. Each student has the right to be taught the entire 30 hours of classroom instruction in an informative, interesting and challenging manner. With that right each student has the responsibility to be attentive and actively participate in every class.
- 3. Each student has the right to experience the full 6 hours of behind-the-wheel driving instruction as required in the curriculum. With that right each student will listen to the instructor and not drive in a negligent or dangerous manner.
- 4. Each student has the right to be treated in a courteous, civil and respectful manner. With that right each student has the responsibility to be polite and respectful to the instructors at all times and to be willing to accept positive criticism to help achieve driving success.
- 5. Each student has the right to attend class in a clean, safe, secure, temperature-controlled and fully equipped classroom that meets the local fire and building codes and MVA requirements. With that right each student has the responsibility to respect the property of the driving school by not defacing or destroying equipment or vehicles.
- 6. Each student and parent/driver coach has the right to visit the driving school, see the instructor's license and certification, and observe any class session including in-car sessions, in which his/her student is included. With that right each parent/driver coach has the responsibility to refrain from interfering with the instruction, classroom or driving, while the class is in session.
- 7. Each parent/driver coach and student has the right to have the driver education program, including both the 30 hours of classroom instruction and the 6 hours of required driving time, completed within 18 weeks of the first day of class. With that right each parent/driver coach has the responsibility to take an active role in his/her student's driver education by monitoring all progress, communicating with the driving school and/or instructor, and practicing with the student driver if he/she has a learner's permit.
- 8. Each parent/driver coach and student has the right to place a complaint with the Motor Vehicle Administration regarding problems associated with the driving school or the instructor (The number to call is 410-424-3751). With that right each parent/driver coach and student has the responsibility to pay the driving school promptly for the driver education class and to alert the owner or manager of the driving school about any problems or complaints before contacting an outside agency.

***I understand the rights and responsibilities of driving schools, students, and parent/driver coach and the school policies of Drive Time, Inc.***

\_\_\_\_\_  
Student Name (print)

\_\_\_\_\_  
Student Signature

\_\_\_\_\_  
Date

***If student is under 18, parent/guardian signature is required:***

\_\_\_\_\_  
Parent/ Guardian Name (print)

\_\_\_\_\_  
Parent/Guardian Signature

\_\_\_\_\_  
Date

\_\_\_\_\_

John Wright, Jr - Owner, Drive Time, Inc.