



Policies & Procedures

Refunds

1. DrivInstruct Driving Academy (DDA) does NOT refund any tuition monies or any part thereof.

Releases

1. This Contract constitutes the entire agreement between the DrivInstruct Driving Academy Inc., and the Client (Student/Parent). No verbal promises not contained herein shall bind the DDA or the client.
2. The Driving Academy will not be held responsible for delays caused by mechanical failure, unsafe driving conditions due to bad weather, street construction, heavy traffic or any other reason over which the School has no control (i.e. public school closings, state of emergencies, etc.) The Driving Academy will make every effort to give the student as much notice as possible for potential delays and work with the student to reschedule if needed.
3. The student and/or their parents(client) understands that certain hazards and risks are inherent in the operation of motor vehicles. The client does hereby specifically assume all risks as may be incurred in the normal operation of a motor vehicle during the course of instruction. All vehicles are fully covered with liability insurance. The client (student/parents) will hereby fully and completely release the DrivInstruct Driving Academy, its agent and employees from any liability whatsoever and from any and all claims or causes of action resulting or arising from any damage or injuries suffered by student (client) during this course or any extension thereof, to the extent that such claim shall not be covered by the school's insurance coverage. The student (client) hereby further agrees to indemnify and hold the DrivInstruct Driving Academy Inc. harmless from any claim made against it for any damage or injury suffered by any person, company, corporation or other entity, growing out of the student's operation of school vehicle, or as a result of the student's course of instruction, to the extent that such a claim is not covered by the DrivInstruct Driving Academy's insurance.

Changes and Cancellation Policy

The following will result into a "NO-SHOW/CANCELATION" and student/client will be charged \$60.00 per hour for the scheduled driving hour(s). Please be advised:

- a. Students MUST provide a minimum of 24 Hours' notice for all cancellation of lessons.
- b. Original Learner Permit Must be produced by student/clients for all Behind the Wheel & Observation sessions.
- c. Students must be on time for all their appointments. Students arriving more 10 minutes late will be cancelled and will result into a no-show.
- d. Students must wear corrective lenses/eyeglasses if their permits require.
- e. If student is under the influence of marijuana, alcohol or any illicit substances and/or if student is operating the motor vehicle in a reckless and dangerous manner the lesson will be terminated and result into a no show.
- f. Student must practice proper hygiene (bathe, use deodorant, brush teeth). When student body odor is offensive to an unbearable degree, they will be asked to rescheduled, resulting into a no-show and a \$60.00 charge.
- g. If student is experiencing flu-like illness or other potentially contagious condition, student must cancel his/her appointment. Anyone shows up sick will be canceled and he/she will be charged for the scheduled drive time. A doctor's letter MUST be provided, in order for us to waive any fees for less than 24 – Hours notification.
- h. A \$10 fee will be charged for all change of pickup location, if less than 24-Hours notice if provided.
- I. A \$10 surcharge will be added to student account each time they forget their student progress card
- J. There is a \$50 service charge for transferring students to another driving school.

Weather-Related Cancellations

In the event of weather related emergencies where schools are cancelled or dismissed early due to inclement weather, lessons may be cancelled. Although we make every effort to keep Behind-the-Wheel lessons, our Instructor will determine on road safety and make a determination whether or not to cancel.

Whenever lessons are cancelled, students will be notified and we will reschedule their lessons as soon as possible. Cancellation notices can be found on the Student Portal or by calling our office at 781-344-5000

NO DRIVER'S ED CERTIFICATE WILL BE ISSUED & NO STUDEN TRANSFER WILL BE ISSUED UNTIL ALL OUTSTANDING BALANCES ARE PAID IN FULL!!



NOTE:

All services must be completed within one year of enrollment. After one year, services will be forfeited*. No Driver's Education Certification and No Student Transfer will be issued until all monies owed to DrivInstruct Driving Academy has been received in full.

Students must use seat belts at all times! The use of electronic devices, Eating, drinking is prohibited.

Appointment Scheduling

Appointments can be scheduled through our online portal by visiting www.drivinstruct.com or at 781-344-5000. Driving Hours are scheduled based on instructor availability.

PICK –UP and DROP – OFF

Pick-up and Drop-off for driving lessons and for observation hours are at the Driving Academy's principal place of business, located at 797 Washington Street, Stoughton, MA 02072. As a courtesy, we offer alternative pickup/drop-off services (with restrictions) at home and designated nearby High Schools, within our service areas.

Traffic is often unpredictable, as a result, pick-up and drop-off time may vary. We ask that students look-out for our instructor 10 minutes before to 10 minutes after their scheduled driving hour. Because lessons are scheduled close together, instructors cannot wait more than 10 minutes for a student, doing so will affect the other student's drive-time. After 10 minutes, you will be considered a no-show and you will be charged a \$60 'No-show' fee.

Road Test Information and Fees

You will incur a \$35.00 fee for all Bounced Checks

• Driver's Education Certification of Completion:

Upon completion of the Driver Education Program, the Certificate of Completion will be processed by our office. Students are responsible for a \$30.00 fee. The fee is to register the Driver Education Certificate of Completion with the RMV. Payments for the Certificate registration can be made when you log into your Student Account or by check made payable to DrivInstruct Driving Academy.

Students may check the status of student Certificatification by going online to: www.mass.gov/rmv

If you plan to schedule your own Road Test - Once we received your \$30 payment, we will submit a request for your Certificate of Completion, once issued, you can then schedule your Road Test through the RMV.

If you plan to take your Road Test through DrivInstruct Academy, we will require a Road Test Sponsorship Fee of \$150.00, in addition to the \$30 Driver's Ed Certificate fees. We will then arrange Road Test and we will notify you of your road test date and time.

If you are paying by check, please submit a check for \$180, of this cost \$30.00 covers the Driver's Ed Completion certification and Road Test Sponsorship Fee of (\$150). Payable to DrivInstruct Academy

Road Test Policy

Please be aware and understand that scheduling an Alternative-Hours Road Test means that you are committing to the booked date that **cannot** be cancelled. Once scheduled no changes can be made!

The 72-Hour Cancellation rule does not apply to Alternative-Hours Road Tests.

If you cannot make the road test after it has been scheduled, you will be considered a **"No-Show"** and you will incur a non-refundable \$35.00 road test fee, by the RMV and you will forfeit the road test sponsorship fees that you paid to the DrivInstruct Driving Academy. In addition, the RMV will prohibit you from scheduling another road test for **14 days**.

Sponsorship fees are non-refundable and no free retest will be issued.