

Needham Driving School's Policies and Procedures

Teen Driver Education Behind-The-Wheel:

1. Students must have a valid MA learners' permit and have it present during the drive lesson(s).
2. Cancellations must be made more than 24 hours in advance of the scheduled drive lesson by the student/parent/guardian.
3. Needham Driving School has a \$50 late cancellations/no-show policy to cover the costs associated with your missed lesson.

Cancellation Policies for Behind the Wheel Lessons

24 hour notice is required for cancellation for all behind the wheel lessons. Cancellations can be made via our website www.needhamdrivingschool.com. If 24 hour notice is not given for behind the wheel instruction there is a \$50.00 charge or forfeit of the lesson. Students who are more than 10 minutes late for driving instruction will forfeit their lesson or be subject to the \$50.00 fee. If a student does not appear for a scheduled lesson or does not have their permit/glasses/contacts the \$50.00 charge or forfeit of the lesson applies. No student will be issued a Certificate of Completion who has an outstanding balance

4. Needham Driving School is not responsible for any lost, stolen or damaged property while in the classroom or vehicles of the school.

***Fees paid to the MA DOT (RMV)**

Permit \$30 – This will be paid to the RMV the day of the permit exam.

License Fee \$85 – This fee can be paid the day of the permit test (recommended) or any time after the permit has been issued by calling 857-368-8000. This fee must be paid before students receive a license.

Driver Ed Certificate \$15 – This will be paid when all components of driver education are complete. This check should be turned in to our office and made payable to MADOT after all components of the course have been completed. Students under 18 will not be able to schedule a road test until the certificate has been issued.

Refund Policies

You are entitled to a full refund on any of our services before instruction is given (minus a \$50 administrative fee) A written request for a refund is required 1 week prior to any scheduled service. Needham Driving School will issue a refund within 30 days of the request. You will not be eligible for a full refund or partial refund once any instruction on any package has been received. (All services must be completed within 1 year of enrollment. After one year money is not refundable and services will be forfeited.)

There are several steps drivers under the age of eighteen must take in order to obtain a Massachusetts license. They must complete Drivers' Education, be issued a Drivers' Education Certificate, and hold a permit for six months with a clean driving record. Finally, they must pass a road test performed by a Massachusetts registry official.

Accelerated Classroom Course rules and restrictions

- 1) Students can make up classes via our flexible schedule that runs September – May but they must sign up to reserve a spot. Students cannot make up classes in another accelerated course.**
- 2) Students enrolling in any accelerated course should be able to attend all 5 days of the class.**
- 3) Refunds are available 1 week prior to the course start date. There is a no refund policy with cancelations made with less than 1 weeks' notice.**

Flexible Classroom Rules and Restrictions

- 1) The flexible Schedule runs September-May only. There will be no opportunity for make up (missed) classes during June, July and August.**
- 2) Students signing up for the flexible schedule cannot attend accelerated courses for make-up classes.**
- 3) Students must sign up for any classes in the flexible schedule outside of the session they signed up for. Please note students should choose the session that works best with their schedule with the intention of attending all of the classes in the session they signed up for. Each session has classes 1-15 in order. If you miss a class you can make it up via any other flexible class offered with the same lesson number. You must sign up for make- up classes by emailing paul@needhamdrivingschool.com Seats are limited and classes will fill to capacity.**

Students can begin their behind-the-wheel instruction once they have a Massachusetts Learners Permit. A valid permit number must be on file with Needham Driving School and all balances must be paid in full prior to scheduling any behind-the-wheel instruction. Students are also advised to have 5 to 10 hours of driving experience with a parent or guardian before taking behind-the-wheel lessons at Needham Driving School.

Driving hours can be scheduled by visiting needhamdrivingschool.com 24 hours a day. Students should expect that the earliest appointment available will be **at least** 2-3 weeks away. At Needham Driving School behind the wheel instruction is available 7 days a week. It is important to plan ahead when deciding to schedule your lessons. It is also important to remember students must hold a permit for 6 months prior to taking their road test. With this in mind we recommend that the behind the wheel lessons are spaced out over a 5- 6 month period leading up to the road test. The idea is that students will take what they have learned with our instructors and then practice their driving at home. Students will also be limited to 1 driving session per five days. The first 6 lessons will be scheduled in 2 hour blocks, 1 driving hour and 1 observation hour. The remaining 6 driving hours will be scheduled as 1 hour driving lessons. Again, the idea is that students will take what they have learned with our instructors and then practice their driving at home. The best way to promote safe driving habits is to space out the lessons over the course of the 6 month period in which students have their permits. The 12 hours of on road instruction at the driving school is designed to promote safe driving habits and help students with troubled areas of their driving. We will also insure that they have not picked up any experienced driver habits (aka bad habits). The majority of their learning experience should be completed outside of the driving school. The state recommends 40 hours of driving time to be completed at home. It is our opinion that most drivers need at least 100 hours of on road experience prior to obtaining a license to really be considered ready.