

**WE AGREE TO THE FOLLOWING SCHOOL POLICIES OF STREET SMARTS OF MARYLAND, INC.:**

- Student shall not be considered registered for the course until the registration fee has been received and paid in full. Payment is due no later than Day 1 of classroom instruction.
- A \$ 30.00 fee will be charged for any check that is returned by a bank.

**CLASSROOM & BEHIND THE WHEEL REFUND POLICY:** Street Smarts will issue a full refund if a request is received via email prior to the first day a class.

- Should the student withdrawals from our session prior to the conclusion of that session, a refund will be pro-rated as follows:  
Classroom hours will be refunded at a rate of \$8.00 per hour, Behind the Wheel hours will be refunded at a rate of \$20.00 per hour.

**BEHAVIOR:** Per COMAR regulations, any student that demonstrates disruptive behavior or who interferes with the classroom environment or learning process will be dealt with in the following manner:

- FIRST OFFENSE:** Verbal warning to the student
- SECOND OFFENSE:** Consultation with the student and parent
- THIRD OFFENSE:** Student will be removed from the class without a refund.

**INCLEMENT WEATHER POLICY:** Street Smarts of Maryland will follow the Public School System's Policies regarding inclement weather as follows:

- School Closed/Early Dismissal:** No Driver Education classes will be held.
- Afternoon Activities Cancelled:** No Driver Education classes will be held.
- Late Arrival:** Classes will be conducted as scheduled.

**BEHIND THE WHEEL POLICY:** Street Smarts will provide Behind the Wheel lessons after the 30 hours of classroom instructions have been completed and the requirements have been met as stated in the Behind the Wheel Policy. **To ensure the safety of our instructors and others on the road, we make absolutely no exceptions to this policy regardless of your age, experience, or if you already have a test date scheduled at MVA.**

- The student is notified that the Motor Vehicle Administration requires that a minimum of six (6) hours of behind the wheel instruction shall be completed within eighteen (18) weeks from the date of a student's first in-car session. Those students who do not complete the course within the required eighteen (18) week period may be removed from the program with a pro-rated refund issued for any BTW lessons not yet completed. Street Smarts of Maryland will ensure that an instructor is available in order to facilitate the completion of a student's behind the wheel lessons within the specified time period.
- **CANCELATIONS:** All scheduled Behind the Wheel lessons must be cancelled with at least 24 hours' notice. A student/parent must call their assigned BTW instructor via telephone to cancel any lesson(s). Due to possible delays in receiving electronic messages, cancellation notices sent via email or text will not be accepted as sufficient notice. Any cancellations which do not fall within these guidelines will result in a \$75.00 fee and there are **NO EXCEPTIONS** to this policy! A student's Behind the Wheel lessons shall not resume until this fee has been paid in full.
- Street Smarts reserve the right to cancel any classroom or in-car session due to circumstances outside their control (i.e. inclement weather, school closings, etc).

**RECORDS RETENTION POLICY:** The student must complete the 6 hours of the behind the wheel lessons within one (1) year from the date he/she completed the classroom portion of Driver's Education. If the student does not complete the lessons within the time frame, he/she will be deactivated from our system. There will be a reactivation fee of \$150.00 and the student must retake the final exam. Per MVA regulations, student records will be maintained at our corporate office for a period of three (3) years. After this three (3) year period, student records shall either become destroyed or electronically archived at the discretion of the company. Any student requiring reactivation of their archived records after the mandatory three (3) year retention period will be charged an account reactivation fee of \$225.00. All archived records will be destroyed after five (5) years.

## ***BEHIND THE WHEEL POLICIES***

**Behind the Wheel Instruction (BTW):** A student must hold a valid Learner's Permit and have completed 30 hours of classroom instructions in order to begin their BTW lessons. Also, each student must acquire at least 5 hours of on-the-road practice with a parent or mentor instructor before they may be assigned to an instructor. Each lesson will last two hours and all students will be required to complete a minimum of three (3) lessons, totaling 6 hours. Students must have their learner's permit in their possession during each driving lesson.

**Refund Policy:** Per MVA guidelines, the six (6) hours of Behind the Wheel instruction are to be completed within 18 weeks from the day the student was assigned an instructor. *The philosophy behind this requirement is to ensure that the behind the wheel lessons are completed while the theories and concepts taught within the classroom are still fresh in the student's mind.* Students should expect to complete a minimum of one (1) behind the wheel lesson a month. All students must be assigned to an instructor within one year of their completed classroom instruction. Students may be removed from our program with a prorated refund of \$20 per BTW/hour if either requirement has not been met.

- Students who currently hold a valid permit, have completed 30 hours of classroom instruction and have logged 5+ hours with a parent/mentor will be assigned to a BTW instructor and will receive an email with the contact information of the instructor within one (1) week of the conclusion of their classroom instruction. Should a student not hear from an instructor within one week, please email our office.
- Students who hold a valid permit, have logged 5+ hours with a parent/mentor but have not yet completed their 30 hours of classroom instruction will be assigned to an instructor once all make-up classes have been completed. Once assigned to an instructor, the student will have 18 weeks to complete their in-car lessons. Should a student not hear from an instructor within one week, please email our office.
- Students who hold a valid permit, have completed 30 hours of classroom instruction but have **not** logged five (5) hours of practice driving with a parent/mentor instructor; please email our office once this requirement has been met. You will be assigned to a BTW instructor within one (1) business day and the student will have 18 weeks to complete their lessons. Should a student not hear from an instructor within one week, please email our office.
- Students who do not have a permit by the end of their classroom session will be required to obtain a permit, acquire a minimum of 5 hours of practice driving with a parent/mentor instructor and the student must initiate their first BTW lesson within one year from the end of their classroom instruction. Once an instructor has been assigned, the student will have 18 weeks to complete their lessons. Should a student not hear from an instructor within one week, please email our office.

**It shall be the responsibility of the both the parent(s) and student to be aware of and complete the required drive time hours within the above specified time frames. Street Smarts reserve the right to cancel any BTW lessons for reasons beyond their control. Street Smarts cannot guarantee any completion date within the student's eighteen (18) week period of instruction. A student may be removed from our program if all the above requirements are not met.**

**BTW Cancellation Policy – No Exceptions!** All scheduled Behind the Wheel lessons must be cancelled with at least 24 hours' notice. A student/parent must call their assigned BTW instructor via telephone to cancel any lesson(s). Due to possible delays in receiving electronic messages, cancellation notices sent via email or text will not be accepted as sufficient notice. Any cancellations which do not fall within these guidelines will result in a \$75.00 fee and there are **NO EXCEPTIONS** to this policy! A student's Behind the Wheel lessons shall not resume until this fee has been paid in full.

