

# **a-Adams School of Driving**

## **Policies and Procedures**

### **Driver Education Behind-The-Wheel:**

1. Students must have a valid 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. All cancellations will only be accepted by calling our office 847.965.6565 and speaking to a phone counselor. Text or email cancellations will not be allowed.
3. a-Adams School of Driving has a \$65 late cancellations and a \$65 no-show policy to cover the costs associated with your missed lesson.

Arriving without a valid (State) learner's permit or driver's license, being impaired for any reason (lack of sleep, intoxication, medication, etc.), or wearing footwear which may impair the ability to safely operate the vehicle, the lesson will be cancelled and considered a no-show, therefore a no-show fee will be applied.

### **Lost or Damaged Textbooks**

Tuition does not cover lost or damaged textbooks. Certification will be withheld pending payment of replacement cost.

### **Certificate of Completion**

In order to be eligible to receive a certificate you must complete the following:

- 30 hours of classroom attendance
- 6 hours of driving and 6 hours of in-vehicle observation OR 8 hours of private in car training completed.
- All 4 forms signed by necessary parties and returned to Adams
- Billing account current

### **Refund Policy**

*Any student who pays in advance and requests a refund, will receive a refund for those lessons not yet taken (or scheduled within the next 48 hours) less a \$50.00 administrative processing fee. This refund will be based on the normal hourly rate, and not on any discounted or coupon rate. To receive the refund all no show fees or late cancellation fees must be paid. Refunds are issued within 7-10 business days from the date of approved refund.*

*If the account has no activity (scheduled driving or classes) for a period in excess of 6 months from the last day of class, then a \$50.00 reactivation fee will be charged prior to scheduling drive lessons, training, or classes. Every effort will be taken to insure all instruction will be offered during this time limit.*