

## Shane's Driving School, LLC

### Rules, Regulations, and Classroom/Driving Policies

I, \_\_\_\_\_, agree to read, or have read to me, and will follow the rules and policies of Shane's Driving School, LLC. I understand that failure to comply with these rules and policies may result in my dismissal from the program. **Shane's Driving School's goal is for you to have an understanding of the laws and a good safe attitude and to be able to put the two together in the driving environment.**

#### Rules and Regulations

1. Students must successfully complete 30 hours of classroom instruction and 6 hours of behind the wheel instruction. Students must pass the final exam and the final behind the wheel lesson with an 80% or better. Failure to accomplish this may result in you having to repeat the classroom/behind the wheel portion of the program for an additional fee.
2. **Students are to be in the room and seated when roll call is taken. Anyone arriving more than 15 minutes late or habitually late will not be given credit for that session unless you call and notify us about being late. ANY TIME MISSED MUST BE MADE UP. NO UNIT TEST OR FINAL EXAM WILL BE ADMINISTERED UNTIL TIME HAS BEEN MADE UP.**
3. You will be allowed to miss up to four (4) units, but you will have to make up the unit that was missed during the next Driver Ed session on the appropriate day if space is available. Missing more than 12 hours of instruction (4 units) will result in you being removed from the Program with no refund (unless special accommodations were arranged). **MISSING CLASSES WILL DELAY YOUR COMPLETION OF THE COURSE.** Reasonable accommodations will be made for students with learning disabilities. **You may not take the Final Exam until you have completed all units.**
4. Show respect for you instructor(s), fellow classmates, and ALL employees of Shane's Driving School. Failure to be respectful will result in dismissal from Shane's Driving School with NO REFUND.
5. **NO CELL PHONES, NO TEXTING, NO HEADPHONES, NO SMOKING OR VAPING** during class time or driving. Use of any of these during instruction will result in immediate termination of that session.
6. **If you fall asleep during class, you will not receive credit for that session and will have to make it up.**
7. ANYONE that leaves the class before dismissal (unless signed out by a parent/guardian) or is asked to leave for disciplinary reasons will be dismissed from the program with **NO REFUND**.

#### Behavior

1. Students are expected to act in a mature and appropriate manner at all locations of instruction including but not limited to: classroom, office, parking lot, and during behind the wheel instruction. We cannot list all the rules of behavior, other than to say students are to be mature and act appropriately. Failure to do so may result in discipline, including dismissal from the program with **NO REFUND**. We have sole discretion to determine what is appropriate behavior.
2. Damage of books, chairs, tables, and other property owned by Shane's Driving School, LLC or by the branch locations providers is the direct responsibility of the student and/or the student's parents/guardians. Failure to pay or replace items damaged will result in dismissal with **NO REFUND**.

#### Payments and Refunds

If a student has verified financial hardships we will work with the student on payments. **However, we will NOT schedule/complete driving until payment has been paid in full and all required paperwork is on file. The class you originally signed up for may be switched to another class date. A deposit of \$100 is required to hold the student's seat for the class. \$150 is due the first day of the class and \$150 is due by the sixth day of the class. If you are unable to pay the remaining \$300 while in class, then \$200 must be paid by the last day of the class. THE BALANCE MUST BE PAID IN FULL WITHIN 6 MONTHS (no refund if not paid in full within 6 months). Returned check charge of \$25.**

If you withdraw from the driver education program prior to the completion of the class, you are entitled to a prorated refund according to the following schedules:

**Schedule 1: Withdrawal prior to the start of class: 80% of fees paid (ONLY exception is if the Driving School cancels the class)**

**Schedule 2: Withdrawal before completing 30 hours of Classroom Instruction and 6 hours of Behind the Wheel Instruction**

The refund will be based on the individual course fees, and we will deduct what you completed from the amount you paid and we will deduct \$35 for materials and postage.

**Classroom: \$200**

**Prorated Hourly: \$6.67/hour**

Example 1: Paid \$400 & completed 21-hour class NO BTW  
\$400 (what was paid)  
-140.07 (21 hours class x \$6.67)  
- 35.00 (materials/postage)  
\$224.93 (refund)

**Behind the Wheel: \$300**

**Prorated Hourly: \$50.00/hour**

Example 2: Paid \$400 & completed 30 hours class & 2 hours BTW  
\$400 (what was paid)  
-200(cost of class)  
-35 (materials/postage)  
-100 (\$50 x 2 hours BTW)  
\$65 (refund)

If requesting a refund, you must fill out a REFUND REQUEST form and we will send the refund (check) out certified mail within 15 days of receiving the form. The forms are available in the office or on our website under "Other Forms." In addition to any monetary refund, students will receive documentation of any training that was completed on the appropriate forms.

**ANY STUDENT DISMISSED FROM CLASS IS NOT ENTITLED TO ANY REFUND**

#### FEES

DRIVER EDUCATION—Complete Course (30 hours Classroom Instruction & 6 hours Behind the Wheel Instruction)-----	\$400
CLASSROOM INSTRUCTION ONLY----(30 Hours)-----	\$200
BEHIND THE WHEEL INSTRUCTION ONLY----(6 Hours)-----	\$300
TUTORIAL/REMEDIAL/EXTRA DRIVING HOURS-----NOT AVAILABLE UNTIL FURTHER NOTICE-----	\$75 PER HOUR
NO SHOW FEE/CANCELLATION/FORGOT PERMIT-----	\$75
FINAL EXAM RETEST-----	FREE
WORKBOOK-----1 <sup>ST</sup> WORKBOOK IS FREE, ADDITIONAL WORKBOOKS-----	\$3

Effective 6/11/2022

SCHEDULE2DRIVE ACCOUNT-----1<sup>ST</sup> ACCOUNT FREE (ONLY NEED 1 ACCOUNT) -----ADDITIONAL ACCOUNTS-----\$6  
MATERIALS/POSTAGE-----\$35  
COPIES-----\$1 a page

### Behind the Wheel Instruction

You **MUST** have a **VALID PERMIT**, your **BALANCE PAID IN FULL**, and **ALL REQUIRED PAPERWORK IS TURNED IN (Bill of Rights, Rules and Regulations, and a copy of the Permit or Birth Certificate on file)** to do the behind the wheel portion of the course. Not having a permit by the end of the class will cause a delay in the completion of the course. **NOT POSSESSING A LEARNER'S PERMIT AT THE TIME OF THE CLASS CONSTITUTES A WAIVER OF THE TIME REQUIREMENT SET BY COMAR (18 Weeks from 1<sup>st</sup> day of class).** IF PAYMENT IS NOT PAID IN FULL BY THE END OF THE 30 HOURS OF CLASSROOM INSTRUCTION IT CONSTITUTES A WAIVER OF THE TIME REQUIREMENT SET BY COMAR. We reserve the right to rearrange schedules as needed. Summer sessions and those following summer are extremely busy and delays in driving may occur.

### Driving Appointments and Cancellations

1. To schedule an appointment you will need to register for an account on Schedule2Drive (refer to the Getting Started Guide you will receive during Orientation). **YOU MUST HAVE A VALID PERMIT**
2. Your account will not be activated until **ALL** fees are paid and **ALL REQUIRED PAPERWORK IS TURNED IN (Bill of Rights, Rules and Regulations, and a copy of the Permit or Birth Certificate on File)**. If you pay by check, your account will be activated once the check clears the bank.
3. To schedule appointments refer to the Student Reference Guide from Schedule2Drive (handout given during Orientation)
4. If the student is unable to keep a scheduled driving appointment it is the student and/or parent's/guardian's responsibility to cancel within 24 hours of the appointment. (Refer to the Student Reference Guide)
5. If a student fails to cancel within the required 24-hour notice or is not available when the instructor arrives at the address on schedule2drive, or the student forgets their permit you will be charged a \$75 fee, which must be paid prior to any future driving appointments, and you will lose any future driving appointments. **ONLY EXCEPTIONS:** Sudden death in the family or illness. If you are questioning the time frame call or text Shane or Dawn.
6. After you have completed your six (6) hours of behind the wheel training allow three (3) business days for the electronic certificate to process through the MVA.
7. **DO NOT SCHEDULE MVA SKILLS TEST UNTIL DRIVER EDUCATION IS COMPLETED!!! IF YOU DO SIGN UP FOR YOUR MVA SKILLS TEST BEFORE COMPLETING DRIVER EDUCATION YOU WILL BE REMOVED FROM THE PROGRAM WITH NO REFUND.**
8. If you have any problems using Schedule2Drive call 443-786-9095 or 443-786-2992. **YOU ONLY NEED ONE ACCOUNT. 1<sup>ST</sup> ACCOUNT IS FREE. IF YOU SET UP ADDITIONAL ACCOUNTS YOU WILL BE CHARGED \$6 FOR EACH ADDITIONAL ACCOUNT.**

### Cancellations and Postponements

If we need to cancel a class due to weather or illness, we will call the phone numbers listed on the application, MVA forms, send an email, post it on Facebook, and post it on the home page of our website, shanesdrivingschool.net or shanesdrivingschool.com.

If we need to postpone a class, we will roll you over to the next class or you may request a refund according to our policy.

### Concerns or Complaints

The MVA requires the student and/or parent/guardian to first contact the instructor with any concerns, questions, or complaints. Procedure for filing a complaint or concern is:

1. Contact the Instructor: Denise Cumberland (contact the office, 443-786-9095), Austin Dickinson (contact the office, 443-786-9095), Dawn Dickinson (443-786-2992), or Shane Dickinson, owner/instructor (443-786-3528). You may contact the office (443-786-9095) and they will notify the instructor.
2. If still not rectified: Contact the Owner, Shane Dickinson (443-786-3528) or contact the office and they will notify Shane.
3. If still not rectified: Contact MVA (410-424-3749) Email: [driveredu@mdot.state.md.us](mailto:driveredu@mdot.state.md.us)  
Mail Complaints to: Motor Vehicle Administration  
Driver Education Section, Room 207  
6601 Ritchie Highway N.E.  
Glen Burnie, MD 21061

Shane's Driving School's classroom and behind the wheel sessions will provide the student with a quality education and training and meet all the requirements as stated in the MVA curriculum. There is no guarantee that upon completion of the course the student will be a good driver.

**PRODUCING GOOD CAPABLE DRIVERS IS A JOINT EFFORT MADE BY THE STUDENT, PARENT/GUARDIAN, AND THE SCHOOL.** The MVA curriculum is designed to teach the basics to the new driver. The MVA requires 60 hours of additional driving skills practice to be completed with a qualified supervised driver (someone 21 or older and has had a license for at least 3 years).

If there are any medical, physical, or other conditions that would affect your ability to operate a motor vehicle safely you **MUST** submit a written explanation to the school with this form. If you have any questions or concerns, please call the office (443-786-9095). Thank you for your business and cooperation.

**BUCKLE UP, STAY ALERT, AND DRIVE SAFELY!**

Please sign below acknowledging that you have read and understand the information above. Please return with application.

STUDENT SIGNATURE: \_\_\_\_\_ DATE: \_\_\_\_\_

PARENT/GUARDIAN SIGNATURE: \_\_\_\_\_ DATE: \_\_\_\_\_

DRIVING SCHOOL OFFICIAL: \_\_\_\_\_ DATE: \_\_\_\_\_