



Drive2Go Driving School – Student Policies

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Attendance & Absence of Classroom & Behind the wheel

Students must attend all required classes and driving lessons. If a student is absent for more than 10 classroom hours during the course OR for three consecutive days, their enrollment may be terminated. If terminated for excessive absence, the unused portion of prepaid tuition will be refunded in accordance with the school's refund policy. If the student wishes to re-enroll, they must pay the new course fee. A \$35 no-show fee will be charged for any behind-the-wheel lesson cancellation without at least 24 hours' advance notice.

Program Completion Policy

The duration of this contract is six months. If the student is unable to complete the entire program within this time frame, a \$50 fee will be required

to extend the contract for an additional six months. It is the responsibility of both the parent and student to schedule all necessary appointments and complete the program within the original six-month period. A fee of \$100 will be charged if a student de-faces or damage any school property (Desk, Tables, Textbooks, Vehicle etc.)

1. Code of Conduct

Respect is mandatory. Any harassment, threats, profanity, yelling, or physical aggression will result in warnings or possible dismissal from the program.

Drug or alcohol use or bringing a weapon/firearm will result in immediate termination of enrollment.

In all cases of termination, the unused portion of tuition will be refunded in accordance with the school's refund policy.

2. Dress Code & Behavior

- Wear comfortable, safe clothing. No open-toed shoes or flip-flops during driving lessons.
- Maintain respectful behavior toward instructors and peers.
- Disruptive or unsafe conduct may lead to removal from class or lessons.

3. Parental Involvement & Supervision

Parents/guardians of teen students (15–17) must supervise 30 hours of at-home practice and ensure all legal requirements are met, including the learner's permit.

This flexible approach ensures all students receive the instruction and support necessary to meet state requirements.

4. Health & Safety

- Notify the school of any medical conditions or medications that could affect driving or learning.
- Students must disclose any violations or suspensions prior to enrollment.
- Safety rules must be followed. All vehicles are equipped with dual controls.

5. Use of Vehicles

- Instruction is provided only in school-approved vehicles.
- No personal vehicle use unless specifically authorized.
- Any damage due to student negligence may result in additional charges.

6. Testing & Certification

- All required written and road tests must be passed for course completion.
- Completion certificates are issued for DPS use.
- Incomplete course requirements may delay or void certification.

7. Payments & Refunds

Full payment is required before the first lesson.

Full refund if canceled within 72 hours of enrollment and before any instruction begins.

A maximum \$50 administrative fee applies to any refund issued after the 72-hour cancellation period.

If instruction has begun, refunds will be prorated based on the number of hours completed versus total hours purchased, at the rate of \$62.50 per behind-the-wheel hour and the appropriate hourly rate for classroom instruction.

If Drive2Go terminates a student's enrollment, the unused portion of tuition will be refunded.

Refunds are processed within 30 days of the cancellation request.

8. Lesson Rescheduling & Late Cancellations

Cancellations or rescheduling made less than 24 business hours before a scheduled session (driving or test) incur a \$35 fee.

Phone calls are the only valid method to cancel; texts, emails, or voicemails are not accepted.

9. Certificate Reissue Fee

If a student loses their course completion certificate, a \$25 reissue fee will apply.

10. Observation Hours Policy

Drive2Go complies with TDLR requirements stating that all students in the instructor-led program must complete 7 hours of in-vehicle observation.

This is typically achieved by observing another student's driving lesson. In some cases, students may receive one-on-one instruction based on availability.

Both formats are valid and compliant.

11. Discontinued Courses

If Drive2Go must cancel a course due to low enrollment or other reasons, students will be offered:

- A future session or

- A refund

12. Safety Equipment

Vehicles are equipped with dual controls and safety equipment.
Students must follow instructor directions and all safety procedures.

13. Attendance Requirements

Students must attend all required classes and driving lessons.
Missed hours must be made up before completion.
Habitual tardiness may result in removal from the course.

14. Make-Up Lessons

Students must schedule make-up sessions for any missed instruction.
Additional fees may apply.

15. Lesson Length

Each driving lesson is 60 minutes:

- 55 minutes driving
- Up to 5 minutes for breaks

Complies with TDLR regulations.

16. Transportation & Pick-Up

Parents/guardians are responsible for arranging transportation after class.

Instructors are not responsible for students once class ends.

17. Communication & Contact

It is the student's responsibility to keep contact info up-to-date.
School will use phone and email for schedule updates and emergencies.

18. Disciplinary Actions

Any behavior violating school rules may result in suspension or removal.
Refunds will be prorated based on hours completed.

19. Grievance or Complaint Policy

If a student has a concern, they may submit it in writing to management.
If not resolved in 10 business days, contact TDLR at www.tdlr.texas.gov
or 1-800-803-9202.

20. Vision Correction Requirement

All students must wear their contact lenses or glasses while driving if they have an "A" restriction on their permit or driver's license.

21. Freeway Driving

The Texas Department of Public Safety does not require freeway driving as part of driver training.

The instructor will determine if a student is ready and it is safe to include freeway driving in their lesson plan.

22. Non-Refundable Test Fee

The road test fee is non-refundable, regardless of whether the student passes or fails the test.

23. No Guarantee of Passing

Drive2Go Driving School does not guarantee that any student will pass the road test.

The test is conducted according to Texas DPS standards, and results are based solely on the student's performance.

24. Re-Test Policy

If a student fails the road test, they may schedule a re-test for an additional fee.

Students are encouraged to take additional driving lessons to strengthen their skills before re-taking the test.

25. Parental or Guardian Conduct

The road test result may be a pass or fail, and we ask that all parents/guardians respect and accept the examiner's decision.

Courteous and respectful communication with instructors and staff is expected at all times to ensure a positive and professional environment.

26. Eligibility & Documentation

Students must bring a valid learner's permit, proof of driver education completion, and any required documents on the day of the test.

Failure to provide proper documentation or arriving late will result in rescheduling with an additional fee.

27. Non-Refundable Vehicle Usage Fee for Road Test

If a student reserves a Drive2Go Driving School vehicle for their DPS road test and later decides not to use it on the scheduled test day, the vehicle usage fee is non-refundable.

Student & Parent/Guardian Acknowledgment of Policies

READ ENTIRE CONTRACT BEFORE SIGNING

I, the undersigned student, have received and reviewed a copy of Drive2Go Driving School's policies.

I understand that these policies, along with all applicable Texas Department of Licensing and Regulation (TDLR) and Texas Department of Public Safety (DPS) rules, govern my participation in the course.

I agree to follow all school rules, policies, and procedures.

I understand that failure to comply may result in disciplinary action, up to and including termination from the program.

I acknowledge that I have been informed of the school's tuition, fees, refund policy, attendance requirements, and code of conduct.

I agree to these terms. You must be 18 years or older to enter into this agreement.

If you are signing this contract for a minor in your care, you are accepting the terms of this contract for both yourself and the student. Please sign below to accept all terms of this contract and summary of charges.

