



Customer Policies / Illinois

Your enrollment in Top Driver constitutes your agreement to these policies. PLEASE READ THEM CAREFULLY.

PAYMENT

Top Driver accepts checks or credit cards (VISA, MasterCard, American Express, or Discover). A \$25 fee will be charged for all returned checks. A minimum \$100 non-refundable deposit is required to enroll in the Silver or Gold programs. Payment in full is required no later than the first scheduled day of class. Failure to pay in full by the first scheduled day of class will result in a \$25 late fee added to the remaining balance. Payment in full is also required to schedule in-vehicle training. Full payment is required to enroll in all other programs.

Top Driver will not refund any fee, tuition, or charge or any part thereof should we be willing and able to fulfill our part of the agreement. Top Driver will not refund \$100 of the payment under any circumstances.

CLASSROOM TRAINING

Students must be 15 years of age by the last class session to enroll in a class.* Students must attend 30 hours of classroom training.* Students may miss up to four (4) classroom sessions but any missed classes must be made up.* Call 800.374.8373 to register for makeup times/locations. If a student misses more than four classroom sessions then the student is considered "dropped" and must re-enroll and retake the entire course from the beginning.*

Classroom rules are posted in each Education Center and on our web site. Parents will be notified the first time a student fails to follow these rules. Subsequent violations may lead to expulsion, which will result in forfeiture of all amounts paid to date and cancellation of the student's learner's permit.

A minimum grade of 70% on the test during the last class is required to satisfactorily pass the classroom phase*. Students not achieving this grade must pay a reinstatement fee and repeat the classroom training.

IN-VEHICLE TRAINING

Students may schedule in-vehicle lessons **on or after their first scheduled class session once they have their learner's permit and have paid in full.** Lessons are scheduled on a first-come, first-served basis.

A 24-hour notice is required to reschedule or cancel an in-vehicle lesson. A \$40 rescheduling fee will be charged if we do not receive appropriate notice. If a student is not present after 10 minutes from the scheduled start time, this constitutes a "no show" and will be subject to a \$40 rescheduling fee. All students must have their driving permit with them for all in-vehicle lessons.* Students arriving for an in-vehicle lesson without their permit will result in a cancelled lesson and a rescheduling fee.

All in-vehicle training must be completed by the "Training Date". For classes that meet one day per week (e.g. Sunday only), the Training Date is the later of the last scheduled classroom session or 60 days from the student's 15th birthday. For classes that meet more than one day per week, the Training Date is 90 days from the last scheduled classroom session. **In-vehicle training scheduled after the Training Date will be subject to an additional \$150 fee.**

In order to allow time for the student to practice key skills, Top Driver requires at least three days between in-vehicle sessions. Unless designated otherwise on Top Driver Signals customer web site, all in-vehicle training starts and ends at the Top Driver Education Center.

Students must wear glasses or contacts during in-vehicle lessons if they are required. Students are required to wear closed-toe shoes (no flip flops) during lessons for safety reasons.

A student may be driving in the vehicle with the instructor by him/herself, or there may be up to two other students in the vehicle.

GENERAL

Parents bear the responsibility for the timely drop off and pick up of students for class and in-vehicle lessons at the pickup and drop-off locations designated in Top Driver Signals. Top Driver instructors are not responsible to stay with students before or after class or in-vehicle lessons. Students are not permitted to remain in the classroom after class without instructor supervision.

This document shall constitute the entire contract between Top Driver and the student and no verbal assurances or promises not contained herein shall bind Top Driver or the student. All disputes should be directed to the Secretary of State's Office.

* State of Illinois law