



Customer Policies - Michigan

_____ Student Class Number			_____ Classroom Location		
_____ Class Start Date		_____ Class Time		_____ Program (e.g. Segment 1, Segment 2)	
_____ Student Name: Last		_____ First		_____ Date of Birth	
		_____ MI			
_____ Address			_____ City		_____ Zip
_____ Home Phone			_____ Work Phone (Parent or Guardian)		
_____ Parent's Name			_____ Home Phone (Parent)		
_____ Address			_____ City		_____ Zip

For Segment 1, Top Driver will provide a minimum of 24 hours of classroom instruction, 6 hours of in-vehicle instruction, and 4 hours of in-vehicle observation for a fee of \$_____.

For Segment 2, Top Driver will provide 6 hours of classroom instruction for a fee of \$_____.

Additional in-vehicle training available for a fee of \$_____/hour.

This form must be signed by a parent or guardian and brought to the student's first class. We recommend that you retain a copy for your reference.

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 an additional \$25 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 INSTRUCTION

A student must be at least 14 years and 8 months to begin in Segment 1 of a driver education course.* Segment 1 classroom instruction will be a minimum of 3 weeks in length. To attend Segment 2 driver education, a student must have completed at least 30 hours of driving including at least two (2) hours of night driving and at least 90 days must pass from the day the student obtains their Level 1 License. The student must attend all 24 hours of Segment 1 and/or all 6 hours of Segment 2 classroom instruction.*

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.

For both Segment 1 and Segment 2, a state test will be given on the last day of class. Students must achieve a minimum score of 70% to satisfactorily pass each Segment.*



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IN-VEHICLE TRAINING

A student can only begin in-vehicle training once they have paid in full and received a minimum of 4 hours of classroom instruction. All lessons are scheduled on a first-come, first-served basis. All in-vehicle training must be completed no later than 3 weeks after the classroom instruction has been completed.* Top Driver will conduct in-vehicle training in a dual-controlled automobile, fully insured, covering each student enrolled in the program.

A 24-hour notice is required to reschedule or cancel an in-vehicle lesson. A \$35 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 \$35 rescheduling 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 driver without observing students may be in the vehicle with the instructor or a student driver and up to two observing students may be in the vehicle with the instructor.

GENERAL

Top Driver is required to be licensed by the Michigan Department of State, Driver Training Schools Program. If you have a complaint which you cannot settle with Top Driver, write Michigan Department of State, Driver Programs Division, Lansing MI 48918.

Completion of driver education instruction does not guarantee qualification for a driver license.

Top Driver Michigan Office Hours:

- Monday – Thursday: 9:00 AM – 7:00 PM
- Friday: 9:00 AM – 6:00 PM
- Saturday: 9:00 AM – 2:00 PM

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

* State of Michigan law

I AGREE TO THE TERMS OF THIS DOCUMENT:

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Provider Certificate Number: P000340		
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