



## TERMS OF SERVICE

### Age Requirements

- **15 years, 9 months old:** Student can begin Classroom Instruction.
- **16 years:** Student can obtain a Learner's Permit to begin Behind-the-Wheel Instruction.
- **16 ½ or 184 days from Permit Issue Date:** Student is eligible to take a Road Test, if they have been issued their Driver Education Certificate of Completion.
- **18 years:** Student is eligible to take a Road Test without a Driver Education Certificate of Completion.

### The Driver Education Course\*

*This package qualifies for the Massachusetts Driver Education Certificate of Completion*

- **30 Hours of Classroom Instruction:** This prepares the student to learn the Rules of the Road and to meet the challenges of driving safely and effectively in today's environment.
- **12 Hours of Behind-the-Wheel Instruction:** This driving instruction brings the classroom concepts to life. Students learn the basic mechanics of how to drive an automobile safely and confidently. It is important for a student to start their driving lessons as soon as possible so they can finish prior to their eligibility date.
- **6 Hours of Observation Instruction:** Observation provides a format for students to learn from another driver's experiences.
- **2 Hour Parent Orientation Class:** This class is required to be completed by a parent or guardian before a student can begin their driving hours. This required class educates about the content of the Driver Education Curriculum, the Junior Operator Law (JOL) and driving skills and behaviors their teen will learn. Coaching and mentoring safe and skilled drivers will be strongly encouraged.
  - Registration is mandatory and seats are limited. A 24-hour notice is required to cancel or reschedule to another date. If less than a 24-hour notice is received, your Parent Class fee will not be refunded or transferred to another class.
  - If you attended a Parent Class within the past 5 years, you do not need to attend again; however, your Parent Class Certificate will need to be emailed to [contact@csdriving.com](mailto:contact@csdriving.com).
- **40+ Hours of Supervised Driving:** JOL applicants are required to complete at least 40+ hours of Supervised Driving with a Parent/Guardian or someone at least 21 years old with a valid license and at least one year of driving experience. Driving times and dates should be documented.

### Payment

CS Driving School allows a \$650 deposit to register. The balance must be paid in full before the student's first Classroom or Behind-the-Wheel instruction, whichever comes first. CS Driving School will not request a Driver Education Certificate of Completion from the Registry of Motor Vehicles until the student has paid in full.

### Refund Policy

You are entitled to a full refund minus a \$75 administrative fee before Classroom or Behind-the-Wheel Instruction is provided. A written request is required 24 hours prior to any scheduled service. CS Driving School will issue a refund within 30 days of your request. You will not be eligible for a full or partial refund once instruction on any package has been received. All services must be completed within two years of enrollment.

After 90 days, if no services have been provided at all, no refunds will be issued, and services will be forfeited.

### Weather-Related Cancellations for Classroom Instruction & Behind-the-Wheel Lessons

If local schools are cancelled or dismissed early due to inclement weather, Driver Education classes will also be cancelled. We make every effort to keep Behind-the-Wheel lessons; however, safety is our priority. If your lesson is cancelled, the student will be notified, and a new lesson will be scheduled as soon as possible. Cancellation notices are placed on the Student Portal.



## **Classroom Instruction\*\***

**Attendance:** Attendance is mandatory. A student will not be issued a Driver Education Certificate of Completion if missed classes have not been completed.

**Absenteeism:** We realize there may be times when an absence is unavoidable. Each missed class must be made up in another corresponding session. Students with missed classes will not be allowed to take the Final Exam until the missed classes have been completed. When needing to make-up a class, contact CS at 781-891-0460 or by email at [contact@csdriving.com](mailto:contact@csdriving.com) to find out when the class will be offered again and if there are available seats. **Registration is mandatory for make-up classes.**

**Early Dismissal/Tardiness:** We strongly discourage early dismissal/tardiness.

**Conduct:** Students must be respectful! We will not tolerate the following actions in CS Classrooms (Remote or In-Person) and CS Common Areas, High Schools and High School Common Areas, and CS Vehicles:

- Bullying
- Swearing
- Vaping
- Smoking
- Sleeping during class
- Disruption in classrooms or common areas at CS locations, high schools, and CS vehicles
- Destruction/damages in classrooms or common areas at CS locations, high schools, and CS vehicles

If a student displays any of these actions, the student will be released from CS Driving School immediately with no refund. A parent will be called followed by a letter to the student, parent(s) as well as the Registry of Motor Vehicles.

If a student causes damage to a CS classroom or common area, high school classroom, common area or CS vehicle, the student/family will be responsible to pay for repairs.

**Classroom Final Exam:** Students are required to have a properly maintained notebook, pass periodic quizzes given at the instructor's discretion, and pass the Final Exam given on the last day of class with a score of no less than 80%. A student failing the Final Exam will be given the opportunity to take it a second time and the parents will be notified.

## **Behind-the-Wheel Lessons**

Once you enter your Learner's Permit information into your Student Portal Profile, you can begin scheduling your driving hours online. You may have to wait for your first lesson, so make sure you plan ahead when scheduling lessons. We will pick you up and drop you off at school, home, or work, if your city/town is in one of our service areas.

***Please note:*** *Students registered through Arlington Community Education and Lexington Community Education require a pickup and drop off in the town they registered through. The pickup and drop off can be from home, school, or work.*

Your **original, paper** Learner's Permit is required for all driving and observation lessons, and it must be shown when entering the car. **Per the Massachusetts Registry of Motor Vehicles, showing a picture of your Learner's Permit is not allowed.** If a student does not have their **original, paper** Learner's Permit, the lesson will be forfeited, and a \$95 fee will be charged. This fee must be paid immediately as it prevents the student from scheduling future lessons.

**Scheduling Policy:** The Registry of Motor Vehicles requires that a student hold their Learner's Permit for a minimum of six months (184 days), while consistently driving **40+** hours of supervised driving at home in order to successfully complete a Driver Education Program and be issued a Certificate of Completion. Our scheduling policy is designed to have students schedule up to two driving hours per month based on availability as well as the number of driving hours the student has driven at home.

If a student has held their Learner's Permit for four months or longer, and has driven a minimum of 30 hours at home, they can schedule lessons on the student portal and then send an email to [contact@csdriving.com](mailto:contact@csdriving.com) to request to be added to our Cancellation List. Additional lessons are not guaranteed but we will work with each individual situation.

**In-Vehicle Rules:** The use of seat belts is mandatory! Eating, drinking, smoking, use of cell phones, headsets and other electronic devices are not allowed.



**10-Minute Rule:** Please try to be on time for your appointments. Our instructors will wait up to 10 minutes for a student to arrive. Also, please allow 10 minutes past your scheduled time for pick up and drop off by your instructor. Traffic can cause scheduled pick up and drop off times to vary by a few minutes. Flexibility and patience are appreciated!

**Cancellation Policy:** We require 24-hour notice to cancel Behind-the-Wheel lessons. A \$95 fee will be charged if any lessons are cancelled with less than 24-hour notice. You are required to cancel lessons through your Student Portal (*preferred*) or by email to [contact@csdriving.com](mailto:contact@csdriving.com). Voicemails are not accepted when canceling lessons. *Please note: A student will not be issued a Certificate of Completion if they have an outstanding balance on their account.*

A \$95 fee will be charged for the following reasons:

- Student does not appear for a scheduled lesson.
- Student does not have their original Learner's Permit or glasses/contacts in their possession.
- Any change in pick-up and/or drop off location without a 24-hour notice.
- If the student is more than 10 minutes late for their driving lesson.

**Summer Policy:** If a student has been registered for 12 months or longer with no activity during that time, the student will not be guaranteed driving hours during the summer months. No refund will be allowed after 90 days.

### **Observation Hours**

Students must complete 6 Hours of Observation Instruction. Students will spend 30 minutes observing another student driver after each lesson. Over 12 hours, this totals the six required hours of Observation Instruction. These hours are automatically added after each driving hour, and you do not need to schedule these hours.

### **Road Test Information and Other Fees**

#### **Driver Education Certification of Completion (Required)**

Upon completion of the Driver Education Program and paid fees, the Certificate of Completion will be processed by CS Driving School. Payment can be made through your Student Portal (*preferred*). Allow 5-7 business days for your Certificate to be posted on the RMV's website. We will provide further instruction on verifying this Certificate by email.

#### **Road Test Sponsorship Fee (Optional)**

***This option allows you to take a Road Test with CS Driving School***

- We will schedule your Group Road Test at the Watertown Registry of Motor Vehicles.
- We request weekend Road Tests. All dates are tentative until approved by the Registry of Motor Vehicles.
- Student will test in a CS Driving School Vehicle and one of our instructors will sponsor your Road Test.
- Road Tests are conducted at our CS Driving School office at 2 Winter Street, Waltham and students will need transportation to/from the Road Test site.
- A \$25 processing fee will apply for any Road Test Sponsorship refund.

#### **Individual Road Test:**

***This option allows you to take a Road Test on your own through the Registry of Motor Vehicles***

You must have a Certificate of Completion on file before you can schedule your Individual Road Test. Payment for your Certificate of Completion is outlined above. The student must have a Sponsor who is at least 21 years old with a valid license and at least one year of driving experience. The vehicle must meet RMV requirements.

\_\_\_\_\_  
Student (signature required)

\_\_\_\_\_  
Parent/Guardian  
(signature required if student under 18)

\_\_\_\_\_  
Date

\* The Driver Education Course must be completed within two years from the student's Start Date (first Classroom or Behind-the-Wheel Lesson). No refunds allowed after 90 days.

\* After the first Classroom or Behind-the-Wheel attendance, tuition is non-refundable.

\*\* Classroom sessions must reach a minimum number of registered students for the class to be held.