



# DRIVER TRAINING SCHOOL

## DRIVING SCHOOL TERMS AND CONDITIONS

- 1. Tuition** includes only those services outlined in the package description selected at the time of enrollment. Additional services may be available for purchase as part of optional packages or “a la carte” and may be purchased by contacting the Contact Center at 855-222-1050.
- 2. Payment** must be made in full at the time of enrollment unless other arrangements have been made (i.e., “pay as you go”). Payment for each individual segment (classroom instruction, a block of in-car lessons, etc.) must be received before the student can begin attending sessions for that segment. Checks should be made payable to AAA Driver Training School. Instructors cannot accept payments. Cash and credit card payments can be made through the driving school office or at a AAA Northeast branch.
- 3. Students are required to attend ALL classroom and in-car sessions** for their entire duration; missed sessions must be made up. *Notebooks are required and students are expected to take notes during classroom training.*
  - a. Virtual classes (including parent classes):** Students must be present for the entire duration of the classroom session. Missed sessions, cutting the session short, arriving late, or being absent in the middle of a session will result in a student having to make up the lesson. *Sessions cannot be taken on smartphone; attending from a tablet is discouraged, but is possible if equipped with a camera that has a screen size of at least 10 inches.*
- 4. We expect students to demonstrate self-discipline** in managing their behavior. Students who show disrespect by using obscene, profane or objectionable language toward another student or the instructor, or conduct themselves in a disruptive, intimidating or threatening manner may be asked to leave the classroom/in-car lesson. The AAA instructor reserves the right to call a parent, have a student leave the classroom or terminate an in-car lesson.
- 5. AAA is a smoke-free environment.** Smoking and the use of electronic smoking/vaping or other similar devices are not permitted in classroom or in-car lessons. Smoking is only allowed during breaks and in designated areas outside of the building.
- 6. In-car lessons** may be scheduled once the student has received their learner’s permit; however, your account must be paid in full for in-car lessons to begin. (Note: Driving lessons and observations cannot be scheduled on the same day(s) as classroom instruction.) Students are not able to spend more than two hours per day in the driving school car.

Students must have their original learner’s permit with them for all observations and driving lessons. Photocopies, laminated versions or illegible versions of a learner’s permit are not allowed. If the student does not have their original learner’s permit with them at the time of the lesson, the lesson will be canceled and a late cancellation charge will apply (refer to section 11, Fees).

*The use of cellphones or any other electronic device is strictly prohibited for any students in the car. This includes observation students.*

## 7. Safety practices

- a. During in-car lessons, students are required to wear any corrective lenses (eyeglasses or contacts) if the corrective lenses are needed to meet minimum vision requirements for driving, as specified by the applicable state motor vehicle department.
- b. Students may not be under the influence of any substances that may impair their ability to safely operate a motor vehicle or to fully participate in any lessons. Instructors will use their best judgement and reserve the right to cancel the lesson if they believe it is not safe for the student to drive. A cancel fee will apply (refer to section 11, Fees).
- c. During in-car lessons, students must wear appropriate footwear conducive for the safe operation of a motor vehicle. Bare feet, sandals or flip-flops are not acceptable, and the instructor may reserve the right to cancel the lesson if they determine the student is not wearing safe footwear. A cancel fee will apply (refer to section 11, Fees).

**8. Home pickups and drop-offs** may be available for in-car lessons in some areas and may be subject to an additional fee. In-car lessons may also begin and end at the student's high school or at a AAA Northeast branch.

**9. The instructor can meet students for their driving test** at a designated location for an additional fee. Brush-up in-car lessons prior to the driving test can also be scheduled for an additional fee.

**10. In the event of inclement weather conditions**, AAA may suspend or cancel classes/in-car lessons, as necessary, in those locations that are determined to be hazardous or unfit for travel. When the decision is made to cancel classes/in-car lessons, a AAA Driver Training supervisor or instructor will contact the parent(s) of any scheduled student who is impacted to reschedule the class/in-car lesson for another date/time. If the high school or other community location where AAA provides driver education is closed or canceled due to weather conditions or other adverse factors, any classroom or in-car lessons scheduled for that day at that location will also be canceled.

## 11. Fees

- a. There is a \$50 fee for all returned checks.
- b. There is a \$25 fee for re-issuance of any certificates or paperwork.
- c. A \$75 Late Cancellation/No Show charge will apply in the following circumstances:

The student arrives for the in-car lesson without their original permit. (Photocopied versions or permits that are damaged or tampered with are not allowed.)

When less than a 24-hour notice is provided to us in the event a student is unable to make a scheduled in-car appointment. (This includes either a behind-the-wheel lesson or an observation.)

When the student is not wearing appropriate footwear or is deemed unsafe to operate the training vehicle by the instructor.

*Saturday or Sunday lessons must be canceled before 4 p.m. on Friday (no exceptions will be made). Cancellations/no-show fees must be paid 48 hours prior to next lesson/observation or that slot will be reopened for other students. Fees are subject to change.*

- d. A \$20 makeup fee applies for any missed classroom sessions.

## 12. Refunds

- a. Classroom lessons: Refunds will only be issued if the student has not yet begun attending the classroom lessons. Once the student begins attending classroom lessons, no refunds will be issued.
- b. In-car lessons: Refunds for any prepaid, unused portion of in-car lessons will be pro rata based upon the a la carte pricing (not the package price).
- c. Refund fee: A \$50 fee will be applied to all refunds.
- d. Inactive accounts: Please refer to section 17 (state-specific information) for specifics regarding inactive accounts and eligibility for refunds and services.

**13. AAA Driver Training School uses in-car cameras during lessons for quality assurance, training and safety purposes.** These cameras may include video and/or audio recording. The student and the student's parent/legal guardian consent to the use of audio and/or video recording devices during in-car lessons. The student and the student's parent/legal guardian release and hold harmless AAA Northeast and AAA Driver Training School, Inc., as well as their agents, from any claims arising out of or connected to any allegations of eavesdropping, wiretapping or privacy infringement.

**14. The student and the student's parent/legal guardian,** their heirs and beneficiaries waive any claim against AAA Northeast and AAA Driver Training School, Inc., and their agents for any injury or damage resulting from any actions or inactions of student during any in-car or classroom lessons. In addition, the student and the student's parent/legal guardian, their heirs and beneficiaries hereby indemnify and hold harmless AAA Northeast and AAA Driver Training School, Inc., and their agents for any injury or damage resulting from or relating to any action or inactions of student during any in-car or classroom lessons.

**15. Completion** of a driver's education program with AAA does not guarantee the student will pass their permit test and/or road test. Completion of the driver's training program does not guarantee issuance of a driver's license.

**16. AAA is not responsible for any personal items left in the AAA vehicle or the classroom.**

**17. State-specific information:**

**a. Connecticut**

- I. Students are eligible for classroom instruction at 16 years old.
- II. Students are eligible for their permit at 16 years old (permit is valid for two years).
- III. Students must have their permit to begin in-car lessons.
- IV. The 8-hour Safe Driving Practices course includes a mandatory 2-hour parent/guardian training.
- V. Students are eligible for a refund during the first 90 days after enrollment. Services can still be provided for up to 12 months from the date of enrollment. Remaining services are forfeited after 12 months.

**b. Massachusetts**

- I. Completion of all driver education program requirements as specified by the Massachusetts Registry of Motor Vehicles is required for certification of completion.
- II. There is a \$25 administrative fee for certifying a student's completion to the Registry of Motor Vehicles. This fee may be paid any time between enrollment and when the student completes their instruction.
- III. Students are eligible for classroom instruction at 15 years and 9 months.
- IV. Students are eligible for their permit at 16 years old (permit is valid for two years).
- V. Students must have their permit to begin in-car lessons.
- VI. Students must also obtain the MA RMV Driver's Manual as a study guide in order to prepare for the permit test. AAA does not provide this manual.
- VII. In a case where a student has begun driver's education at another school and is requesting a transfer to AAA, a \$125 transfer fee applies. The RMV requires that a student completes the entirety of a competent (classroom or on the road instruction) with the same school. Transferring partial classroom or on-road instruction hours is prohibited unless approved by the RMV and only if the request meets the criteria of extenuating circumstances.
- VIII. Students are eligible for a refund during the first 12 months after enrollment. Services can still be provided for an additional 12 months (24 months from enrollment). Remaining services are forfeited after 24 months.

**c. New York**

- I. Students are eligible for classroom instruction at 16 years old.
- II. Students are eligible for their permit at 16 years old (permits are valid for five years).
- III. Students must have their permit before beginning classroom or in-car lessons.
- IV. Students are eligible for a refund during the first 90 days after enrollment. Services can still be provided for up to 12 months from the date of enrollment. Remaining services are forfeited after 12 months.

**d. Rhode Island**

- I. Students are eligible for classroom instruction at 15 years and 10 months.
- II. Students are eligible for their permit at 16 years of age (permit is valid for two years).
- III. Students must have their permit to begin in-car lessons.
- IV. Students will be issued a “loaner” study manual called “AAA How to Drive” for in-classroom learning. Students may purchase their own copy at any RI AAA branch.
- V. Students are eligible for a refund during the first 90 days after enrollment. Services can still be provided for up to 12 months from the date of enrollment. Remaining services are forfeited after 12 months.

***The Driving School Terms and Conditions are subject to change at any time with or without notice.***

**Please sign and return to AAA Driver Training School, Inc.**

**ACKNOWLEDGED AND AGREED**

**Parent/Guardian** *(If student is under 18 years of age)*

Printed Name: \_\_\_\_\_

Signature: \_\_\_\_\_ Date: \_\_\_\_\_

**Student**

Printed Name: \_\_\_\_\_

Signature: \_\_\_\_\_ Date: \_\_\_\_\_

**Membership Name:** \_\_\_\_\_ **Membership Number:** \_\_\_\_\_

*If you or your parent/guardian is a AAA member, please list the name on the membership and the membership number.*

