

911 Driving School West Orlando Student Policies and Contract Enrollment:

Please call the school before enrolling to check instructor's availability. All lessons and lesson packages must be prepaid in full. We take most major credit and debit cards. All lessons must be used within 12 months of enrolment, subject to availability. No passengers will be allowed in the car during a lesson.

Reschedule: Rescheduling of a prepaid scheduled lesson on a weekend or school holiday will result in a charge of \$20 all other days will be at the discretion of the management. Changes must be arranged no later than 48 hours before the scheduled lesson via email, otherwise it will result in a \$40 fee. If the instructor is on route, which is up to one hour prior to the lesson start time or arrives on the day of the scheduled lesson and the student is a no show the lesson will be automatically forfeited and unable to be rescheduled. All changes/contact must be via email to orangecounty@911drivingschool.com

Refunds: If you have enrolled for classes and have not scheduled your lessons, a \$20 refund fee would apply. If you have scheduled your lessons a \$40 refund fee plus \$20 per lesson that is canceled would apply.

Cancellations: Cancellation of a portion of a prepaid lesson package will result in a \$40 processing fee, and pricing will revert to the pricing available for the number of lessons completed. Any cancellations or schedule changes must be arranged no later than 48 hours before the scheduled lesson via email only. Cancellations less than 48 hours before the lesson will result in a \$40 fee. You may forfeit an unused prepaid drive instead of the fee. Showing up for a lesson without a valid license or permit will result in a missed drive fee. **Excess Mileage Fee:** A discretionary excess mileage fee could be applicable as determined by the school management. We offer lessons 7 days per week, at different times during the day. Availability varies according to instructor schedules; however, we will work with you to schedule the most convenient times.

Requirement: You must have a valid FL permit or current license from another state or country on your person for all lessons or your lesson could be forfeited. You are not permitted to drive without one. **Important information:** Students will wear appropriate clothing and footwear for lessons. Beach wear, Crocs, Uggs and/or flip flops are not suitable. Closed toe and back footwear are essential for safety reasons. If you arrive late for a lesson, or additional travel time is required to rectify clothing/footwear issues, the length of your lesson will be reduced accordingly. No cell phone use allowed in any instructional vehicle except for genuine emergencies. Students are fully accountable for their conduct. Students can be dismissed from lessons for misbehavior, excessive tardiness, misuse or abuse of equipment, repeated or willful violation of traffic laws, and being under the

influence of drugs (including medication) or alcohol. No refunds will be given. Students must be in possession of eyesight correction where applicable. Student tardiness is viewed as an absence, and the entire lesson will be deemed cancelled if the student is more than 15 minutes late. By enrolling in 911 Driving School course of instruction, parents/ guardians give 911 Driving School permission to conduct behind the wheel training in a one-on-one setting. Parental involvement is critical for every student's success. 50 hours of supervised driving (10 hours during darkness) are required by FL State prior to receiving a drivers' license. Parents may purchase additional drives. Practice may/will be prescribed for the student to move onto the next driving lesson. * Any intentional damages caused to an instructional car, due to a student's actions or negligence, that results in a repair or cleaning, will be charged to the student/parent/guardian.

Road Test: When students enroll for a road test with our school at the DMV, we book the road test but the student will receive an email and text from the DMV /tax collector Orange County stating time date location and the requirements listed. It's the students responsibility regarding their status and for them to bring all relevant documentation on road test day i.e. visa, green card, I-94 , passport, and documentation regarding your status ..etc. If the test is cancelled by the DMV because of incorrect documentation, the road test package will be forfeited and another test booked and test package will need to be purchased. It is NOT the driving school's responsibility for any paperwork or if the DMV cancels for any other reason. AUDIO/PHOTO/VIDEO MEDIA RELEASE FORM FOR MINORS I grant permission to 911 Driving School and its agents or employees to use photographs and/or video and audio taken of me. These images may be used for educational and instructional purposes of 911 Driving School and its partners. Furthermore, I authorize the use of my image, likeness, and voice for all program promotion, materials, and any other purposes in connection with the program deemed appropriate and necessary by 911 DS including but not limited to advertising and marketing materials. I hereby agree to release, defend, and hold harmless 911 DS and its agents or employees, including any firm publishing and/or distributing the finished product in whole or in part, whether on paper, via electronic media, or on Web sites, from any claim, damages, or liability arising from or related to the use of the photographs/ video, including but not limited to any misuse, distortion, blurring, alteration, optical illusion, or use in composite form, either intentionally or otherwise, that may occur or be produced in taking, processing, reduction, or production of the finished product, its publication, or distribution. I am 18 years of age or older and have responsibility for the minor child listed below. I have read this release before signing below, fully understanding the contents, meaning, and impact of this release. I understand that I am free to address any specific questions regarding this release by submitting those questions in writing prior to signing, and I agree that my failure to do so

will be interpreted as a free and knowledgeable acceptance of the terms of this release. By signing this agreement, I, _____, consent to receive text messages from 911 Driving School at the mobile number phone included below. I may opt out at any time by texting STOP. Mobile Phone Number: ____855-906-0911. Date:

_____ Signature:

_____ Customer Signature:

_____ (If student is not 18, Parent or Guardian must sign for student) When enrolling in the policy.