

DRIVER EDUCATION CLASSROOM

AND BEHIND THE WHEEL TRAINING

Refund Policy and Fees: Package Classroom with Behind-the-Wheel Training

If you paid in advance for a package classroom with behind-the-wheel training for you or the student and wish to cancel, you can receive a full refund as long as you notify us at least one business day in advance of the scheduled behind-the-wheel training or class. You will need to call the office or email a request to cancel. Cancelling without notice of at least one business day prior to lesson or session will result in a \$35 fee. Keep in mind, if timing is a problem, you can always change the date of the behind-the-wheel training or class to another date and apply your payment.

If you or the student needs to withdraw from a package classroom with behind-the-wheel driving once started, you will be charged a \$5 registration fee plus \$15 for each classroom session attended and \$45 for each hour of driving the student completed. Please discuss with instructor the reason for withdrawing and then call the office or email a request to cancel. Keep in mind, you may want to reschedule the student for a future class and apply the payment you already paid.

Students will be charged a \$20 cancellation fee if the scheduled behind-the-wheel training is canceled within 12-hours of the start of behind-the-wheel training. The student must have a valid instructional permit with them for each and every time they drive. If the student is unable to present a valid instructional permit at the start of the scheduled drive time, this is cause for the instructor to cancel the lesson and a \$20 cancellation fee will apply. Students who miss their scheduled behind-the-wheel training are considered NO SHOWS and will be charged \$20 for the missed behind-the-wheel appointment. Please be mindful that if student does not show up for their scheduled drive time, the student is taking away drive time and observation from other students in the vehicle. Due to the nature of picking up students for their behind-the-wheel drive time, a driving instructor may be a few minutes early or a few minutes late. If we deem driving conditions unsafe, we will cancel the scheduled drive time (no charge to you) and reschedule.

Behind-the-wheel lessons usually have two or more teens in the vehicle together. There may be a time when your teen will be alone in the vehicle with an instructor. These times include:

- When the student is the first student picked up by the instructor for the behind the-wheel lesson and they are on their way to pick up the next student.
- When a student is the last one dropped off.
- When there is a late cancellation or a no-show of the partner BTW student.
- When the student has scheduled a private BTW session

NMAC Driver Education School Rules require a student to complete the entire classroom hours, behind-the-wheel drive time, DWI training and pass the final exam with a minimum of 70% correct in order to receive the Certificate of Completion. Should a student fail to pass the final exam with a minimum of 70% correct, the student may schedule a time to retake the exam at no additional charge.

Refund Policy and Fees: Private Behind-the-Wheel Driving Lesson

If you paid in advance for a private behind-the-wheel driving lesson, for you or the student and wish to cancel, you can receive a full refund as long as you notify us at least one business day in advance of the scheduled lesson. You will need to call the office or email a request to cancel. Cancelling without notice of at least one business day prior to lesson will result in a \$35 fee. Keep in mind, if timing is a problem, you can always change the date of the lesson to another date and apply your payment. If we deem driving conditions unsafe, we will cancel the scheduled drive time (no charge to you) and reschedule.