



# Terms of Service

## Driver Education Requirements

### Age Requirements

- 15 years 9 months old: Student can begin Classroom Instruction
- 16 Years old: Legal age to operate a vehicle with a Learner's Permit
- 16 ½ years old or 184 days from Permit Issue Date: Legal age (*to the day*) to be Licensed with a Driver Education Certificate of Completion
- 18 years old: Legal age (*to the day*) to be licensed without a Driver Education Certificate of Completion.

### The Complete Driver Education Package\*

*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 safely and effectively meet the challenges of driving in today's environment.
- **12 Hours of Behind-the-Wheel Instruction:** CS' 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 date of eligibility to obtain their license.
- **6 Hours of Observation Instruction:** Observation provides a necessary format for students to learn from another driver's experiences, concentrate despite distractions **and** to observe traffic situations.
- **2-Hour Parent Class:** This required class educates Parents/Guardians about the content of the Driver Education Curriculum, the Junior Operator's Law (JOL) and driving skills and behaviors their teen will learn. Coaching and mentoring safe and skilled drivers will be strongly encouraged.
  - Parent Class 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, a copy of your Parent Completion Certificate will need to be emailed to [contact@csdriving.com](mailto:contact@csdriving.com).
- **40+ Hours of Supervised Driving:** Applicants for a JOL License 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.

**Classroom 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 more than three (3) outstanding classes will not be permitted 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 to find out when the class will be offered again and to see if there are available seats. Registration is mandatory for make-up classes.

**Early Dismissal/Tardiness:** We strongly discourage early dismissal/tardiness. A note must be given to the Instructor.

**Conduct:** Students must be respectful. CS does not tolerate bullying, swearing or disruption in the classroom.

**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.



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

Once you receive your Learner's Permit, email a copy to [contact@csdriving.com](mailto:contact@csdriving.com). Once your information has been entered you will receive an email giving you access to begin scheduling your driving hours. Driving hours should be scheduled through your Student Portal at [www.csdriving.com](http://www.csdriving.com). Students may have to wait 2-3 weeks for a driving hour so plan ahead when scheduling lessons. CS will pick-up and drop-off at school, home or work provided it's in our service areas.

The student's **original Learner's Permit** is required for all driving and observation lessons and must be shown when entering the car. If a student does not have his/her Learner's Permit, the lesson will be refused and a \$60 fee will be assessed. This fee must be paid before the student's next scheduled lesson.

A Massachusetts RMV requirement is that the student holds their Permit for six (6) months and successfully completes a Driver Education Program (*requirements above*) before a student can receive their Certificate of Completion and take a Road Test to obtain their License. **Because of this requirement, CS' Behind-the-Wheel policy allows students to schedule one (1) driving hour every 13 days.** This system has proven to be successful as it allows students to complete twelve (12) driving hours with CS close to their eligibility date. It also provides the time required by parents, between lessons, to complete their 40 hours of driving with their teen.

If a student has held their Permit for more than three (3) months, please schedule your lessons through your student portal then call the office at 781-891-0460 or send an email to [contact@csdriving.com](mailto:contact@csdriving.com) and ask to be placed on our 'Cancellation List'. Additional lessons are not guaranteed but we will work with each individual situation.

If a student has been registered with CS for twelve (12) or more months and has not scheduled Behind-the-Wheel lessons during that time, the student will not be guaranteed driving hours during the summer. No refund will be issued after one (1) year.\*

**Observation Hours:** Students must complete six (6) hours of Observation Instruction. Students will spend thirty minutes observing another student driver after each lesson. Over twelve hours, this totals the six required hours of Observation Instruction.

## **Cancellation Policy for Behind-the-Wheel Lessons**

A 24-hour notice is required if you need to cancel your Behind-the-Wheel lesson. If less than a 24-hour notice is received, you will be charged a \$60 cancellation fee. You can conveniently cancel an appointment through your Student Portal (*preferred*) or send an email to [contact@csdriving.com](mailto:contact@csdriving.com) or by calling CS Driving School at (781) 891-0460 **during business hours**. **Voicemails will not be accepted when cancelling a Behind-the-Wheel lesson.**

A student will also be charged a \$60 cancellation fee when a 24-hour notice is not received for the following reasons:

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

***Please note: A student will not be issued a Certificate of Completion if they have an outstanding balance on their account.***

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

In the event, local schools are cancelled or dismissed early due to inclement weather, Driver Education classes held at the High School will also be cancelled. We make every effort to keep Behind-the-Wheel lessons, however, the CS Instructor will make the final decision on road safety. If CS cancels the lesson, the student will be notified and a new lesson will be scheduled as soon as possible. Cancellation notices are placed on the Student Portal. You can also call the office to find out the status of your driving lesson or classroom session.



## **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. Please realize the difficulty our instructors experience with traffic. This may cause scheduled pick-up and drop-off times to vary by a few minutes. Flexibility and patience may be required and is appreciated!

Please try to be on time for your appointments. Our instructors cannot wait more than 10 minutes for a student because it affects the other student's reserved time. After 10 minutes, you will be charged a \$60 'no show' fee.

## **Payment**

CS Driving School requires a \$325 deposit for classes taken at CS Natick, CS Waltham and CS Westboro. The balance must be paid in full before the student's first instruction. CS Driving School will not request a Driver Education Certificate of Completion from the Registry of Motor Vehicles if the student has an outstanding balance.

## **Refund Policy**

You are entitled to a full refund minus a \$50 Administrative Fee before 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 one year of enrollment. After one year, no refunds will be issued and services will be forfeited\*.

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

### **• Driver's Education Certification of Completion: \$30.00**

#### ***RMV Fee for the issuance of the Driver Education Certificate of Completion***

Upon completion of the Driver Education Program, the Certificate of Completion will be processed by CS Driving School. Payment can be made through your Student Portal (*preferred*) or by check made payable to CS Driving School. Allow two weeks for the RMV to process the paperwork. To check the status of your Certificate, go to [www.mass.gov/rmv](http://www.mass.gov/rmv) enter the information required under 'Verify Your Driver's Ed Certificate'.

**If you are not taking your Road Test with CS**, once we receive your payment of \$30, we will send away for your Certificate of Completion. You will be able to schedule your Road Test directly through the RMV.

**If you are taking your Road Test through CS**, we will monitor the issuance of your Certificate of Completion and place you on an upcoming Road Test. You will receive emails explaining the process.

### **• CS Road Test Sponsorship Fee: \$150.00: *This option allows you to take your Road Test with CS Driving School***

- CS will secure your spot on a Group Road Test. We request Sunday Road Tests; however, all dates are tentative until approved by the RMV.
- The student will use a CS Car and a CS Instructor will be your Sponsor on Road Test Day.
- Group Road Tests are conducted at the **Watertown RMV** and students will need a ride to/from the Road Test.
- Payment can be made through the Student Portal (*preferred*) or by calling CS or by check made payable to CS Driving School. If you are paying by check, please submit a check for \$180 which covers the Certificate of Completion (\$30) and the Road Test Sponsorship Fee (\$150).

- **Individual Road Test:** You must have a Certificate of Completion on file before you can schedule your Road Test through the RMV. CS will send away for your Certificate of Completion after you have completed all requirements of the Driver Education Program. Payment for your Certificate of Completion (**\$30**) 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.

If you would like CS to Sponsor you on your Individual Road Test, call 781-891-0460 for additional information. CS sponsors Individual Road Tests at the Watertown & Milford RMV.

\* *The Complete Driver Education Course must be completed within two (2) years from the student's Start Date (first Classroom or Behind-the-Wheel Lesson). No refund will be allowed after one (1) year.*

\* *If a student has been registered with CS Driving School 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 one (1) year.*

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

\* *Classroom Sessions must reach a minimum of twelve (12) registered students for the class to be held.*