

Unit 1: Getting Acquainted With MVA New Driver Guidelines

With Every Right Comes a Responsibility

The Student and the Driving School

1. Each student has the right to a certified competent instructor, knowledgeable about the curriculum and traffic safety issues. With that right, each student has the responsibility to arrive prepared and on time for every class without such distractions as talking or text messaging on cell phones, being disrespectful to the instructor, or talking with other students in class.
2. Each student has the right to be taught the entire 30 hours of classroom instruction in an informative, interesting, and challenging manner. With that right, each student has the responsibility to be attentive and actively participate in every class.
3. Each student has the right to experience the full 6 hours of behind-the-wheel driving instruction as required in the curriculum. With that right, each student will listen to the instructor and not drive in a negligent or dangerous manner.
4. Each student has the right to be treated in a courteous, civil, and respectful manner. With that right, each student has the responsibility to be polite and respectful to the instructors at all times and to be willing to accept positive criticism to help achieve driving success.
5. Each student has the right to attend class in a clean, safe, secure, temperature-controlled, and fully-equipped classroom that meets the local fire and building codes and MVA requirements. With that right, each student has the responsibility to respect the property of the driving school by not defacing or destroying equipment or vehicles.
6. Each student and parent/driving coach have the right to visit the driving school, see the instructor's license and certification, and observe any class session including in-car sessions, in which his/her student is included. With that right, each parent/driving coach has the responsibility to refrain from interfering with the instruction, classroom or driving, while the class is in session.
7. Each parent/driving coach and student have the right to have the driver education program, including both the 30 hours of classroom instruction and the 6 hours of required driving time, completed within 18 weeks of the first day of class if desired. With that right, each parent/driver coach has the responsibility to take an active role in his/her student's driver education by monitoring all progress, communicating with the driving school and/or instructor, and practicing with the student driver if he/she has a learner's permit.
8. Each parent/driving coach and student have the right to place a complaint with the Motor Vehicle Administration regarding problems associated with the driving school or the instructor (**The number to call is 410-424-3751**). With that right, each parent/driving coach and student have the responsibility to pay the driving school promptly for the driving education class and to alert the owner or manager of the driving school about any problems or complaints before contacting an outside agency.

I understand the rights and responsibilities of driving schools, students, and parents/driving coaches.

Student _____ Date _____

Parent/Driving Coach _____ Date _____

School Official _____ Title _____ Date _____

FRONT LINE DRIVING SCHOOL

45 Waverley Dr. Suite K | Frederick, MD 21702 | 301-644-0800

Refund Policy

In addition to the \$360 for the Driver's Education Program, there is a one-time \$30 administration fee that is NOT refundable at any point.

Students that withdraw from the Driver's Education Program prior to completion are entitled to a prorated refund according to the *following schedule*:

Withdrawal prior to the start of the program:

Students will be refunded the FULL amount of the program (\$360). **The one-time \$30 administration fee is NOT refundable.**

Withdrawal after the start of the program:

Students that withdraw after the start of the program (during the classroom portion) will receive a prorated refund. **The one-time \$30 administration fee is NOT refundable.**

Students that withdraw after the start of the program (during or after the 30 classroom hours but BEFORE the behind-the-wheel classes) will be given a prorated refund as follows:

CLASSROOM PORTION FEES (\$9 fee per day)

After one class: Students will be charged \$9
After two classes: Students will be charged \$18
After three classes: Students will be charged \$27
After four classes: Students will be charged \$36
After five classes: Students will be charged \$45
After six classes: Students will be charged \$54
After seven classes: Students will be charged \$63
After eight classes: Students will be charged \$72
After nine classes: Students will be charged \$81
After ten classes: Students will be charged \$90

BEHIND-THE-WHEEL PORTION FEES (\$90 fee per day)

After one behind-the-wheel class: Students will be charged for the full classroom portion (\$90) + the cost of one behind-the-wheel class (\$90) = \$180
After two behind-the-wheel classes: Students will be charged for the full classroom portion (\$90) + the cost of two behind-the-wheel classes (\$180) = \$270

Refunds are available at the school 10 days after the date of the notification of withdrawal. In addition to the monetary refund, students will receive documentation of any training that was completed. The student shall be provided with (1) a student record and (2) a completion form of behind-the-wheel classes that have occurred, both of which will be transferable to a new school.

All classes are taught in *authorized locations* at **45 Waverley Dr, Suite K, Frederick, MD 21702**. The behind-the-wheel classes have a total duration of 6 hours (three different days, two hours each day). The student needs to schedule the behind-the-wheel classes after finishing the classroom portion of the driving course.

The cost of the Driver's Education course is \$360, which can be paid in two installments, half at the time of student enrollment and the other half before starting the behind-the-wheel instruction. **In addition, there is a one-time \$30 administration fee that is NOT refundable.** For students that would like to purchase extra practice, each additional class of behind-the-wheel instruction is \$90 per 2-hour class.

Customer satisfaction is our goal. If we fail to meet that objective, you have the right to contact the **Motor Vehicle Administration (MVA)**. You may call quality assurance supervisors for the driver education program at 410-424-3749, or write to the Motor Vehicle Administration, Driver Education Program, Room 207, 6601 Richie Highway, Glen Burnie, MD 21062.

Student: _____ **Date:** _____

Parent: _____ **Date:** _____

School Official: _____ **Date:** _____