



Procedure for filing complaint



**DRIVER'S
ED
TUITION
PAYMENT**

Pay Drivers Ed Tuition
from \$10.00

**BEHIND
THE
WHEEL
LESSONS**

Driving Lessons
from \$60.00

**MVA
TEST**

MVA TEST
from \$150.00

**DRIVER
IMPROVE
MENT
CLASS**

Driver Improvement Program
\$70.00

**DRUG &
ALCOHOL
CLASS**

3 Hour Alcohol & Drug Class
\$60.00

**MISSED
APPOINT
MENT
FEE**

Missed Appointment Fee
\$50.00

Class Rules & Company Policies

Disruptive or disrespectful behavior will not be tolerated and may result in expulsion without a refund. The use of phones, tablets, or laptops is not permitted during in-person classes.

Please arrive on time for class. If you are more than 15 minutes late you will not be allowed to stay. You must start the course on the first day of class, attendance at all ten classes is mandatory, and you must be present for the entire class to receive credit.

For online classes you will have to be on camera, in a quiet and stationary place, and able to communicate with your instructor. It is your responsibility to ensure your device is working properly. We cannot give you credit for a class if you are unable to connect or have problems with your camera or audio.

You may miss up to four classes, but you will have to make them up. There is a fee of \$10 per make-up class. You can schedule make-up classes after the rest of your classes are finished.

If you miss more than four classes, you will have to restart the course from the beginning. If you miss five or more classes and

have to restart, you will be charged \$15 for each class that you attended, and a \$20 registration fee.

For classwork you will receive an MVA Student Workbook. Bring your workbook to class every day. Online students will have access to a PDF version of the workbook, and may purchase a print copy for \$5 from our office in Essex.

There is a quiz at the end of each class. The last day of class includes a final exam which you must pass with an 80%. If you fail the exam you may try again on another day..

There is a waiting list for scheduling driving lessons. The waiting period is currently three to four weeks.

You will be placed on the waiting list when you have met the following criteria:

- 1) Finished all ten classes
- 2) Passed the final exam
- 3) Paid the full tuition and any applicable fees
- 4) Obtained a learner's permit and given us your permit number and expiration date

If you have not heard from us after four weeks on the waiting list, you may call us to follow up.

For in-car lessons we can pick up within a limited area. If your address is outside of our pick-up area, you will be asked to meet at one of our classroom locations.

Your instructor will evaluate and grade you on all aspects of your driving. During the final hour you must score a minimum of 80% to pass the course. We strongly encourage you to get a learner's permit as soon as possible and practice as much as you can before your lessons. If your instructor determines that you are not passable, you will have to complete a one-hour reevaluation, which costs \$50.

The six hours of driving practice must be completed as three 2-hour lessons. You may request a specific instructor, or a female or male instructor, but we cannot guarantee that your request will be fulfilled. If we must send a substitute instructor for your lesson, you will still be expected to complete the lesson.

Late cancellations and missed appointments will result in a \$50 fee. To avoid a cancellation fee, you must notify us of any changes or cancellations by 3pm on the business day before the lesson. If your appointment is on a Saturday, Sunday, or Monday, you must call us no later than 3pm on the Friday beforehand.

If you have a medical condition or are taking medication that could affect your ability to safely operate a vehicle, please notify a manager of TTD before scheduling your behind-the-wheel lessons.

The MVA skills test may be taken in one of our cars. The price starts at \$150 and increases based on time and travel requirements. Call our office to discuss scheduling.

If you withdraw from the course, you will receive a partial refund. You will be charged a \$20 registration fee, \$15 for each class

attended, and \$50 for each hour of driving completed. Refunds will only be issued if requested within 6 months of your first class. You will be given records of the instruction you received, which can be transferred to another school.

Tuition for the course is \$375, and you may start with a \$100 down-payment. If the full tuition is not paid within six months of your first class, a \$50 late fee will be added to your account. Each six months thereafter, for as long as a balance remains, an additional \$50 late fee will be added to your account, until the balance equals the original tuition. If you have questions about this or concerns about your ability to pay, please speak with us as early as possible.

There is a \$25 fee for returned checks.

There is a \$20 fee to transfer to another classroom location. If you need to transfer, call our office at 443-703-9554.

We announce cancellations on the home page of our website.

Certification is done online – you will not receive a paper certificate. When you finish the course, we will inform the MVA within one business day. It takes up to three additional business days for the MVA to certify you, so you should schedule your MVA test at least four business days after your final lesson with TTD.

You must finish the course within three years. Student accounts are deactivated and student records are destroyed three years from date of the first class.



Refund Policy:

If you need to withdraw from class, you will be charged a \$30 registration fee, a per diem rate for each hour that you attended class (the refund will be calculated based on the time not used in class based on the current course cost), and \$50 for each hour of driving that you completed.

You will be provided with a Classroom Student Record and Completion Form and a Behind the Wheel Student Record and Completion Form listing the amount of instruction that has

occurred which will be transferable to a new school. Talk with your instructor or call our office at 443-946-1831 if you need to withdraw.

If paid in advance for an additional private driving lesson and wish to cancel your lesson, you can receive a full refund as long as you notify us by 3:00 pm on the business day before your appointment. Canceling later than that will result in a \$50 fee.