



New Enrollment Terms & Conditions

By signing this document, I have permission to take the driver training program administered by The Next Street. I understand that the course will be conducted by a state-licensed instructor from The Next Street. I release the school from liability for any accident or injury occurring while driving as a part of this program.

Digital Classroom Policies

1. Participation - Students must participate in the entire 2-hour session on Zoom. Our instructors take attendance multiple times in each class. Participation means responding to the instructor's questions verbally or in chat, engaging in group activities & and completing in-class quizzes when offered.
2. Parent/Guardian Requirement - Students under the age of 18 must be accompanied by a parent/guardian during Session #1.
3. Signature Requirement - Students under the age of 18 will need a parent/guardian to sign that their teen attended the full 2-hour session for every class taken remotely. Students over 18 must sign their signature in the Student Portal after each 2-hour session.
4. Quiz Requirement - Students will need to take and pass a 10-question quiz following each online session to prove that you actually learned the material
5. Legal Name as Display Name - Please make sure that your full legal name, as spelled on your Learner's Permit, appears on your Zoom account. If you have a nickname you prefer to be called, you can add it after a dash after your legal name. Ex: James Smith – Jim
6. Devices – Students must be on a stationary device, and it is recommended they be on a stable network. If a student is disconnected from class more than once, they will not be given credit for the class.
7. Cameras On - During class, your camera must be on and pointed towards you on a stable/steady surface. Please do not point your camera at the ceiling of other areas in your room.
8. Please Come Ready to Learn & Take Notes - You should be seated upright, in a quiet location, where you can remain focused and present for the duration of class. We recommend, and research shows, that using a physical notebook and taking notes by hand supports learning and recall.



9. Show Up and Be on Time - You must be fully present for the entire duration of class in order to get credit. One scheduled break will be given mid-class. Attendance will be taken at the start of class, after break, and at the end of class - you must be active and present during these checks in order to be marked present.

10. Avoid Digital Multitasking - We understand the pull to do things while in a Zoom meeting, like scrolling on your phone, playing games, or checking your DMs. We challenge you to focus on the class materials in the same way you will have to focus (without distractions) while driving.

Our instructors have the discretion to revoke attendance for any of the following reasons but not limited to: tardiness, disruption, lack of participation, technology issues, leaving early, inappropriate language or behavior for a classroom setting.

Driving Lesson Policies

1. Cancellations - If you need to cancel a road lesson, we ask that you call our central office (860.631.4292) at least 24 hours in advance so we can reschedule you and give our instructor a heads up! Less than 24 hours' notice will result in a fee of \$100.00

Please be sure to cancel Driving Lessons via phone, as an email or voicemail may not be received as quickly.

Any Driving Lesson scheduled for Mondays must be canceled by Saturday at noon or you will be subject to a \$100.00 late cancellation fee. Students must have their learner's permit on them for every Driving Lesson. Students who arrive without their permit will not be able to drive and will be subject to our \$100.00 rescheduling fee.

2. Tardiness – It is important that students arrive to lessons on time. Due to scheduling, instructors will not be able to make up the time missed during the lesson. Late arrivals will be charged the following fees in accordance with our fee policies:

Up to 30 Minutes Late - \$50.00

Up to 60 Minutes Late - \$100.00

Over 60 Minutes Late – \$175

No Show – \$175

3. Footwear Policy - Open-toed or open-heeled shoes are not permitted. Sorry!

4. Recordings - For the safety of our customers and employees, training, and quality assurance purposes, all Behind The Wheel lessons and Road Tests conducted in The Next Street Vehicles



may be video and audio recorded. These recordings are retained in accordance with public records laws.

Inclement Weather

1. Class Cancellations - When a class is canceled due to weather, you will need to schedule a new makeup class online through your Go Ahead Center, or over the phone during office hours at 860.631.4292.
2. Lessons - Driving Lessons will not be automatically rescheduled. You can book a new drive time at your earliest convenience through your Go Ahead Center, or over the phone during office hours at 860.631.4292.
3. Road Test - If you have a License Test scheduled, you will be notified via phone should it be canceled, and our License Testing Team will get you scheduled for another date.
4. All classes and driving lessons must be completed at least 10 days prior to your scheduled test date. If inclement weather pushes your class past your test date, please call our Customer Happiness Center immediately at 860.631.4292.

License Test Policies

1. All students wishing to test with us must complete at least 2 hours of Driving Lessons 10 or more days prior to the test date. You cannot have any scheduled classes or Behind the Wheel lessons within 5 days of your test date.
2. Cancellations - License Tests must be canceled 5 days in advance so we can notify the DMV. Less than 5 days' notice will result in forfeiture of your test, and you may be subject to a \$40 fee from the DMV. Paperwork must be in at least 2 weeks prior to your test date.
3. No Shows – No Shows are subject to forfeiture of the test and \$40 fee from the DMV.
4. All students retesting at TNS are subject to our retest fee of \$110 +DMV Fees.

Completion Certificate

1. Your e-Dec will be uploaded to the files tab of your student portal 5-7 days after you have finished all of your classroom hours, quizzes, signature requirements, any behind-the-wheel training you purchased, and your balance is paid in full.



*Please note: the DMV will no longer accept paper CS-1 certificates that are written after July 27th, 2021. Anything written prior to that date is valid and will be accepted by the DMV. We are happy to re-issue an electronic certificate for a

Account Deactivation Policy

Student accounts will be active for 24 months from date of enrollment. After this time, the account will expire and access to outstanding services will be suspended. If a student wishes to continue using their account after the 24-month period, they will be required to pay a \$150 reactivation fee. If a student is unable to complete their program within the 24-month period due to an unforeseeable circumstance, they may contact The Next Street to freeze their account. The account freeze will allow the student to temporarily suspend their account without incurring fees.

Refunds

You must pay for what you use. If you attend one class or the class start date has passed, you will need to pay for the entire course. This is because you have held a seat that another student could have used. Sorry! Unused products may be transferred to a sibling. Unused classes may only be transferred if the start date has not passed. Unfortunately, we are charged for credit card payments and refunds. Because of that, all refunds are subject to a maximum of 10% service fee. Purchases must be made within one year to be eligible for a refund.

Gift Certificates

Gift Certificates can be bought for any denomination and may be applied toward any of our offerings, including:

Full Driver's Education Course

8 Hour Safe Driving Course

Private Driving Lessons

Driver's License Testing Services

Gift Certificates do not expire and are transferable. They will be e-mailed to you immediately after purchase. Please note, all gift certificates are final sale and are non-refundable.



Agreement

I have read and understand the policies and procedures and I am aware of the penalties if they are not followed.

Student Name

Parent Name (16/17)

Date