

Terms Of Service

Little Debbies Drivin School



2025 Saturn Rd Suite 8, Garland, Texas 75041

School Phone: 945-241-5170

School Code: C3455

Student Name: _____

INSTRUCTION AND CONTRACT LENGTH

All instruction will be completed on-line at your own pace.

The contract is valid for 6 months, or 180 days, starting from the first day of instruction.

All classroom, makeup assignments and in-car instruction must be completed within that time frame.

Coursework not completed by the deadline will need an extension.

Student's Initials _____

ADDITIONAL SERVICES:

Behind the Wheel Policy

Once the student has a learner permit, they will be instructed to create an online account so they may begin scheduling their driving appointments. Drive times are scheduled via **littledebbiesdrivin.com** by logging into/creating student profile. Please note, we maintain a business insurance policy for our vehicles with coverage as required by Texas Transportation Code, Chapter 601, and uninsured or underinsured coverage.

Student's Initials _____

Appointments & Fees

Appointments must be canceled online at least 24 hours before the drive session. Please note, a voicemail or email will not be considered adequate notice for a canceled driving session.

A student will receive a \$30 fee if: a driving session was not canceled online 24-hours in advance, student is absent for a driving session, or student fails to bring their learner permit for driving appointment.

Student's Initials _____

A student will receive a \$5 fee if a cell phone becomes too much of a distraction and/or disrupts the class/driving session.

RULES OF OPERATION AND CONDUCT

A student may be dismissed or barred from the school for tardiness; drunkenness or obvious signs of drug use; rude, vulgar, or disruptive behavior; smoking or using tobacco products; using cell phones in the car; or being otherwise inattentive (sleeping, texting, reading, etc.). Students terminated for violating rules of conduct may be readmitted at the discretion of the school director.

Student's Initials _____

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REFUND / TERMINATION / DISCONTINUED COURSE POLICY

- Refunds are based on the period of enrollment computed on the basis of the course time expressed in clock hours.
- A full refund of all tuition and fees is only issued in the following cases:
 1. If the student is not accepted by the school.
 2. If the course is discontinued by the school before completion and the student elects not to transfer.
 3. If the student's enrollment was procured through misrepresentation in advertising or by a school representative.
- **All refunds are subject to a non-refundable \$75 administrative fee**, which will be deducted from the total
- All refunds shall be processed within **30 days of the official termination date**.

Non-Refundable Circumstances:

Refunds will **not** be granted in the following situations:

- If the student voluntarily withdraws from the course after instruction has begun.
- If the student is dismissed due to misconduct or violation of school policies.
- If the student fails to complete the program within the 180-day contract period and does not request or qualify for an extension.
- If the student repeatedly cancels scheduled sessions, is unresponsive to rescheduling attempts, or otherwise fails to utilize the services made available to them in a timely manner.

Chargebacks and Disputed Payments:

- If a student initiates a credit card **chargeback** after instruction has begun, **Little Debbies Drivin School, LLC reserves the right to dispute the claim** using all documented communications, scheduling records, and attendance logs as evidence of services rendered or made available.
- Clients who initiate chargebacks without contacting the school for resolution will be **permanently barred from enrolling in future courses**, and all associated documentation will be submitted to our legal and financial services for collection and dispute handling.
- We highly encourage open communication to resolve any dissatisfaction before initiating disputes through your financial institution.

Student's Initials _____

Complaints/Grievances

- Any grievances not resolved by the provider may be forwarded to the Texas Department of Licensing and Regulation, Driver Education and Safety, P.O. Box 12157, Austin, Texas 78711, or by facsimile to (512) 463-9468, or electronically

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to: <https://www.tdlr.texas.gov/help/>. The current telephone numbers of the department are 800-803-9202 or (512) 463-6599.

ACKNOWLEDGEMENT

___ **Student's Initials** - I have been furnished a copy of the school terms of service.

___ **Student's Initials** - The school is prohibited from issuing any certificates if the student has not met all requirements for course completion.

___ **Student's Initials** - This agreement constitutes the entire contract between the school and the student, and assurances or promises not contained herein shall not bind the school or the student.

READ ENTIRE CONTRACT BEFORE SIGNING

Signature of Student

Printed Name of Student

Date



Stephanie Hawkins

Signature of School Representative

Printed Name of School Representative

Date

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Behind-the-Wheel Training Agreement and Expectations (Adult Clients 18+)

Client Name: _____

Once a student/driver has obtained a valid Texas learner's permit, they are eligible to begin Behind-the-Wheel (BTW) training. BTW or in-car training consists of an agreed-upon number of driving sessions based on the chosen package.

To ensure a safe and effective learning experience, the following expectations and policies must be followed:

Learner's Permit Requirements

1. Clients must have their learner's permit **in their possession at the time of instruction** and must either keep it on their person or provide it to the instructor until the session is complete.
2. **Failure to present the learner's permit** at the time of the scheduled drive will result in a **\$30 rescheduling fee**, and the session will be forfeited and rescheduled.

Dress Code

1. Clients are encouraged to wear **comfortable, weather-appropriate clothing**.
2. **Closed-toe shoes are mandatory** to ensure safe operation of the vehicle's pedals.

Cell Phone Policy

1. **Cell phone use is strictly prohibited during all drive times**. Clients may not use or handle mobile devices while behind the wheel.
2. In the event of an emergency or urgent need to be reached, **clients are advised to inform family/friends to contact the driving school office**. Instructors will respond when it is safe and appropriate.

Accidents and Property Damage

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1. Any accidents or property damage resulting from the client's **reckless behavior or failure to follow instructions** will result in the client being held responsible for **65% of the insurance deductible**.

Insurance Clause

1. Little Debbies Drivin School, LLC maintains a business auto insurance policy for all instruction vehicles. This policy complies with the Texas Transportation Code, Chapter 601, and includes both **liability and uninsured/underinsured motorist coverage**.

Cancellation and No-Show Policy

1. All cancellations must be made **at least 24 hours in advance** of the scheduled drive time.
2. **Cancellations made less than 24 hours prior will incur a \$30 late cancellation fee.**
3. **Phone calls and emails are not accepted as proof of cancellation.** Cancellations must be submitted via the designated scheduling system or in person, where applicable.
4. **No-call/no-shows will also result in a \$30 fee.**
5. If a client **misses two scheduled drive times consecutively without proper cancellation**, they will be **suspended from booking further drive times for a period of two weeks**.

By signing below, the adult client acknowledges and agrees to abide by all policies and expectations stated above, including any associated financial responsibilities.

Client Signature: _____ Date: _____