

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 is scheduled in-person.

Instruction Begins _____

Class Time _____

Class Expected to End _____

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.

Parent's Initials _____

FEES FOR IN-PERSON CLASSROOM AND DRIVING

A fee of \$100 will be charged if a student defaces or damages any school property. 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.

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

Parent's Initials _____

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**

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.

Parent's Initials _____

ATTENDANCE/ABSENCE

Students are permitted to miss **up to 5 hours** of classroom instruction; however, **all missed hours must be made up** through assigned makeup work as determined by the instructor.

If a student is absent for **more than 10 hours** of classroom instruction, their enrollment in the current class will be **terminated**. The student **may be eligible for transfer to the next available class**, provided they meet the school's transfer requirements and receive approval from the school director. Transfer is **not guaranteed** and is subject to availability and compliance with school policies.

Parent's Initials _____

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

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inattentive (sleeping, texting, reading, etc.). Students terminated for violating rules of conduct may be readmitted at the discretion of the school director.

Parent's Initials_____

CANCELLATION POLICY

A refund of money paid may be issued **if** the student receives a failing grade on the course examination; or the enrollment of the student was procured as a result in misrepresentation of advertising or of the school.

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 refund amount, unless the refund is due to school closure or misrepresentation as listed above.
- 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.

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

ACKNOWLEDGEMENT

____ Parent's Initials - I have been furnished a copy of the school terms of service.

____ Parent's Initials - The school is prohibited from issuing a DE-964 if the student has not met all requirements for course completion.

____ Parent'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 Parent/Legal Guardian

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 Policy Agreement

Student Name: _____

Once a student has obtained a valid Texas learner's permit, they may begin Behind-the-Wheel (BTW) training. This training consists of behind-the-wheel driving. Upon successful completion of this course, students will be issued a Phase II Completion Certificate.

To ensure a smooth and productive learning experience, the following policies and expectations must be followed:

Learner's Permit Requirements

1. Students must present their learner's permit at the start of each lesson and keep it on their person or provide it to the instructor for the duration of the session.
2. **Failure to present a valid learner's permit at the time of instruction will result in a \$30 rescheduling fee**, and the drive time will be forfeited and rescheduled.

Dress Code

1. Students should wear comfortable clothing suitable for driving.
2. **Closed-toe shoes are required** to ensure safe and effective use of the brake and accelerator pedals.

Cell Phone Policy

1. Cell phones are strictly prohibited during driving lessons. Students are not allowed to use their phones at any time during driving time.
2. **Parents/Guardians:** If you need to reach your student during their lesson, please text the instructor. They will respond as soon as it is safe to do so or once the session has ended.

Accidents and Property Damage

1. In the event of an accident or property damage caused by the student's failure to follow the instructor's directions or reckless behavior, **the student and/or parent will be responsible for 65% of the insurance deductible.**

Cancellations and No-Shows

1. **Cancellations must be made at least 24 hours prior** to the scheduled drive time.
2. **Failure to cancel within 24 hours will result in a \$30 fee.**
3. **Phone calls and emails are not accepted as valid proof of cancellation.** All cancellations must be made through the designated scheduling system or in person, where applicable.
4. **No-call/no-show appointments** will incur the same \$30 fee.
5. If a student **misses two scheduled drive times consecutively without notice**, they will be **suspended from scheduling additional drive times for two weeks.**

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Insurance:

1. **We** maintain a business insurance policy for vehicles with coverage as required by Texas Transportation Code, Chapter 601, and uninsured or underinsured coverage.

By signing this agreement, you acknowledge the above rules and expectations.

Student Printed Name

Student Signature

Date

Parent Printed Name

Parent Signature

Date

Parent Contact Number: _____