

MASTERS Driving School Policy

Classroom & Module Requirements

- **Curriculum Completion:** Students **MUST complete ALL 15 modules** of the Massachusetts Prescribed Driver's Education Curriculum.
- **Missed Classes:** Any missed modules **MUST be made up** during the next available class session where that specific module is taught. A **makeup \$50.00/module fee applies to each missed module**.
- **Device Ban:** Use of cell phones, tablets, and smartwatches is **strictly forbidden** during classroom instruction and behind-the-wheel driving lessons. Instructors may grant rare exceptions for class use.
- **Safety Responsibility:** MASTERS Driving School is **NOT responsible for students** when they leave the school suite during classroom hours (such as during breaks, going to the bathroom, etc...)

Parent Class Requirements

- **State Law:** Under Massachusetts law, a parent or guardian **MUST** attend a designated Parent Class before a student under the age of 18 can obtain a driver's license.
- **Lesson Scheduling:** Students under 18 **cannot schedule any behind-the-wheel** lessons until a parent has successfully completed this class.

Fees, Payments, & Refunds

- **Payment Methods:** Classroom instruction fees **MUST be paid in full on the first day of class**. **Only Cash, Certified Bank check (NO personal Checks), or Money Order** are accepted. **Personal checks are NOT permitted**.
- **Deadlines:** All outstanding training fees **MUST be paid in full** before the classroom portion is completed.
- **Refund Restrictions:** **Deposits are NON-refundable**. A refund of up to 50% of the paid amount may be granted if contract or service termination is initiated by the student(s)/parent(s), provided NO policy breach has occurred.
- **18-Month Expiration:** All program services **MUST** be completed within 18 months of your enrollment date. **After 18 months, ALL uncompleted services are forfeited, and ALL remaining credits are NON-refundable**.
- **Cancellations:** We require **24-hour notice** to cancel a road lesson. **Late cancellations** that cannot be filled by another student will incur a **\$50.00 per hour fee**.

Behind-the-Wheel Lesson Policies

- **Scheduling:** All driving lessons **MUST** be scheduled strictly in person or over the phone.
- **Cancellations:** We require at least **24 hours notice** to cancel a scheduled driving lesson. A **\$50.00 per hour late fee** will be charged for any cancellations made under the 24-hour window.
- **Adult Driving Lessons:** Adult road lessons **MUST be prepaid**. MASTERS driving school **reserves the right to cancel ALL remaining driving lessons** if a student's account does not have a prepaid balance.
- **Safety Responsibility:** MASTERS Driving School is **NOT a babysitter**; **students are responsible for their own safety** when the instructor is not in the vehicle (eg, bathroom breaks, etc...); **STUDENTS MUST SECURE AND LOCK ALL VEHICLE DOORS WHEN INSTRUCTOR IS NOT IN THE VEHICLE**.
- **Learning Permit:** Students **MUST HAVE learning permit for ALL** behind-the-wheel lessons, if student **DOES NOT HAVE** learning permit at the start of the session, **SESSION WILL BE CANCELED AND LATE CANCELLATION FEES WILL APPLY**.

Driver's Education Certificate (RMV)

- **Eligibility:** You **MUST complete ALL 30 classroom hours** and ALL required road lessons to receive your Driver's Education Certificate, which is legally required to get a license if you are under 18.
- **Digital Format:** The RMV NO longer issues physical or digital paper certificates. Your certificate is filed electronically and linked directly to your license number and RMV profile. **CERTIFICATE WILL NOT BE FILED UNTIL ALL FEES ARE PAID**.

Weather & Contact Information

- **Inclement Weather:** Classroom and driving lesson cancellations due to bad weather will be announced on our official website. Students **MUST** check the website for updates, which will be posted within 24 hours of the cancellation.
- **Student Records:** Students are required to promptly notify MASTERS Driving School of any changes to their phone number or home address during their enrollment.

Behavior & Contract Termination

- **Zero-Tolerance Policy:** MASTERS Driving School has a **zero-tolerance policy for abusive, aggressive, or threatening language**.
- **Dress Code:** MASTERS Driving School follow **Fall River School District Dress Code**; **NO Perfume or Cologne**
- **Expulsion:** **Initial offenses will result in immediate ejection from class**. Continued abusive behavior will lead to permanent expulsion from the school without a refund.
- **Contract Termination:** MASTERS Driving School **reserves the right to terminate** a student's contract at **ANY time for ANY reason**. If a contract is terminated due to a policy breach, **ALL outstanding credits and deposits are permanently forfeited, and NO refunds will be given**.