

## **Customer Contract**

This document, as required by the State of Colorado, is being provided for you as a statement of our company policies and procedures. Please read it in its entirety before purchasing any driver's education or testing with Mountain States Driver's Education. This agreement constitutes the entire contract between the school and the student, and any verbal assurances or promises not contained herein are not binding on either the school or the student.

### **CANCELLATION POLICY**

Mountain States Driver's Education strives to offer you the highest level of service, the best cars, and quality facilities. We honor our commitments to you and expect our customers/students to do the same. This level of commitment to the community requires us to have a no-refund policy.

**That means that once you have paid and registered for education/training at Mountain States Driver's Education, there will be absolutely no refunds, regardless of the reason, and no transfer of tuition, and no credit toward other services.**

If you cancel less than 24 hours prior to your appointment for a behind-the-wheel lesson or a driving test, or do not bring your valid permit and other required documentation, you forfeit the drive time and/or course tuition, and there will be no refund.

If you are more than 10 minutes late for a driving lesson appointment, we will not be able to complete the full 2 hours. This means you may need to purchase additional drive lesson time if you are trying to reach the 6-hour state requirement for BTW.

If you are more than 10 minutes late for a driving test, we do not have time to complete the test and your fee will be forfeited.

Mountain States values their employees. Abusive or combative behavior (whether verbal or physical) from a student or parent/guardian towards instructors or admin staff, will result in the immediate termination of this contract and loss of any tuition/fees already paid.

### **DRIVE TESTS**

Drive tests are \$80 and payment is due at time of booking. You must have your permit number (customer identifier/DL number) and form of payment ready at time of booking. Appointments can be made through the website, by calling the office (any location can book for all locations) or stopping by one of our four locations.

If you fail a drive test with our company, you can test again as soon as the next day, schedule permitting. The fee for a retest is \$60 and is due at time of booking. You may take the drive test in a company vehicle or in personal vehicle. Interlock restricted drivers must provide an interlock-enabled vehicle. Note that some drive testers only test in the company vehicle.

If you are testing in personal vehicle, you must provide the following at the test: current and valid insurance and registration. These documents must be the original, paper version unless they are loaded onto the myColorado app. Pictures of the documents on your phone are not acceptable forms! Also, personal vehicles must have a license plate on the front and back (temporary tags accepted), all lights and signals must function (including brake lights), driver and passenger doors and windows must be functional, and the windshield cannot have any cracks that obstruct driver's or tester's view. **Drive testers have the right to refuse the test if the vehicle does not pass inspection or seems unsafe in any way.**

## CLASS DESCRIPTIONS

**30-hour Comprehensive Course, class only:** All students under the age of 15 ½ are required to complete the 30-hour comprehensive course before getting their permit. Cost: \$200

- **In-Person:** Classroom instruction led by one of our certified instructors. Usually divided into 4 days, 8 1/2 hours each day (includes a 30-minute lunch break and six 5-minute breaks throughout the day). Please see our website for a current schedule.
- **Online:** Independent instruction with 24-hour access for 28 days from date of activation. 30-day extensions are available for an additional \$30 if the course is not completed in the initial access period. Technical support is available during our normal business hours (8:00 a.m. – 5:00 p.m., 7 days per week.)

**Behind-the-wheel (BTW) instruction:** The state of Colorado requires every student UNDER THE AGE OF 16 ½ at the time they receive their license to complete 6 hours of individual instruction from a certified instructor. Mountain States offers these lessons at a cost of \$80 per hour, for a total of \$480 for 6 hours. Each lesson is two hours long. You must have a valid permit to schedule BTW instruction.

- **Comprehensive class PLUS 6 hours BTW:** A package of the 30-hour course plus the 6 hours of drive time is offered for \$615.

**Driver's Awareness class (4 hours):** Students at least 15 ½ can opt for this class instead of the comprehensive classes listed above. The cost of the class is \$100. Please check our website for the current class schedule.

## SCHEDULING

**Classroom:** If a student misses an in-person class, they will be required to make up the time at a later date in order to receive their class completion certificate. Make-up classes are scheduled on a space-available basis. There is a \$30 fee to transfer from online to in-person or vice versa, and once you transfer you must start the new course over from the beginning.

**BTW:** Behind-the-wheel sessions are scheduled after the student finishes the class and gets their permit. Under this agreement an instructor may not provide behind-the-wheel training to more than two individual students per session. At Mountain States, our behind-the-wheel is one student per session with the instructor, though the parent may ride along if they wish. The student has two years from the date they completed their class to complete the 6 hours BTW. Please note cancellation policy below.

## PAYMENTS

Accepted methods of payment are credit/debit cards (Master Card, Visa, AmEx, and Discover, incurs an additional 3.5% transaction fee), personal checks (30 hour comprehensive class only) or cash.