



Policies and Procedures

Driving Hours –

- Students must have a valid MA learner's permit with them for all driving lessons. Copies are not accepted.
- 24-hour notice is required for all BTW cancellations

Cancellation Policy – A 24-hour cancellation notice is required for all behind the wheel lessons. **All cancellations must be done in the student portal.** A fee of \$50 will be charged if lessons are not cancelled within 24 hours. If a student does not show up or is more than 10 minutes late or arrives without their permit/glasses/contacts, the lesson will be forfeited and a \$50.00 fee will be charged.

All driving hours are scheduled through the student portal. Students should expect that the earliest driving hours are 2 – 3 weeks away. JOL students must have their permit for six months before receiving their license. We recommend that driving hours be spaced throughout the six months leading up to the road test and students practice what they have learned with Parkway at home. For this reason, we allow only two driving hours to be scheduled per week. The state recommends 40 driving hours be completed at home. We do not think this is enough and recommend that you drive with your teenager as many hours as possible. It is important that your teen practices as much as possible to become a safer driver.

Cell Phones – Cell phones must be turned off in the classroom and during driving or observation hours.

Weather Cancellations – check parkwaydrivingschool.com for any cancellations

Miscellaneous – Flip flops and open-backed shoes are not allowed during driving lessons

Refund Policies - You are entitled to a full refund on any of our services when a written request is received two weeks prior to a scheduled class or service. Parkway Driving School will issue a refund minus a \$25 administration fee within 30 days of your requests. There will be no refunds on any packages once instruction has begun. All services must be completed within two years of enrollment (This is RMV policy). After two years, money is not refundable and services will be forfeited.

Registry Fees are as Follows:

- **Permit \$30 –** paid to the RMV on the day of the permit exam
- **License Fees \$85 -** \$35 Appointment Fee; \$50 License Fee. These fees can be paid on the day of the permit test (recommended).
- **Driver Ed Completion Certificate \$20** This fee is paid to Parkway Driving School. Parkway pays this fee electronically when a student completes the course. Students under 18 will be not allowed to take a road test until the certificate has been issued. No student will be certified with an outstanding balance

Parkway Driving School is not responsible for any lost, stolen or damaged property while in the classroom or vehicles of the school.