



Terms and Conditions: Adult Programs

In-Car Training Policies

The student has 1 year to use the services from the date of purchase.

The student's permit or driver license is required in order to sign up and schedule driving lessons.

If you cancel a Behind the Wheel (BTW) lesson with less than 48 hours notice you will be charged \$75 to make up each lesson that was cancelled. If your student is a "No Show" for their BTW lesson you will be charged \$150 to make up the missed lesson.

- A "cancellation" is any missed appointment scheduled by the student, parent, or guardian.
- A "No Show" is defined as any missed appointment scheduled by the student, parent, or guardian due to any of the following:
 - Not showing up for the scheduled BTW lesson
 - Canceling the lesson with less than four-hour notice.
 - Arriving without the lawfully required instruction permit or license
 - If a student is impaired for any reason, (Lack of sleep, medication, intoxication, etc.)

Refund Policy

Once enrolled for private lessons, if enrollment is cancelled, there is a **15% drop fee** taken off the refund. The student has 1 year to use the services from the date of purchase. No refund will be issued after a year if the services are not used. *Once the first lesson has been completed, no refunds on the rest of the purchased package will be issued.*

Certificate of Completion

Upon completion of the training a certificate may be issued upon request.

SMS Text Messaging

We will notify students of upcoming lessons and important information via text message. We will also send important scheduling information through email and text. **By registering you are agreeing to receive these notifications.** Students can opt out of text messaging at any time. If you opt out, you will not receive reminders of upcoming lessons.

Returned Check Policy

If the check for payment is returned or bounces, a \$40 returned check fee will be applied.

Monitoring

ODEC employs the use of internal video monitoring equipment in its vehicles as part of a multifaceted approach to protecting the safety and security of students, instructor, property, and promoting the highest educational standards. ODEC recognizes that it must balance the rights of privacy of students and staff with its duty to provide a safe learning environment. Video monitoring shall be used only to promote the safety, and teaching objectives of students, staff, and property. Staff and students are prohibited from unauthorized use, tampering with, or otherwise interfering with video camera equipment and will be subject to appropriate disciplinary action.

Grievances

In the case of a grievance, you can contact the DMV at 503-945-5000.

If your grievance is in regard to abuse and/or misconduct, please call the ODEC office at 503-581-3783 to speak to the office to be escalated to management.