



## Hybrid Program Terms and Conditions

### **Refund Policy**

Once enrolled for the hybrid program, there is no refund for the online training course. However, if the student is enrolled in the Hybrid Program, a partial refund may be obtained for private lessons, and there is a **15% drop fee** taken off the refund. The student has 1 year to use the services from the date of purchase. Refunds can take up to 30 business days to be processed. 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.*

### **Online Training Policies**

The online training program is self-paced. The student has 365 days to complete the training.

### **In-Car Training Policies (if applicable)**

The student must have obtained his/her permit before in-car lessons can be scheduled. Must complete the classroom training, in-car training, and DMV Drive Test within one year from the start date of class.

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 "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.)

### **DMV Drive Test Policies (if applicable)**

The student must be 16 and must have had his/her permit for at least 6 months in order to take the DMV drive test; however, they can complete the rest of the program before turning 16. The student also cannot take the drive test with an examiner that was his/her driving lesson instructor. By agreeing to these terms and conditions, you are also agreeing to the Third Party Drive Test [terms and conditions](#)

### **Certificates of Completion**

An in-house ODEC certificate may be provided after the completion of behind-the-wheel training. A request for the certificate must be submitted to the ODEC office. The online training certificate is provided by IMPROV upon the completion of the online training program.