

TERMS OF USE

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USER PRIVACY

Under no circumstances will 4 Lakes Driving School share a client's personal information unless required by law.

INTERNET PURCHASING

When making purchases or other transactions through 4 Lakes Driving School Web Site or the Internet, you may be asked to supply certain information, including credit card or other payment mechanisms. You agree that all the information you provide through the 4 Lakes Driving School Web Site will be accurate and complete. You agree to pay all charges incurred by you or other users of your account.

Acceptable forms of payment include Credit Card (Visa, Discover, Master Card), Debit Card, Check, or Cash payments. We do not accept American Express.

TEEN COURSES

General Information: Students must be at least 15 years old by the first classroom session of the course. Students cannot miss more than 3 class sessions and cannot enroll after the third class. The Teen Driver's Ed classroom must be 30 hours long total. Behind-the-wheel driving lessons are scheduled separately from the classroom and must run for a minimum of 21 days from start to finish. Behind-the-wheel lessons are scheduled separately through your Student Account Portal. By Wisconsin State Law you must complete a full 30-hour classroom, a minimum of 6 behind-the-wheels, and hold the learner's permit for a minimum of 6 months before being able to obtain a driver's license if under age of 18. Most of our communication is through email, phone, live chat, and text. A valid, regularly checked email address for both student and parent is recommended to not miss any important emails and reminders. No food, drink or gum is allowed in instruction cars or in the classroom. The participant and/or the parent or guardian of a minor participant, grants permission to receive important text updates from 4 Lakes Driving School staff regarding their lesson statuses.

Understanding the [Wisconsin DOT](#) requirements is crucial for parents and students to successfully complete our program and to obtain a driver license. I confirm that I have clicked on the link in the previous sentence and have reviewed the entire page regarding intermediate licensing requirements, restrictions and timelines.

Classroom Sessions: Students are accountable for their classroom conduct and attendance. Students will be dismissed from the course without a refund for misbehavior, excessive tardiness, more than 3 absences, or multiple failed tests (a score below 75%). All absences must be made-up through chapter worksheets (obtained in class) and all failed tests must be retaken. Student tardiness in excess of 10 minutes to class is viewed as an absence and the entire lesson needs to be made up, whether the student attends the remainder of class or not. Students will receive a course workbook at the start of the course. Replacement workbooks may be purchased for \$10. 4 Lakes Driving School reserves the right to cancel any class due to low enrollment.

Knowledge Test: The knowledge test consists of 50 multiple choice questions about traffic safety laws and 15 sign matching questions. Applicants must answer at least 40 questions correctly in order to pass the knowledge test and 12 correct to pass the signs test. Applicants will be given a maximum of 5 attempts to pass the test, with a minimum of 1 business day between each attempt. Applicants who arrive late for their scheduled tests will not be allowed to test.

Behind-the-Wheel Lessons: Students are required to complete 6 driving hours and 6 observation hours with a certified instructor. This can be broken up into 7 driving hours, 4 observations; 8 driving hours, 2 observations, or 9 driving hours, 0 observations. Additional lessons are available after completing program. A briefing prior to the lesson and at the conclusion with a student and/or parent is part of the clock hour. Driving lessons must be spread out through your 6 month learner's permit duration and typically take place every 1-2 weeks starting 1-3 weeks after obtaining learner's permit.

To reschedule or cancel behind-the-wheel lessons, please log in to your Student Account Portal. If a driving lesson needs to be rescheduled or canceled, students must contact our office or login to Schedule Portal at least 1 business days before the scheduled lesson. Weekends and holidays are not considered business days. If a student does not cancel a lesson within the required time for notice of cancellation, does not bring a valid learner's permit to a lesson, or fails to show up for a lesson, they will be charged a late cancellation penalty. Late cancellation fees can be waived with a doctor's note or a 'forgiveness pass'. If an instructor late cancels on a student, you will be notated a 'forgiveness pass' on your student account. Missing any lesson will not count as a completed lesson towards your requirements.

Completion of the Course: Upon successful completion of the course, including all required tests and activities, and upon the payment of tuition and fees, the Department of Motor Vehicles will be electronically notified that a student has passed our course, which must be done prior to obtaining a driver license. This notification typically takes 3-4 business days after all requirements are met. If you need expedited notification service, you must notify the school or your instructor after completion of final lesson.

Refunds: All refunds are subject to a processing fee of \$15 if requested greater than 3 business days upon activation of your account. Activation of your account will take place after all paperwork and review by administrative staff is made on your account registration. If you need to transfer from in-person to online classes, you must request it at least seven days before the first day of class to avoid a processing fee. There are no refunds after the 2nd class. A \$15 fee is charged for returned checks or disputing a credit card charge that is shown to be valid.

Program Expiration: Your payment of a driver's education program through 4 Lakes Driving School is good for 2 years.

ADULT LESSONS

General Information: Adult students must carry a valid learner's permit or license during every lesson. To reschedule or cancel lessons, students must contact our office or login to their Student Account Portal at least 1 business days before the scheduled lesson. Weekends and holidays are not considered business days. If a student cancels a lesson within the required time for notice of cancellation, does not bring a valid learner's permit or license to a lesson, or fails to show up for a lesson, they will be charged a late cancellation penalty. Adult lessons span for 90 minutes, with a 5 minute intermediate break, and a 5 minute end of session recap. Drive time returning to dropoff point is included in lesson duration as this time will also be used for practice and recap. The participant and/or the parent or guardian of the participant, grants permission for the participant to have photos and/or videos taken of him/her to be used for publicity, monitoring, and security purposes.

Pick-Up & Drop-Off Service: Pick-up and Drop-off services are available for adult lessons and for applicants registered to take the driver license driving test. The pick-up

and drop-off location must be within 8 miles and 20 minutes of the branch location selected to avoid any additional travel cost.

Refunds: All refunds are subject to a processing fee of \$25 if requested greater than 3 business days upon activation of your account. Activation of your account will take place after all paperwork and review by administrative staff is made on your account registration. A \$15 fee is charged for returned checks or disputing a credit card charge that is shown to be valid.

Program Expiration: Any Adult driving program that is paid for in full is good for 1 year from activation date.

POLICY CHANGES

4 Lakes Driving School reserves the right to update or modify these terms and conditions at any time without prior notice. In the event that any changes are made, the revised terms and conditions will be posted on this website immediately.