

CANCELLATION POLICY

A full refund will be made to any student who cancels the enrollment contract within 72 hours (until midnight of the third day excluding Saturdays, Sundays and legal holidays) after the enrollment contract is signed or within the student’s first three scheduled class days. (**see below)

REFUND POLICY

1.

Refund computations will be based on scheduled clock hours of class attendance through the last date of attendance. Leaves of absence, suspensions, and school holidays will not be counted as part of the scheduled class attendance.
2.

The effective date of termination for refund purposes will be the earliest of the following:
(a) The last day of attendance, if the student is terminated by the school; (b) The date of receipt of written notice from the student;
or (c) Ten school days following the last date of attendance.
3.

If tuition and fees are collected in advance of entrance, and if after expiration of the 72 hour cancellation privilege the student does not enter school, not more than \$100 in nonrefundable administrative fees shall be retained by the school for the entire residence program or synchronous distance course.
4.

If a student enters a residence or synchronous distance education program and withdraws or is otherwise terminated, the school or college may retain not more than \$100 in nonrefundable administrative fees for the entire program. The minimum refund of the remaining tuition and fees will be the pro rata portion of tuition, fees, and other charges that the number of hours remaining in the portion of the course or program for which the student has been charged after the effective date of termination bears to the total number of hours in the portion of the course or program for which the student has been charged, except that a student may not collect a refund if the student has completed 75 percent or more of the total number of hours in the portion of the program for which the student has been charged on the effective date of termination.¹
5.

Refunds for items of extra expense to the student, such as, books, tools, or other supplies should be handled separately from refund of tuition and other academic fees. The student will not be required to purchase instructional supplies, books and tools until such time as these materials are required. Once these materials are purchased, no refund will be made. For full refunds, the school can withhold costs for these types of items from the refund as long as they were necessary for the portion of the program attended and separately stated in the enrollment agreement. Any such items not required for the portion of the program attended must be included in the refund.
6.

A student who withdraws for a reason unrelated to the student’s academic status after the 75 percent completion mark and requests a grade at the time of withdrawal shall be given a grade of “incomplete” and permitted to re-enroll in the course or program during the 12-month period following the date the student withdrew without payment of additional tuition for that portion of the course or program.
7.

A full refund of all tuition and fees is due and refundable in each of the following cases:
(a) An enrollee is not accepted by the school;
(b) If the course of instruction is discontinued by the school and this prevents the student from completing the course; or
(c) If the student's enrollment was procured as a result of any misrepresentation in advertising, promotional materials of the school, or representations by the owner or representatives of the school.

A full or partial refund may also be due in other circumstances of program deficiencies or violations of requirements for career schools and colleges.

REFUND POLICY FOR STUDENTS CALLED TO ACTIVE MILITARY SERVICE

8.

A student of the school or college who withdraws from the school or college as a result of the student being called to active duty in a military service of the United States or the Texas National Guard may elect one of the following options for each program in which the student is enrolled:
(a) if tuition and fees are collected in advance of the withdrawal, a pro rata refund of any tuition, fees, or other charges paid by the student for the program and a cancellation of any unpaid tuition, fees, or other charges owed by the student for the portion of the program the student does not complete following withdrawal;
(b) a grade of incomplete with the designation "withdrawn-military" for the courses in the program, other than courses for which the student has previously received a grade on the student's transcript, and the right to re-enroll in the program, or a substantially equivalent program if that program is no longer available, not later than the first anniversary of the date the student is discharged from active military duty without payment of additional tuition, fees, or other charges for the program other than any previously unpaid balance of the original tuition, fees, and charges for books for the program; or
(c) the assignment of an appropriate final grade or credit for the courses in the program, but only if the instructor or instructors of the program determine that the student has:
(1) satisfactorily completed at least 90 percent of the required coursework for the program; and
(2) demonstrated sufficient mastery of the program material to receive credit for completing the program.
9.

The payment of refunds will be totally completed such that the refund instrument has been negotiated or credited into the proper account(s), within 60 days after the effective date of termination.

****Non-Refundable Fees:** The U.S. Department of Transportation Federal Motor Carrier Safety Regulations: Part 382 Controlled Substance and Alcohol Use and Testing, Part 391/ Subpart C Background and Character, and Part 391/Subpart E Physical Qualifications and Examinations require that each student have a D.O.T. Drug Test, Physical, and complete a background check. The cost of these services is the responsibility of the student, agency, or company. If these services are available at the school and the student, agency, or company chooses to use the school services, the *pass through costs* of these services will not be refunded. This is also true of any other costs such as lodging and/or fees required by the State of Texas Department of Public Safety that were paid on behalf of the student. Though fees are not set by Roadmaster Drivers School of San Antonio we have included the *normal* cost of these fees in the catalog addendum.

- **ENROLLMENT TRAINING AGREEMENT:** Upon acceptance of this Enrollment Agreement and payment or financing of tuition and fees as specified, this document constitutes a training agreement to provide the complete training course as elected on the reverse of this form.
- **ADMISSIONS REQUIRMENTS:** All admission requirements are outlined in the current Roadmaster Drivers School Catalog and/or the current Catalog Addendum.
- **ACCEPTANCE:** This enrollment agreement will be sent to the School’s Director for review and acceptance or rejection. If rejected the perspective student will receive a refund in accordance with the above refund policy.
- **SCHOOL POLICIES:** Rules, regulations and policies of the School including attendance and conduct appear in the *School Catalog*. Failure to abide by the rules, regulations and policies including payment of tuition may result in student dismissal.
- **CREDIT FOR PREVIOUS TRAINING:** Applicants will be given consideration for credit for previous experience, or training, on an individual basis after an evaluation is made of the applicant’s actual work experience in the field, previous training and driving ability. For consideration of previous training the applicant must submit a certificate of completion and course outline.
- **GRADUATE PLACEMENT:** The School maintains a staff that meets with all students while in school and provides placement assistance to these students. The School’s Graduate Services Department may not be able to assist the student in finding a position in the trucking industry: if the student has been convicted of a felony; if the student has been convicted of any offense involving the use of alcohol or drugs; if the student’s driving record contains multiple traffic offenses, or if the student’s driver’s license has been suspended or revoked for any cause.
THIS IS NOT A GUARANTEE OF EMPLOYMENT. NO SCHOOL EMPLOYEE IS AUTHORIZED TO GUARANTEE YOU A JOB.
- **CORRESPONDANCE AND COMPLAINT PROCEDURE:** All correspondence, inquires and other matters relating to this training should be addressed to the corporate offices at: ROADMASTER DRIVERS SCHOOL, 7196 S. W.W. White Rd., San Antonio, TX 78222
Students having questions or concerns regarding training should request an appointment with the School Director. If the student is not satisfied with the outcome and considers any grievance to be unresolved, formal complaint procedures can be directed to: The Texas Workforce Commission, Career Schools and Colleges Section, 101 E. 15th Street, Room 226T, Austin TX 78778-0001

Roadmaster Drivers School of San Antonio, Inc is Approved and Regulated by:
Texas Workforce Commission Career Schools and Colleges, 101 E. 15th Street, Room 226T, Austin, TX 78778 (512-939-3100)

Note: Refer to the School’s Catalog / Catalog Addendum for additional information, School Policies, and curriculum course descriptions.

TERMS OF THIS ENROLLMENT AGREEMENT ARE CONTAINED ON BOTH SIDES Initials of Student _____