

Golden Opportunity (GO) Classroom Program Policies

Academic Policies:

1. **Recording Restrictions:** Students are prohibited from recording video, audio, or written notes in any classroom program or related material. At times, students may be asked to leave cell phones with staff or the instructor to uphold this policy.
2. **Class Attendance:** Students may attend or view any class once per program payment. For on-site practice exams, students have unlimited access to practice during business hours until their credit expires.
3. **End-of-Class Test:** Some classes require a test for certification. Students are allowed one retake in-class. Failing to pass requires a course retake.
4. **Attendance Policy:** For regularly scheduled classes, instructors may close the classroom 15 minutes after the class start time to late arrivals. Students who miss a class must reschedule.

Independent Classroom Sessions: Private classes must be canceled at least 48 hours in advance by phone. Last-minute cancellations or no-shows will incur a \$90 fee for a two-hour session.

DMV Transportation Policies:

- **Document Readiness:** Students must bring all required documents to DMV appointments (see ILSOS.GOV for the list).
- **Cancellations:** Cancellations within 24 hours result in forfeiture of the credit; additional purchases are required to reschedule.
- **Eligibility:** Ineligible students will forfeit their credit if they cannot proceed with the DMV exam on appointment day.
- **Exam Failure:** If a student fails the DMV exam, the credit is fulfilled. A new program purchase is necessary to retake it.
- **Appointment Availability:** If unavailable, students will be rescheduled for the next available date.

Adult Driver Education: By enrolling, students acknowledge the six-hour Adult Driver Education (ADE) course, which is required for drivers ages 17 years, 3 months to 20 years who have not completed high school driver education. For students over 21, the ADE is recommended.

1. **Eligibility:**

- o 17y 3mo – 20 years: Must be enrolled or have completed the ADE or equivalent.
- o Over 21: May choose to enroll in ADE or decline.

Student Scheduling: Golden Opportunity Driving School (GO) may adjust class schedules, locations, or cancel courses if fewer than seven students are enrolled. Enrollment is first-come, first-serve, and unpaid students may be dismissed.

Online On-Demand Programs: GO's self-study courses expire after set periods (e.g., Permit Exam Prep after two weeks, Adult Driver Education after two months). Unfinished courses after these periods require repurchase.

Behind-the-Wheel Procedure

Program Overview: GO's Behind-the-Wheel curriculum covers Illinois driving techniques. Students may not start later in the curriculum unless they hold a valid Illinois Driver's License.

- **Meeting Points:**
 - o **GO Office Pickup:** Outside the assigned GO location.
 - o **Meeting Point:** Designated zone location within coverage areas; same for pick-up/drop-off.

Only the student may be in the vehicle during lessons. Highway and parallel parking are instructor-discretionary based on skill, unless the student has a valid driver's license.

Lesson Cancellations: Cancellations must be 24 hours in advance; otherwise, a \$60 fee per lesson applies. Instructors wait a maximum of 15 minutes for students; if late, the lesson will be canceled with a no-show fee of \$60.

Permit Requirements: Students must bring their valid driver's instruction permit (original only) to every lesson. Missing permits will result in a \$60 rescheduling fee.

Footwear Policy: Closed-toe shoes are required. Open-toed, heeled, or sandal footwear results in a \$60 cancellation fee.

Road Test at IL DMV: GO assists with scheduling DMV road tests, but appointment availability varies. Students should wait at home until contacted with appointment details and arrange their own transportation. Tardiness, eligibility, or documentation issues incur a \$55/hour charge if beyond the allotted two hours.

Other Policies

Student Conduct: Students must follow GO policies, including carrying an Instruction Permit, wearing proper footwear, and refraining from cell phone use. Unsafe behavior, including intoxication or drowsiness, will end lessons with no refund.

Refunds and Fees: Payments are final. Processing fees apply to credit card payments, and program downgrades are non-refundable.

Validity and Transfer: Program Credit is valid for nine months, transferable to other students before expiration.

Intellectual Property: All course materials are GO's property and cannot be shared or distributed.

Confidentiality: Student information is confidential and shared only if legally required.

Personal Property: GO staff are not liable for lost personal property.

Dispute Resolution: Disputes will be directed to the Illinois Secretary of State Office.

Recording Consent: Enrollment provides consent for GO to use video and sound recordings for training, safety, and promotional purposes.