

Tri-Cities 911 Driving School Terms and Conditions

Teen Traffic Safety Education Courses:

Teen Classes: WAC 308-108-120 requires that students must be at least 15 years old prior to attending a Driver's Education Course. In addition, enrollment in a Driver's Education Course is not permitted after the 3rd day of class has been completed. It is our school policy students must be at least 15 years old by Day 1 of class in order to attend the course selected.

Partnership with Parents: Parent involvement is extremely critical for the student's success. Driving is one of the most important skills you will learn and carry with you no matter what you do in life. We are excited for the opportunity to partner with you for such an important milestone. For the duration of this course, please be prepared to make this a priority in your schedules. This includes classroom instruction and behind the wheel (BTW) instruction.

Parent/Student Responsibility: Students and parents are responsible for knowing and tracking their individual deadlines, absences, and course progression. Parents are expected to attend the Parent Orientation on the first day of class with their student. Parents are also expected to practice with their students in between student drives, and meet with the instructor after each student drive to review the student's drive progress and to answer any questions. It is your responsibility to notify TC 911 of any medical or physical conditions that may affect the student's abilities during classroom or BTW instruction.

Attendance: No more than **3** absences are permitted. All absences and incomplete classwork must be rescheduled within one week. Classroom and BTW instruction will be completed in no less than 30 days.

Note: WAC 308-108-150 requires students to complete their Driver's Education course in a timely manner. This includes completing all classroom sessions and/or makeup classes, failed tests (scoring less than 80%), and required drives and observation hours. Students are to demonstrate weekly progress if course completion is to extend beyond the end of their classroom sessions. In order to maintain compliance with this, it is our school policy that courses must be completed within 16 weeks from the first day of class. Extensions to this policy may be granted on a case by case basis and may require Department of Licensing (DOL) approval. Courses not completed within this criteria will be considered failures and will need to be repeated at the parent/student's expense.

Behind the Wheel (BTW) Practice: Students are required to complete a minimum of **3 student drives** with the instructor by the last day of classroom instruction. In addition to course drives with instructors, 50 hours of supervised driving (a minimum of 40 hours during the day and 10 hours at night) is required by Washington State prior to receiving a driver's license. If parents are unable or refuse to practice with the student and the student is not able to complete the tasks of each BTW lesson, parents will need to purchase additional drives at the rate of \$50 per hour in order for the student to move onto the next drive lesson. This can be avoided by helping your student practice in between student drives.

It is the 911 Driving School policy to have two students in the instructional vehicle at all times. There are instances when this is not possible. Your initials on our enrollment contract give the Tri-Cities 911 Driving School permission to conduct BTW instruction in a one-on-one setting. It is your responsibility to notify the Tri-Cities 911 Driving School if alternate arrangements need to be made to avoid one-on-one BTW instruction.

Behavior: Students are fully accountable for their conduct. This includes being respectful of the instructor, fellow students, and classroom and vehicle property. No food, drink, or gum is allowed in the instructional vehicles. Cell phone use is not allowed in the classroom or in the instructional vehicles. Students can be dismissed from the course for misbehavior, cheating, excessive tardiness, cell phone use or misuse, failure to schedule drives, multiple failed tests during the course, abuse of equipment, willful violation of traffic laws, or being charged under the influence of drugs or alcohol. No refunds will be given if a student is dismissed from the course for behavior violations.

Intermediate Driver's License (IDL) Requirements/Penalties: Washington State requires we provide parents and students information regarding the IDL requirements and penalties. This will be provided to you no later than the first day of class, along with a copy of our enrollment contract.

Class and Drive Photos: Pictures may be taken throughout the class and some may be used for our social media pages or other promotional activities. You will be asked on our enrollment contract to give your permission to be included in pictures. It is your responsibility to notify the Tri-Cities 911 Driving School if alternate arrangements need to be made to avoid being in pictures.

Student Record: A student signature is required on the attendance record for the DOL verification that all requirements have been met. All information will be entered into the DOL data base upon successful completion of all tests and activities required for our program, and payment of tuition and fees. Completion of this traffic safety course does not guarantee students will pass the DOL exam.

Organ Donor: Washington State requires our course to include an informational video about the Organ Donor Program. Watching this video is optional.

Payment Options: We accept Master Card, Visa, Cash, and Money Orders for payments. We do not accept checks, Discover, or American Express as a form of payment. A minimum of half the course tuition is due 5 days before the first day of class in order to guarantee class placement. The remainder of the balance is due by the last day of classroom instruction. Full payment is also accepted at the time of enrollment.

Additional Fees: The student account will be charged \$50 for not coming prepared to drive, i.e. not having a permit or not having proper footwear, etc., or for cancelling drives with less than a 24 hour notice. A \$50.00 fee may be assessed for open invoices exceeding 30 days. Delinquent accounts after 60 days may be turned over to collections if alternate arrangements have not been made. An additional collections fee of 40% of the outstanding balance will be added to the delinquent account if an account is submitted to collections.

Coupon/Discount Offers: If applicable, only one coupon code or discount offer may be used per student enrollment.

Refunds: For Teen Traffic Safety Education Courses, full refunds will be given up to 11 days before the first day of class. A \$25 administrative fee will be charged for refunds 10 days or less from the first day of class. No refunds will be given after the 2nd class or for failure to complete the course.

DOL Testing: Photo identification is required for all DOL testing. Acceptable photo ID includes but is not limited to pictured state ID or permit, passport, out of state license, school ID, library card, or school year book. Students under 18 years of age with permit waivers must complete their course before taking the Knowledge test. A passing score of 80% on the Knowledge test is required before being able to take the Skills test.

Adult Traffic Safety Education Courses:

Permit: A valid driver's permit is required for instructional drives.

Fees: Fees for knowledge tests, practice drives, classes, and skills tests are payable in full at the time of registration. Accounts will be charged \$50 for not coming prepared to drive, i.e. not having a permit or not having proper footwear, etc., no-shows, or for cancelling drives with less than a 24 hour notice. Late cancellation/no-show/unpreparedness fees must be paid prior to re-scheduling next driving lesson.

Vehicle Use: The TC911 instructional vehicles will be used for driving lessons. Personal vehicles may be used for testing provided they are in safe operating condition. This includes but is not limited to: brakes, lights, signals, seatbelts, windshield visibility, and windshield wipers. Personal vehicles must also be current with vehicle registration and insurance. Use of a personal vehicle is at the discretion of the examiner.

Payment Options: We accept Master Card, Visa, Cash, and Money Orders for payments. We do not accept checks, Discover, or American Express as a form of payment. Full payment is due prior to or at the time service is provided unless otherwise noted above. A \$50.00 fee may be assessed for open invoices exceeding 30 days. Delinquent accounts after 60 days may be turned over to collections if alternate arrangements have not been made. An additional collections fee of 40% of the outstanding balance will be added to the delinquent account if an account is submitted to collections.

Refunds: Refunds will be considered on a case by case basis and will be pro-rated in accordance with services rendered.

Defensive Driving Courses:

The purpose of the Defensive Driving Course is to instruct, educate, and inform all enrollees in the proper, lawful, and safe operation of motor vehicles, including but not limited to rules of the road and the limitations of person, vehicles, bicycles, roads, streets, and highways under varying conditions and circumstances. A Defensive Driving Course may be administered by District Municipal Courts as a diversion program.

The Tri-Cities 911 Driving School offers a Defensive Driving Course for drivers who have been issued traffic related infractions and/or citations. It is designed to improve the driver's knowledge and understanding of traffic laws as well as safe driving techniques and strategies. Successful completion of the one-day class may allow you to keep the infraction(s) from being added to your driving record.

It is your responsibility to check with your referring court prior to taking our course to make sure it meets the needs of the court. We offer 2 classes: Level 1 is a 4-hour class; Level 2 is a 6-hour class. You are required to attend the full class in order to receive a completion certificate. It is your responsibility to submit your completed certificate to the court.

Deferred Finding: Some drivers may qualify for a deferred finding under RCW 46.63.070(5) if requested during a mitigation or contested hearing. A deferred finding will not go on your driving record so long as any conditions set by the judge are satisfied.

These may include payment of costs, committing no other traffic violations over six (6) to twelve (12) months, and possibly traffic school attendance or compliance with other traffic related conditions. A person is eligible for a deferred finding only once in a seven (7) year period. It is your responsibility to request a deferred finding if you feel you may be eligible.

Department of Licensing (DOL) Testing:

1. The fee for the Knowledge exam is \$30.00.
2. The fee for the Skills exam is \$35.00.**
3. The fee for using the school's training vehicle for the exam is \$20.00
4. Re-take of the Knowledge exam is \$30.00. (For the second attempt.)
5. Re-take of the Skills exam is \$35.00.**
**These fees are separate from the fee charged for your Traffic Safety Course and DOL's application and licensing fees.
6. The Knowledge exam consists of 40 multiple-choice questions about traffic safety laws. Applicants must answer at least 32 questions correctly to pass the exam.
7. The drive test will test the applicant's ability to drive legally and safely. Applicants must pass the driving test with a score of at least 80%.
8. Your exam scores will be entered into the DOL database within 24 hours. You will have to visit the DOL office to apply for your license. Passing the Knowledge test and the Drive test does not guarantee that an applicant will be issued a driver's license. The Department of Licensing will determine if an applicant has met all the licensing requirements. If you are under the age of 18 you must be at least 16 years old, successfully completed a traffic safety education course, have had your permit for at least 6 months and have had 50 hours driving experience with at least 10 night driving hours to apply for your driver's license.
9. The Department of Licensing reserves the right to conduct random re-examinations. Applicants refusing to take a re-examination may have their license revoked.
10. Testing fees are non-refundable.
11. There is no minimum time period required to reschedule testing. You may contact our office to arrange this.
12. Our grievance/complaint policies consist of talking to the manager or the owner of the school. The phone number for the schools are (509)736-0911 for Kennewick, or (509)544-0911 for Pasco.
13. We reserve the right to refuse service to anyone.
14. If you received a letter from DOL to take an examination due to a physical, mental, visual, or any medical issue, you must test at the DOL office. Failure to disclose this information prior to testing will result in your test not being honored at DOL to obtain your license and testing fees paid will not be refunded.
15. Your car must be legal to operate on public streets. This includes but is not limited to windshield, seat belts, wipers, defroster, tires, mirrors, all brake and reverse lights, turn signals, and be legally licensed/tabs current.
16. You will need to demonstrate arm and hand signals prior to beginning the Skills test.
17. Pursuant to RCW 46.20.720, a driver convicted of an alcohol offense may be required to have an Ignition Interlock Device (IID) in order to drive. The applicant must take the Skills exam in their vehicle using the IID.
18. Applicants wishing to use their own vehicle for their Skills exam are required to provide proof of insurance and current registration (current tabs) on the day of the test.

Applicants must provide photo ID for proof of identification at the time of testing. Acceptable photo ID includes but is not limited to pictured state ID or permit, passport, out of state license, school ID, library card, or school year book. A passing score of 80% on the Knowledge test is required before being able to take the Skills test.

PLEASE NOTE: ANY FEES CHARGED AT THE TRI-CITIES 911 DRIVING SCHOOL ARE STRICTLY FOR SERVICES PROVIDED BY THE SCHOOL. WE ARE NOT RESPONSIBLE FOR ADDITIONAL FEES CHARGED BY THE DEPARTMENT OF LICENSING (DOL).