Bothell 911 Driving School Adult Lesson (Private Coaching) Policies

1. **You <u>MUST</u> have a valid WA permit or current license from another state or country on your person for <u>ALL</u> lessons. We cannot allow you to drive without one. *<u>DOL does not allow photo copies to be used</u>*.**

2. Adult lessons are conducted behind the wheel in 60-minute sessions. Lessons begin and end at our office unless you choose pick up and drop off services for an additional charge of $20 per lesson. Pick up and drop off must be within a 5 mile and 10 minute radius of our office location. Additional distance or travel time for both ways will be deducted from your driving lesson time.

3. We offer single lessons, as well as 5 and 10 lesson packages at a discounted rate to the single lesson price.

4. If you purchase and complete a 10-lesson package we will provide you with one DOL state road test at no charge in the customer car, $15 to use 911 driving school car. Any additional tests will be charged at the regular rate. The DOL knowledge test is a separate charge. There is no pick up and drop off service for the road test.

5. All lessons and lesson packages must be prepaid in full. We take most major credit and debt cards as well as cash. Lessons will not be scheduled without prior payment.

6. If you upgrade from a single lesson to a package, or from a 5-lesson package to a 10-lesson package, we will give you the lower pricing on everything.

7. Cancellation of a portion of a prepaid lesson package will result in a $25 processing fee, and pricing will revert to the single lesson pricing, $69.95, for all completed drives.

8. We offer lessons 7 days a week at different times during the day. Availability for appointments vary according to our instructor schedules. We will do our best to schedule your drives at the most convenient times. We frequently scheduled with different instructors to give different learning opportunities and teaching perspectives.

9. Every individual is different, and people learn at different rates. Each instructor will complete a skills assessment during your first lesson, and they will be able to estimate the number of lessons you may need.

10. **CANCELLATION POLICY: Any cancellations or schedule changes must be arranged no later than 24 hours prior to the scheduled lesson. Missed lessons or cancellations less than 24 hours before the lesson will result in a $40 missed drive fee for 60-minute office lessons. An additional $15 will be added for pickup/drop off lessons. Showing up for a lesson without a valid license or permit will result in a missed drive fee. While it is never our desire to charge a fee, once we are withing the 24 hours window we are obligated to pay our instructors their regular rate of pay whether the drive is complete or not.**

11. If you arrive late for a lesson, the length of your lesson will be reduced accordingly. If you live outside of the above stated radius/time, you lesson will also be reduced accordingly.

12. All instructional vehicles are equipped with video camera for safety and training purposes only. Images from the cameras will never be used for public display of any type and are not available for viewing. Videos will only be retained for up to 30 days unless the instructor fills out an accident/incident report.