



911 Driving School Redmond Adult Policies

Adult lessons are conducted behind the wheel in 60 minute appointment sessions. We offer pick up and drop off service for an additional charge per lesson, dependent on availability. Pick up and drop off must be within a 5 mile and 10 minute radius of our school. Additional distance or travel time will be deducted from your lesson.

We offer 1, 5 and 10 lesson packages as follows:

1 (60 minute) Lesson

5 (60 minute) lessons

10 (60 minute) lessons

If you purchase and complete a 10 lesson package we will provide you with one DOL drive test at no charge. Any additional tests will be charged at the regular rate. The DOL knowledge test is a separate charge.

All lessons and lesson packages must be prepaid in full. We take most major credit and debit cards. 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 better pricing on everything.

Refunds will not be given on Lesson packages after the first lesson has been completed.

Refunds will not be given on Lessons more than three months after initial purchase.

Cancellation of a prepaid lesson package will result in a \$25 processing fee.

You must have a valid WA permit or current license from another state or country on your person for all lessons. We cannot allow you to drive without one.

We offer lessons 7 days per week, at all different times during the day. Availability varies according to instructor schedules, however we will work with you to schedule the most convenient times. We frequently schedule with different instructors, so please let us know if you prefer to work with the same person.

Every individual is different, and people learn at different speeds. Your instructor will do a skills assessment during your first lesson, and he/she will be able to estimate the number of lessons needed at that time.

CANCELLATION POLICY: Any cancellations or schedule changes must be arranged no later than 24 hours before the scheduled lesson. Missed lessons or cancellations less than 24 hours before the lesson will result in a \$75 missed drive fee for 60 minute office lessons. An additional \$15 will be added for pick up/drop off lessons. Showing up for a lesson without a valid license or permit will result in a missed drive fee. If you arrive late for a lesson, the length of your lesson will be reduced accordingly.

All instructional vehicles are equipped with video cameras 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