

Bothell 911 Driving School Adult Lesson (Private Coaching) Policies

1. **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. DOL does not allow photocopies to be used.**
2. If you show up without your permit/license, your drive will be cancelled, and you will pay the cancelation fee before future lessons will be booked.
3. Adult lessons are conducted behind the wheel in 50-55-minute sessions. Lessons begin and end at our office. We may offer pick up and drop off service for an additional charge. 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.
4. We offer single lessons and 5 lesson packages at a discounted rate to the single lesson price.
5. All lessons and lesson packages must be prepaid in full. We take most major credit and debit cards as well as cash. Lessons will not be scheduled without prior payment.
6. If you upgrade from a single lesson to a package, we will give you the lower pricing on everything.
7. Cancellation of a portion of a prepaid lesson package will result in a \$30 processing fee, and pricing for all completed drives will revert to the single lesson pricing as posted.
8. We offer lessons 7 days a week. Availability for appointments varies according to our instructor's schedules. We will do our best to schedule your drives at the most convenient times. We frequently schedule with different instructors to give different learning opportunities and teaching perspectives.
9. **All driving lessons must be completed within 1 year of the purchase date or all money paid will be null, and services forfeited.**
10. 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.
11. **CANCELLATION POLICY: Plans and schedules change, so we offer a full refund within 2 days of purchase date. There will be a \$30 processing fee for all approved refunds 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 \$60 missed drive fee for 60-minute office lessons. An additional \$30 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 within the 24-hour window we are obligated to pay our instructors their regular rate of pay whether the drive is complete or not.**
 - a. Bothell 911 Driving School reserves the right to cancel any drive for rare occasions when an instructor or a vehicle is unexpectedly unavailable. We will make every attempt to provide as much notice as possible, usually via email through the portal.
12. If you arrive late for a lesson, the length of your lesson will be reduced accordingly.
13. All instructional vehicles are equipped with video cameras for safety and training purposes only. Images from the cameras will never be used for public displays 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.

I understand the above policies; I have read the fees and fine print and will be responsible for the lesson payments and fees due.

Name (First and Last)

Signature

Date