

911 Driving School of Kirkland Examination Policies

1. The fee for the Knowledge Test is \$30 for one attempt.
2. The fee for the Road Test is \$79 for one attempt. You are required to use our 911 driving school vehicle unless you are required by Washington's Department of Licensing (DOL) to use an Ignition Interlock Device (IID).
3. If you are late to your Road Test appointment, 10 or more minutes, you will be assessed a \$50 Late Cancellation fee and need to reschedule your Road Test.
4. The Knowledge Test consists of 40 multiple-choice questions. Customers must answer a minimum of 32 questions correctly to successfully pass the Knowledge Test.
5. The Road Test will test the customer's ability to drive legally and safely. Customers must pass the Road Test with a score of at least 80.
6. Your Knowledge Test and Road Test scores will be entered into the DOL database within 24 hours. You will have to visit your DOL office in person or online to apply for a driver's license. DOL will determine if a customer has met all licensing requirements. If you are under the age of 18, you must be at least 16 years old, have successfully completed an approved traffic safety education course, have had your WA Permit for at least 6 months, and have had 50 hours driving experience with at least 10 night driving hours to apply for your Intermediate License.
7. DOL has the right to conduct random re-examinations. Customers refusing to take a re-examination may have their license revoked.
8. A full refund for a Road Test will not be given unless it is cancelled with more than 24 hours' notice. If you give less than 24 hours' notice, you will be assessed a \$50 Late Cancellation/No Show Fee. If you do not wish to reschedule, you will be refunded the difference between the Road Test fee less the \$50 Late Cancellation/No Show Fee. No refunds will be given once a Knowledge Test or Road Test has started.
9. There is no minimum time requirement between Road Tests; however, subsequent Road Tests are subject to Examiner availability and will be conducted on a different route.
10. If you purchase a Warm-up/Road Test, you must provide us with a valid permit, out-of-state driver's license, or valid out-of-country driver's license. We cannot provide a temporary permit for warm-ups. If you do not have one of these licenses, we cannot do the warm-up portion of the appointment. You will have a choice. If desired, we can convert the appointment into two 30-minute Road Tests. If you pass the Road Test the first time, the second Road Test will not be necessary. No refunds will be given if you pass the first time as we have reserved a full hour with the Examiner. If you decide to cancel the appointment, you will be charged a \$50 Late Cancellation/No Show fee and will need to reschedule.
11. Passing Knowledge Test scores are valid for two years. Passing Road Test scores are valid for one year.
12. Our grievance/complaint policy consists of the following:
 - a. Email kirkland911@911drivingschool.com and either the owner or manager will review the test within 48 hours. Math errors will be corrected either way to pass or fail a customer.
 - b. Decisions made by the Examiner will not be overturned; however, at our sole discretion an additional Road Test may be provided at no charge.
13. We reserve the right to refuse service to anyone.
14. If you received a letter from DOL to take an examination or have a permanent or temporary condition (i.e. physical, mental, visual, or any medical issue) that may impact your ability to drive, you must test at a DOL office. Failure to disclose this information prior to testing will result in your test not being honored at DOL to obtain your license. We will not refund the test fee.
15. You will need to demonstrate hand signals prior to beginning the Road Test.
16. Pursuant to RCW 46.20.720, a driver convicted of an alcohol offense may be required to have an Ignition Interlock Device (IID) to drive. The customer must take the Road Test in their own vehicle using the IID. The Examiner reserves the right to cancel the Road Test if you are unable to provide proof of insurance, current registration/vehicle tabs, vehicle safety issues, or other health or sanitary issues (including but not limited to wet seats, mold, excessive trash, etc...).
17. Due to Covid-19, we are not allowing customers to use their own vehicle for the Road Test. We will provide the customer with one of our vehicles at no additional charge.
18. At the time of the Road Test, the customer must provide a photo ID and proof of identification such as a valid permit, or valid out-of-state or out-of-country driver's license. If you have neither, we will provide you with a temporary permit valid for the time of the Road Test ONLY. This gives you temporary authorization to take the Road Test.
19. Road Tests cancelled or rescheduled with less than 24 hours' notice will be charged a \$50 Late Cancellation/No Show fee.
20. 911 Driving School vehicles are equipped with cameras and may record all tests. The videos are for safety and training purposes only and are not available for customer review. Images will not be used for any type of public use.

By signing this document, I acknowledge that I have been notified of 911 Driving School of Kirkland's policies and procedures regarding testing.

Customer Signature _____