

911 DRIVING SCHOOL SEATTLE EXAMINATION POLICIES

DTS Lic #21004513

1. Knowledge Exam is \$49.95 for three attempts. Road Exam is \$87.95 for one attempt. Only one knowledge test attempt may be taken a day. Retake of the knowledge exam can be done same day if time allows, however the examiner can refuse testing for any reason. Any subsequent exam for both knowledge and road will be charged at the same rate. Re-testing purchase and scheduling can be done through our website.
2. As of 7/10/24, all Knowledge Tests are now done digitally, in person. By signing this document, you agree that you are in compliance with the following:
 - a. You must bring a personal device that can connect to the Internet to your test appointments.
 - b. You must create or know the log-in information of a License Express account that matches your DOL number.
 - c. You must fill out the required information and signatures as instructed by staff prior to taking your test.
 - d. You must have valid identification with you to take the Knowledge Test.
 - e. You agree to respect the integrity of the test by not cheating, bribing, or switching to other applications during your test. If you are caught in violation of DOL testing policies, you will be unable to take any tests at any driving school and will not receive a refund.
3. The knowledge exam consists of 40 multiple choice questions about traffic safety laws. Applicants must answer at least 32 questions correctly to pass.
4. All examinations must be paid in full before scheduling.
5. 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 and skills test does not guarantee that an applicant will be issued a driver's license. The DOL will determine if an applicant has met all licensing requirements. If you are under the age of 18 you must be at least 16, have 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 driving hours at night to apply for your license.
6. The DOL reserves the right to conduct random re-examinations; applicants refusing to take a re-examination may have their license revoked.
7. If you schedule a skills exam, you agree that you have a valid knowledge test score on file within the last two years; any applicant without one will be deemed as a missed drive and you will not be refunded.
8. There is no minimum time requirement between skills tests; however, subsequent tests are subject to availability. Subsequent tests will be on different routes.
9. We reserve the right to refuse service to anyone, to cancel at any time, and to alter our policies at any time. If a change to policies is made it will be in effect immediately.
10. Applicants that have received a DOL reexam letter or have a temporary or permanent physical, visual, or mental condition that may impair their ability to drive must test at an LSO. Failure to disclose this information prior to testing will result in your test not being honored at the DOL and we will not refund the test fee.
11. 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 / reverse lights, turn signals, and current tabs.
12. You will need to demonstrate arm signals prior to beginning the skills test.
13. If you are required to have an Ignition Interlock Device (IID), you can only take a skills test in a vehicle equipped with this device unless you have a work vehicle waiver for the vehicle. Any other vehicle you use will require an IID.
14. Applicants wishing to use their own vehicle for the skills exam are required to show proof of insurance and current registration (tabs) on the day of the test.
15. At the time of the test, the applicant must provide proof of identification such as a photo permit, out of state license, or school yearbook and possess a current instructional permit or valid foreign license. If you do not have an instructional permit or valid foreign license, we will issue you a temporary authorization to take the test. Failure to provide any form of ID will result in a missed drive that is nonrefundable.
16. **CANCELLATION POLICY: Any cancellations or schedule changes must be arranged no later than 24 hours before the scheduled test with proper Documented Contact. Documented content must be recorded for records, IE. Email, Voicemail, Text message. Calling without a message or nondocumented conversations will not be honored. Missed tests or cancellations less than 24 hours before the test will result in a lost test. If you would like to request an exception, email us a letter of exemption to seattle@911drivingschool.com for review.**
17. Our grievance/complaint policy consists of the following: Email seattle@911drivingschool.com and an owner or manager will review the test within 24 hours. Math errors will be corrected either way to pass or fail an applicant. Decisions made by the examiner will not be overturned, however at our sole discretion an additional test may be provided at no charge.
18. Purchase Validity Policy – All services, packages, and account credits are valid for one (1) year from the original purchase date and will expire if unused after that time.
19. Refunds - A \$5 processing fee will be deducted for any refunds. All purchases will be non-refundable after 60 days.
20. All instructional vehicles have 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 be held for a limited time, unless deemed necessary

To be Completed by Customer:

Tester Signature: _____ Date: _____
Name: _____ Date of Birth: _____
Address: _____ WDL: _____
Phone Number: _____ Email: _____