

911 DRIVING SCHOOL SEATTLE TEEN POLICIES

1. Payment: Payment is due by the second day of class; payment plans are available by request only.

2. Attendance: Classroom and behind-the-wheel (BTW) instruction, including any makeup classes will be completed in not less than 30 days and not more than 120 days. Any course exceeding the 120-day mark will be subject to a \$100.00 reactivation fee and will have a 60-day extension from the 120 day mark. If a student does not complete the course within the 60 days after receiving the 60 day extension, the student will be required to re-enroll into a new course with a full payment if the student desires to complete the course with us. No refunds will be made for the non-completed course. Customer has 356 days from date of purchase to use the service purchased. After 365 days from purchase date, the service use will expire. All policies are subject to extenuating circumstances open to owner interpretation including but not limited to injuries and long-term illness.

- Students must attend class #1 on the original scheduled date. No makeup can be made for class #1.
- Enrollment will not be allowed after the third day of class has started.
- Students must be 15 years old by the first day of class.
- Students may not be more than 10 minutes late to class per WA state law. Students arriving more than 10 minutes late will be counted as an absence.
- No more than 4 absences will be allowed. All absences and failed exams (scoreless than 80%) must be made up. Classes can be made up in a live class or via a DVD at our office. All makeup must be scheduled. If a student misses more than 4 classes, they will be subject to a \$100 extension fee. If a student misses more than 6 classes, they will need to re-start their course with a full payment. There will be no refunds for students with excessive absences or tardiness (more than 6 missed classes). All policies are subject to extenuating circumstances open to owner interpretation including but not limited to injuries and long-term illness.
- Students can be dismissed without a refund from the course for excessive tardiness or unexcused absences.
- Instructor will call attendance at the beginning, middle and end of online class for each class day. Instructor will mark attendance according to teens response to attendance calls during class. Teen must respond to attendance calls each time during class to be marked attending for that day of class.
- If you have concerns about the schedule, please let us help you work out a plan in advance.
- Completion of this traffic safety course does not guarantee student(s) will pass the Department of Licensing exam.

3. Behavior: Students are fully accountable for their conduct. No food or gum is allowed in the vehicles. Students can be dismissed from the course without refund for: misbehavior, cheating (whether sharing or receiving answers) being under the influence of drugs, including alcohol, during any of the instructional phases, misuse of traffic safety education equipment, repeated and willful violation of traffic laws, and failure to complete assigned work.

4. DSS: DSS is the name of our online scheduling database program. Once your account is activated, a username and password will be emailed to you, giving you access to the student portal. Your full

classroom schedule and all open drives will be visible in this portal. You can schedule, reschedule, and cancel all drives here.

5. Behind-The-Wheel: It is 911 Driving School's practice to have one or two students in the instructional vehicle. By signing this form, you give 911 Driving School permission to conduct BTW in a one-on-one setting. We reserve the right to cancel any drives that do not meet the proper parameters for this course, for rare occasions when an instructor is unexpectedly unavailable, and/or a vehicle is unexpectedly out of service. We will make every attempt to provide as much notice as possible to help reschedule in a timely manner.

6. Observation: A minimum of one observation while another teen drives is required to complete the course. Additional observations may be scheduled at no charge.

7. Cameras: Most 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. Videos will only be retained for up to 30 days unless the instructor fills out an accident/incident report. By signing this form, you give 911 driving school permission to videotape all drives.

8. Cell Phones: Cell phone use is prohibited during class and in instructional vehicles.

9. Driver-ZED: Driver-Zed is our simulated drive program. This includes 4 hours of classroom simulation training in lieu of a 6th drive and is included in the regular classroom schedule. This allows us to cover dangerous driving conditions, as well as events that are not common, but could occur.

10. Competence: No one can learn to drive in 5 hours. Behind-the-wheel practice with a 5-year licensed adult, in addition to driving school drives, is critical for success. We recommend a minimum of 3 hours practice time between scheduled drives. All students must be able to demonstrate basic driving skills before we can issue a course completion. If an instructor believes that a student is not ready for the next drive, we will

contact the parent/guardian to discuss what we can do to help the student succeed. Future scheduled drives may be cancelled until a resolution can be reached.

11. Fees and Fine Print: If a student does not show up for a scheduled drive or cancels with less than 24 hours' notice a replacement drive will need to be purchased to make up the missed drive at the cost of \$80. A \$80 fee will be charged if a student shows up in flip flops, without a valid learner's permit for a drive or is unable to complete the drive.

12. Graphic Content: Our course curriculum includes some video content that is graphic. It is not intended to scare the students but rather instill respect for the dangers involved with driving. Please let us know if you prefer to opt out.

13. Organ Donor: Washing state requires our course to include optional information about the organ donor program.

14. Course Completion: Within 30 days of the successful completion of all tests and activities required for our program, a course completion will be issued electronically to the DOL. All tuition and fees must be paid in full, or the course completion will not be entered. The course must be entered before a road test can be taken.

15. Refund/failure to Complete the Course: Plans and schedules change, so we offer a full refund through class 2. No refunds will be given after the second class. 911 Driving School reserves the right to make changes to dates and times of courses due to unforeseen, rare circumstances. Notification of any

changes will be communicated as soon as possible to cause the least amount of inconvenience to customers. No refunds will be given for failure to comply with course policies. No refunds will be made for the non-completed course. A \$5 processing fee will be deducted for any refunds.

12. Intermediate drivers' license regulations: For the first 6 months, new drivers cannot drive with passengers who are under the age of 20. For the next 6 months, they may not carry more than 3 passengers who are under the age of 20. Exceptions are immediate family members. For the first 12 months, new drivers cannot drive between 1am and 5am unless accompanied by a licensed driver aged 25 or older. Cell phone use, including talking and sending or receiving text messages, even with hands-free devices, is prohibited. These restrictions won't apply after the teen turns 18 years old. Penalties for violations and accidents: For the 1st violation a warning letter will be sent to the student and parent/guardian; for the 2nd violation the license will be suspended for 6 months or until age 18; for the 3rd violation the license will be suspended until age 18. For a full review of all IDL rules and regulations please visit the DOL website at dol.wa.gov.

I am the legal guardian/parent of the enrolling student and give my legal consent for him/her to participate in this Traffic Safety Education program. **I acknowledge having understood and having received information regarding the IDL restrictions and regulations.** I have read the fees and fine print and will be responsible for the payment of all tuition and fees due. I understand that for my teen to receive credit for this course we must follow the policies outlined above. Additional copies of these policies are available at 911drivingschool.com and in each of our locations. A copy will also be included in a welcome package emailed shortly after registration. I further agree to assist with home practice whenever possible and support my student's effort to be the best possible driver.

Parent/Guardian Name: _____

Parent/Guardian Signature: _____

Date: _____ Print: _____

I am the student taking this Traffic Education program. I have read the fees and fine print and understand the course requirements. I further agree to practice driving at home whenever possible.

Student Name: _____

Student Signature: _____

Date: _____ Print: _____

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