

Quality Driving School Contract of Policies and Procedures

We support the Target Zero Goal to reduce traffic fatalities and serious injuries on Washington's roadways to zero by the year 2030.

To accomplish this we need **Parent Involvement**. **Students need to be 15 before the 1st day of class.** Customers (anyone receiving or paying for services from our company) must read and sign the following.

Parent Policies

Parents are given access to a list of RCW.46.20.075 with student driving practice sheet" Parent Initials.

Parent meeting mandatory. Check Calendar for scheduled time. Driving practice is the student's homework and they need to practice driving what they have learned in driving school ½ an hour everyday recommended. Parents are to keep a log of driving times and lessons practiced. 50 hours (40 daylight and 10 night), total before going to get a license. If needed additional drives are offered for \$30 per hour. *Quality Driving is a certified DOL Testing location. One state written test and one state drive test per student is included in the price of your class. Please study before coming. at DMV-written-test.com/wa/practice-test for the written test and DOL.WA.GOV for the drive Test.*

Student Policies

These policies are designed to help the student and their parents/guardians understand their responsibilities and the responsibilities of the Driving School. Students must have an adult in the car when arriving at the school.

Payment policy for Class Fee: Payments are \$30 more than cash price. The initial deposit is due to sign up for class. Students are required to pay at least \$200 down to start class and **then pay \$100 by the 20th of each month until the total balance due is paid. You have 4 months to complete paying for the course. After the 4 month period is up, there will be an additional \$50 fee added on the 20th of each month thereafter.** Student's course will not be counted as completed until all fees are paid. **Final payment will allow us to submit students as Completed on the DOL Portal.** In the event of a returned check, a \$30 fee will be billed to the parent/guardian of the student. If a student starts the class and fails to complete the program. Payments are still to be paid in accordance with this payment agreement.

❖ Parent's signature _____ Date _____

Classroom Phase:

1. Students are expected to attend all **30 hours of classroom sessions, and 6 drives**. Our course also includes one attempt at a state written test, and one attempt at a state drive test. State testing can not be done until the course is completed and all fees are paid. **Students can only enroll in a class until lesson 3.** Students can miss up to 3 class sessions. When classes are missed, they must be made up before the class test can be taken. Makeups must be the class you missed (i.e. if you miss class 4 you must make up class 4) If more than 3 sessions are missed, students will have to retake class from lesson 1. Refer to the calendar to check the right day and time classes are held. "Quality reserves the right to make changes without contacting students. Please talk to your instructor or call and check to see if the makeup will be held on the day you expect.
2. Quality Driving School classes are scheduled for 16 weeks starting* _____ and ending on * _____. **A Student that requires additional time for driving practice due to injury must contact driving school and report on student's progress every 2 weeks.* signature. _____ **(Sign when student is injured.)**
3. **Behavior:** Customers must come to class in appropriate attire and on time. Customers will not be allowed to attend class after a delay of 15 min. If class is held on Zoom and the customer is more than 15 min late or 3 tries of communication has not been answered then the class will count as missed (i.e. answering questions vocally or through instant message). If a customer needs to leave class more than 15 min early, class will not count for that day. If a customer is having internet problems and cannot hear on their end they must retake that class. Any customer using foul language, disruptive, insubordinate, or is endangering, in any way to others or themselves they will be excused from class and will be required to make that class up at another time. 3 attempts by the teacher to correct behavior and a customer will have to restart the program at another time. Any customer using inappropriate language, gestures, any aggressive behavior including verbally aggressive, or who sexually harasses others (i.e. inappropriate touching, or taking off clothing to skin level) will be expelled without warning or refund. Inappropriate behavior in the parking area or common area can also cause customers to be dismissed from the program.
4. **Graffiti**, sitting on chairs inappropriately, writing on tables in the classroom or misuse of any of the schools' materials or scratching names on a bench in the common area will result in a \$50 fine or suspension from class.
5. **Intoxicated or drug induced conditions** will result in students being dropped from the course without tuition refunded. The student will not be allowed to re-enroll.
6. **Once a student gets their permit there will be no refund for the class.**

7. Students must receive an 80% on all classroom work and drives to pass. Students will be required to participate daily or they will have to retake that class.
8. Students must have all makeup done before they qualify to take the class written test. Students can do so at any Quality Driving Location in Tri-Cities.
9. **Organ Donor video shown, information only.** Parents need to sign if it is ok for students to watch videos.

❖ **Parent Signature** _____

Date _____

10. Course Completion is put on the DOL portal after all fees and course work/testing has been completed.
11. Use of cell phones during class is not allowed. If a device is being disruptive the instructor may take the item away until the end of class.

Driving phase:

1. **When school is in session we are limited on drive availability. Please be patient about getting your drives done.** When you sign up for a drive it is extremely important to keep the appointment. **It is the responsibility of the student and parents to make and show up for the drives. We are not required to call and remind or confirm drives once scheduled.** If a student misses or cancels a drive without proper notice (24 hours) you will be **charged a 30 dollar fee.** **Parents need to practice with their students.** Drives start at the office nearest to you, unless otherwise indicated.
2. **Students must have their learners permit before driving may start. Students must bring their permit with them to all of their drives.** A **\$30 Fine** may be charged for the following:
 - If a student does not have their valid permit with them for their drive.
 - If a student needs corrective lenses according to permit and does not have them on/in
 - Students must wear proper footwear such as tennis shoes, boots, or sandals that attach around the ankle.
 - If a student calls and cancels without proper notice
 - If a students doesn't show up for a drive that has been scheduled on their behalf by a parent or guardian
3. The central office will be scheduling all drives. If you are finished with the classroom and still need drives you can call **(509)491-3443 (509)734-9117** (Pasco-Kennewick,-West Richland,-Richland) to check on scheduling. If the office staff cannot answer a question they will take a message and the owner will get back ASAP.
4. **It is the responsibility of the student to find the driver. Do not wait in your car for the instructor to come get you.**
5. Students are expected to remain at the meeting location for at least 20 min after the scheduled start time. Students must call to be sure that you have the correct day and time at 509-491-3443
6. **If 3 scheduled drives are missed** without instructor notification. Students will not be allowed to schedule anymore drives until all missed drive fees are paid.
7. **Final drive is a test** and must be passed with **80%**. If failed it will cost 30 dollars to retake.
8. Extra driving sessions will be provided for students needing/wanting extra instruction. The charge for extra driving sessions will be \$30 per session.
9. Friends or family members are not allowed to accompany the student on their drives.
10. Students who do not practice with parents may be asked to postpone drives until they have completed a certain amount of time(to be determined by instructor) driving at home with parents.
11. If a student is told to do something by the instructor but is not confident in doing what has been asked, please ask questions.
12. **A student who is involved in an accident and deemed at fault will be terminated from the class.**

★ **I understand these rules on driving. Parent initial** _____

Quality Driving School's main office is closed on the weekend. Cancel drive by phone (509)491-3443 or Text (509)734-9117

Thank you.

I agree to abide by the above conditions and guidelines. I realize that violations of these are grounds for dismissal from the course. I agree to pay for the entire amount of the class within my 4 month time frame. If the student did not complete the course I realize I must still pay for the remainder of the course. Talk to Quality if you have issues unresolved. Cost of the course is

\$ _____

Students Signature _____ Date _____

Student Printed name _____

Parent Signature _____ Date _____

Parent Printed name _____