**Quality Driving School Adult 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.

Quality Driving is a certified DOL testing location. State testing requires a WDL#, provided by the DOL, and a photo ID. Call or text to schedule an appointment. The customer can request a study guide for the state written test and state drive test or locate study guides on DOL.WA.GOV.

Customers (i.e., anyone receiving or paying for services from our company) must read and sign all required sections. Until this contract is signed customers will not be allowed to schedule driving lessons. These policies are designed to help the customer understand their responsibilities and the responsibilities of the Driving School.

**Policies**

(Required) Initials.\_\_\_\_\_\_\_ A permit is required for driving lessons. Once the customer passes the state written test, permits can be purchased through the DOL. After the permit is acquired, no refunds will be permitted.

(Required) Initials.\_\_\_\_\_\_\_ Customers must meet at our set meeting locations for drives that have been scheduled. Drive availability is very limited and may take up to 6 months to complete.

(Required) Initials.\_\_\_\_\_\_\_ Payment must be made before drives can be scheduled.

(Required) Initials.\_\_\_\_\_\_\_ **Payment:**

* $500: Includes one state written test, 6 practice lesions with a Quality Driving instructor, and one state drive test.
* $475: Includes 6 practice lessons with a Quality Driving instructor and one state drive test.
* $40: One state written test only.
* $75: One practice lesson with a Quality Driving instructor.
* $50: One state drive test only.

(Required) Initials.\_\_\_\_\_\_ **Behavior:** Inappropriate language or gestures, aggressive behavior (including but not limited to verbal aggression, physical intimidation, endangering others or themselves, sexual assault or harrasment) in our classrooms, cars, telephones, offices, parking lots, or waiting areas will not be tolerated. Sexual assault or harrassment includes, but is not limited to, inappropriate touching, taking off clothing to skin level, or suggestive speech. Such behavior on the part of any customer will result in forfeiting any remaining drives without warning and *without a refund*.

(Required) Initials.\_\_\_\_\_\_\_ **If a customer is under the influence of drugs or alcohol, or tries to sell or purchase drugs or alcohol,** the customer will forfeit any remaining drives without a refund.

 **Driving Lessons**

1. **Customers must have their permit before driving starts.** Drive availability is limited. Please be patient about getting drives scheduled..

**It is the responsibility of the customer to show up for the drives and find the Instructor.** Reminder or confirmation calls are a courtesy. Drives start at the office nearest to you, unless otherwise indicated. The central office (Kennewick) will be scheduling all drives for all Tri-Cities locations.

1. **It is the responsibility of the customer to find the driver. Do not wait in your car for the instructor to come get you.** Drivers will be in Quality Driving marked vehicles or inside Quality Driving offices.
2. All offices are open by appointment. To schedule an appointment call or text.
3. Richland: In front of the Dollar Tree on Jadwin. 1307 Jadwin Ave, Richland, WA 99354
4. West Richland: 4400 S 47th Ave West Richland, WA 99353
5. Kennewick: 7 S Dayton St Kennewick, WA 99336
6. **A $75 Fine may be charged for the following:**
7. The customer is 10 minutes late for their drive.
8. The customer does not have a physical copy of their valid permit with them for their drive.
9. The customer needs corrective lenses according to their permit and does not have glasses or contacts.
10. The customer is not wearing fitted footwear such as tennis shoes, boots, or sandals that attach snugly around the ankle. (Crocks and slides do not count.)
11. The customer misses or cancels a drive without proper notice (24 hours) whether the drive has been scheduled by them or on their behalf.
12. The customer refuses to follow the instructions given by the driving instructor.
13. **If two scheduled drives are missed**, the student’s drives will be suspended until all missed drive fees are paid.
14. Cancel a drive by calling and leaving a message or texting. 24 hours notice is required.
15. If the instructor is not there, customers should call 5 minutes after their scheduled drive time to be sure that they have the correct day, time, and location. Customers are expected to wait for their instructor for at least 15 minutes.
16. Friends or family members are not allowed to accompany the customer on their drives.
17. One personal translator of at least 18 years of age is permitted in the vehicle for driving lessons. Personal translators are not permitted on the state drive test.
18. Customers should ask questions if they are given instructions during a drive and are unsure about how to complete the task.
19. A customer who is involved in an accident during a scheduled drive lesson and deemed at fault will be removed from the course without a refund.

To contact us please **call** **(509) 491-3443** or **text (509) 734-9117.**

* **I understand these rules and I agree to abide by the above conditions and guidelines. I realize that violations of these conditions and guidelines are grounds for dismissal without a refund.**
* **I agree to pay the total agreed upon price as well as any additional agreed upon fees and late fees.**

**Total cost agreed upon:** **$\_\_\_\_\_\_\_\_\_\_\_\_\_\_**

**(Required) Signature** \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ **Date** \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

**(Required) Printed name** \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_