

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 must be 15 before the 1st day of class. Once a student gets their permit there will be no refund for the course.** Customers (i.e., anyone receiving or paying for services from our company) must read and sign all required sections of this contract or students will be removed after class 6 with no refund. Until this contract is signed students will not be allowed to schedule drives. These policies are designed to help the student and their parents/guardians understand their responsibilities and the responsibilities of the Driving School.

Policies

(Required) Parent Initials. _____ Quality Driving School course is scheduled to take 6 Months to 12 Months **(If a student takes longer than 12 months the student's course will be considered incomplete).**

(Required) Parent Initials. _____ Parents are given access to a list of RCW.46.20.075 and a student driving practice sheet. These are available for download on our website, quality-driving.com, under forms. A waiver for the students permit is put into the DOL portal 10 days before class starts. Permits can be purchased through the DOL after the waiver is in

(Required) Parent Initials. **The parent meeting is mandatory.** The parent meeting is included in the first class session.

(Required) Parent Initials. _____ Driving practice is required and is the responsibility of the student and the parent/guardian. Students must drive with an adult who has had a valid driver's license for 5 years. Students need to practice what they have learned in class. We recommend daily practice. Parents are to keep a log of practiced driving times. The student must have 50 hours (40 daylight and 10 night) total before getting a license. **Practice is key to your child's safety.**

(Required) Parent 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 student or accompanying adult will result in the student being expelled without warning and *without a refund*. There will not be an option to re-enroll.

Payment: The full class price, or an **initial deposit of \$250**, is due at the time of enrollment. There is a \$30 fee for making payments. Payments of **\$100 are due monthly by the 20th of each month** until the total balance due is paid. **You have 4 months to complete paying for the course starting from the date of the first payment**, after which **a \$50 fee is added on the 20th of each month**. The student's course will not be counted as completed and will not be put into the DOL portal as completed until all fees are paid. 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.

(Required) Parent Signature _____ Date _____

Classroom Phase

1. Students must attend **all 30 hours of classroom instruction**. Students can only enroll in a class before lesson 4. Students can miss up to 3 class sessions. Missed classes must be made up before the class test can be taken. Makeups must be the class missed (for example, if you miss class 4 you must make up class 4). Student or parent must call or text to schedule any missed classes. If more than 3 classes are missed, students must restart the course from lesson 1. Students can only restart the course one time before having to re-enroll at the full cost of the course. Quality Driving reserves the right to make changes to the class schedule without contacting students. **Please call and confirm that the makeup class will be held on the day you expect.**
2. The class test is in person at one of our Quality Driving locations. Students or parents must call or text to schedule. Students who miss the class test (i.e., class 15) and do not make it up within 6 months will be put into the DOL portal as incomplete.
3. Zoom classes require a login and password. If you cannot connect to the class, please call or text for the information. If you get kicked off the class, you must rejoin. Makeup classes may have different login and password codes. The student or parent must request these codes.
4. **Students have to retake a class if:**
 - A. They are more than 15 minutes late or leave more than 15 minutes early.
 - B. The student is not appropriately dressed.
 - C. They do not participate. Participation is required and part of the student's grade. Students are required to participate in all class sessions. Responses to questions (aloud or via chat) are required from all students in online (Zoom) class sessions. No response to three questions will result in the student being marked as absent.
 - D. They do not pass. Students must receive an 80% on all classroom work and the class test to pass.
 - E. If they cannot maintain a connection to online classes. This includes being unable to connect to the class, hear the instructor, or participate as required.
 - F. If the student disrupts the class. An instructor can, but is not required to, give a student three chances in a single class to make amends for misbehavior before the student will need to retake that class.
5. Use of cell phones during class is not allowed. The instructor may take the device away until the end of class.
6. Damaging classroom materials (e.g., graffiti, misuse of furniture, writing on tables, or any other misuse of the school's materials) will result in a **in\$50 fee or suspension from class**.

7. **If a student is under the influence of drugs or alcohol, or tries to sell or purchase drugs or alcohol,** the student will be removed from the course immediately and without a refund. The student will not be allowed to re-enroll.
8. **Organ Donor video shown, information only.** Parents need to sign if it is ok for students to watch the video.

Parent Signature. _____ Date _____

Driving Phase

1. Students must complete 6 drives and 1 Observation. **Students must have their learner's permit before driving starts. During the school year, drive availability is limited. Please be patient about getting drives scheduled. It is the responsibility of the student and parents to call to get on the waiting list and show up for the drives.** 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 and Othello locations. Call or text to be placed on the waiting list for all six drives. If the student refuses to finish their drives then they will be put into the DOL portal as incomplete.
2. **A \$40 fee may be charged for a missed drive if:**
 - A. The student is 15 minutes late for their drive.
 - B. The student does not have a physical copy of their valid permit with them for their drive.
 - C. The student needs corrective lenses according to their permit and does not have glasses or contacts.
 - D. The student is not wearing fitted footwear such as tennis shoes, boots, or sandals that attach snugly around the ankle. (Crocks and slides do not count.)
 - E. The student misses or cancels a drive without proper notice (**24 hours**) whether the drive has been scheduled by them or on their behalf by a parent or guardian.
 - F. The student fails a drive. All drives require an 80% to pass.
 - G. The student refuses to follow the instructions given by the driving instructor.
3. **If three scheduled drives are missed,** the student's drives will be suspended until all missed drive fees are paid.
4. Extra driving sessions are available for students needing or wanting extra instruction. Extra driving sessions are \$40 per session.
5. **It is the responsibility of the student to find the driving instructor. 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.**
6. If the instructor is not there, students should call 5 minutes after their scheduled drive time to be sure that they have the correct day, time, and location. Students are expected to wait for their instructor for at least 15 minutes.
7. All offices are open by appointment. Cancel a drive by calling and leaving a message or texting. **24 hours notice is required.**
8. Friends or family members are not allowed to accompany the student on their drives.
9. **Parents need to practice with their students.** Students who do not practice may be asked to postpone drives until they have completed a certain amount of driving time at home (to be determined by an instructor).
10. Students should ask questions if they are given instructions during a drive and are unsure about how to complete the task.
11. A student who is involved in an accident during a scheduled drive and deemed at fault will be removed from the course without a refund.
12. **(Sign if student is injured) _____** Students that require additional time for driving practice due to injury must contact Quality Driving and report on the student's progress every 2 weeks and a Doctor's note must be submitted.

Once the course is complete and **all** fees are paid, the student can take the WA state tests. If the student does not complete the course by law they will have to wait until they are 18 years of age to get their license. **One state written test and one state drive test is included in the course price.** The student will need their WDL#, found on their permit, **and a photo ID**, if not included on their permit, in order to test. Quality Driving is a certified DOL testing location. Call or text to schedule an appointment. The student can request a study guide for the state written test and state drive test or locate study guides on DOL.WA.GOV.

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 from the course without a refund.

I agree to pay for the entire amount of the class within the 4 month payment schedule starting from the date of the first payment. If the student does not complete the course, I understand I must still pay for the entire amount of the course and any late fees.

(Required) Student Signature _____ Date _____

(Required) Student Printed name _____

(Required) Parent Signature _____ Date _____

(Required) Parent Printed name _____

To be filled out by Quality Driving
 Cost of the course: \$ _____ Start date: _____ Payment end date: _____