



## 911 DRIVING SCHOOL SEATTLE EXAMINATION POLICIES

1. Retake of the knowledge exam can be done if time allows, however the examiner can refuse testing for any reason.
2. The knowledge exam consists of 40 multiple choice questions about traffic safety laws. Applicants must answer at least 32 questions correctly to pass.
3. The skills exam will test the applicant's ability to drive legally and safely. Applicants must pass the skills exam with a score of at least 80%.
4. 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.
5. The DOL reserves the right to conduct random re-examinations; applicants refusing to take a re-examination may have their license revoked.
6. No refunds will be given unless an appointment is cancelled 24 hours in advance. No refunds will be given once a test has started.
7. If you schedule a skills exam, you are agreeing 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 test; however, subsequent tests are subject to availability. Subsequent tests will be on different routes.
9. Our grievance/complaint policy consists of the following: Email [seattle@911drivingschool.com](mailto: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.
10. 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.
11. **If you received a letter from the DOL to take an exam due to a physical, mental, visual or any other medical issue, you must test at a DOL office. 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.**
12. Your car must be legal to operate on public streets. This includes but not limited to windshield, seat belts, wipers, defroster, tires, mirrors, all brake / reverse lights, turn signals, and current tabs.
13. You will need to demonstrate arm signals prior to beginning the skills test.
14. Pursuant to RCW 46.20.720 a driver convicted of an alcohol offense may be required to have an Ignition Interlock Device (IID) in order to drive. The applicant must take the skills exam in their vehicle using the IID.
15. 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.
16. At the time of the test, the applicant must provide proof of identification such as 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.
17. **Skills tests and Lessons must be cancelled or rescheduled with less than 24 hours' notice afterwards, no refunds will be given**
18. A \$25 processing fee will be deducted for any refunds. All purchases will be nonrefundable after 60 days
19. Most school vehicles are equipped with cameras and may record all tests. The videos are for safety and training purposes only and are not available for customer review. Images will not be used for any type of public use.
  - **By signing this document, I acknowledge that I have been notified of "school" policies and procedures regarding testing.**

Customer Signature: \_\_\_\_\_