



**MUNROS' DRIVING INSTRUCTION, INC.**

Main Office: 2021 E. COLLEGE WAY, STE. 111, MOUNT VERNON, WA 98273

**EXAM POLICY**

1. The fee for the Knowledge Exam is \$30; retake of the knowledge exam is \$30. Testers will be allowed one hour. Oral Exams are \$60; re-takes \$60. Testers will be allowed 1½ hours.
2. The fee for the Skills Exam is \$45; retake of the skills exam is \$45.
3. The fee for using the school's training vehicle for the exam is \$30 additional or \$20 for a former Munros' student. Use of rental or loaner cars is prohibited.
4. The Knowledge exam consists of 40 multiple-choice questions about traffic safety laws. Applicants must answer at least 32 questions correctly to pass the exam.
5. The drive test will test the applicant's ability to drive legally and safely. Applicants must pass the driving test with a score of at least 80%.
6. 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 drive test does not guarantee that an applicant will be issued a driver's license. The Department of Licensing will determine if an applicant has met all licensing requirements. If you are under the age of 18 you must be at least 16 years old, 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 night driving hours to apply for your driver's license.
7. The Department of Licensing reserves the right to conduct re-examinations; applicants refusing to take a re-examination may have their license revoked.
8. **No refunds for a cancellation of less than a 24 hour notice.** If your drive test appointment was made within 24 hours of the appointment time AND you notify us to cancel, we will try to fill that time slot. If we can re-book it, then we will refund 85% of the fee.
9. You must *pre-pay* in order to schedule or reschedule the drive test.
10. Our grievance/complaint policy consists of the following: Must be submitted IN WRITING to the owners, Mike and Veronica Munro, within 48 hours of the grievance. You must include dates, names of other parties involved and a summary of any effort you have already made to resolve the problem. Describe events in the order they occurred. Include copies of all the documents that relate to the complaint. Mail or submit in person to: 2021 E. College Way, Ste. 111, Mount Vernon, WA 98273.
11. We reserve the right to refuse services to anyone.
12. If you have *any* physical or mental impairment which may affect your ability to safely operate a motor vehicle and/or you have received a letter from the DOL directing you to take an examination due to a physical, mental, visual or any medical issue, you **must** test at a DOL office. Failure to disclose this information prior to testing could result in your test not being honored at the DOL and we will not refund the test fee.
13. You will need to demonstrate arm signals prior to beginning the skills test.
14. If you're more than 10 minutes late for an exam, we will try to work you in IF POSSIBLE. Otherwise, there will be no refund.
15. Your car must be legal to operate on public streets. This includes, *but is not limited to*: windshield (no cracks and/or chips in the driver's line of sight), seat belts, wipers, defroster, tires, mirrors, all brake and reverse lights, turn signals and be legally licensed/tabs current.
16. 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 a vehicle equipped with an IID.
17. Applicants wishing to use their own vehicle for their skills exam are required to provide proof of insurance and current registration (current tabs) on the day of the test.
18. At the time of the test, provide proof of identification such as a photo permit, out of state license, ASB card or school year book.
19. IF you fail to meet items 14-18 at the *time of the test*, you will NOT be refunded and can reschedule.

*By signing this document, I acknowledge that I have been notified of Munros' Driving Instruction policies and procedures regarding testing.*

**Signature:** \_\_\_\_\_ **Date:** \_\_\_\_\_

Name (print): \_\_\_\_\_ Phone: \_\_\_\_\_

Address: \_\_\_\_\_ City \_\_\_\_\_ Zip \_\_\_\_\_ DOB: \_\_\_\_\_

OFFICE USE ONLY

INSUR. CO. \_\_\_\_\_ POLICY # \_\_\_\_\_ Exp.date \_\_\_\_\_

Rev. 8/10/16