Motorcycle Training Course Site Policies

This course operates under the provisions of the California Motorcycle Safety Program (CMSP) and is overseen by the California Highway Patrol (CHP).

There are no guarantees that anyone will pass this course. This course is very demanding both physically and mentally. Coordination, balance, motor skill ability, age, language limitations, and other physical abilities may limit an individual's ability to ride and pass this class. YOU MUST BE ABLE TO BALANCE AND RIDE A BICYCLE. Established performance standards must be met for graduation. You must be able to control the clutch, throttle, and direction of the motorcycle.

Class Expectations

Students are expected to conduct themselves professionally. We have a ZERO tolerance policy for alcohol and other drugs. Students who fail to respond to coaching or intentionally interfere with other students' learning may be asked to leave. Our goal is to create a safe, positive learning environment.

What if I'm not able to pass the class?

Sometimes students are unable to pass the class on the first try. If you do not pass the skills evaluation or the writing evaluation, you may schedule a retest. Please call and email us for details. If you fail both evaluations, you must re-enroll and take the entire course from the start at the full tuition rate.

Refund, Reschedule, Cancellation Policies:

If you buy a ticket to a concert, play, movie, or sporting event, and don't show up, you lose your money. There are no exceptions. Buying a seat in one of our courses is the same as buying an event ticket. It's a one-time opportunity: when it's gone, it's gone. You may request a date change or cancel within our approved period. The seat is non-transferable.

Refund Policy:

This is a **non-refundable** course. The following will result in forfeiture of course tuition:

- Failure to appear to any portion of the class
- Failure to arrive on time for any portion of the course
- Arrival at the classroom without all the required documentation
- Arrival at the range without proper riding gear

Cancellation & Reschedule Policy

Students who cancel within 7 business days of their class start date are subject to a 100% processing and materials fee. You may also reschedule your class if you notify us at least 7 business days before the start date of your class. You must contact the Riding Academy Office within the above time frame for Cancellations & Rescheduling.

No show/Late to any session..... Pay the full amount again.
Self-drop from class..... Pay the full amount again.
Counseled out of class Retake Fee..... Pay $275
Failed skills test..... Pay $100 (test only)
Failed knowledge test..... Pay $50 (test only)

Rescheduling must be done within 60 days of the original course date to receive the discounted price. After 60 days, the full tuition amount will be charged to take the entire course again. Failing either the written or skills test more than 2 attempts requires you to repeat the entire course at the full tuition amount.

Student Status Classifications:
1. A passing student is defined as one who completes each class session in order and receives an 80% or higher on the Knowledge test and 20 points or lower on the Skills Test.

2. No Shows are defined as a student who fails to show up to any of the class or range sessions for any reason, and does not give 7 business days' notice. The student forfeits their place in the class and registration fees.

A. Late arrival - Late arrival is defined as a student who is not present at the assigned start time of the class. Students are required to arrive 15 minutes before the start of each session. Sessions will start promptly at the assigned time. Any student who is not present at the assigned start time will be considered a No-Show/late to the session, and a Wait List student may be given their spot in the class.

B. To reschedule, please go online and register as a new student.

3. Self-drop is defined as a student who participates in part of the course, but voluntarily withdraws before completion. No refund or partial refund will be given to self-drop students.

A. To reschedule, please go online and register as a new student.

4. Counseled Out Students are defined for the following reasons:

A. Unsafe - Unsafe is defined as a student deemed unsafe to continue in training. This determination will be made at the sole discretion of the Instructor. A counseled-out student may return but must repeat the entire class from the beginning and in order regardless of what point in the class the student is dismissed.

B. Unprepared - Unprepared is defined as a student who arrives without proper safety gear. Students must have all of their proper riding gear (long-sleeved shirt, sturdy long pants, sturdy over-the-ankle footwear, and either street-specific motorcycle gloves or 100% leather gloves. See complete list under “Proper Riding Gear Required by the State of California”.). Students who arrive without proper safety gear will not be able to participate and will be counseled out.

C. Notified No Show - Notified No Show is defined as a student who fails to appear for an assigned class session but notifies the office less than 7 business days in advance.

a. To Reschedule, please call and email the office.

Re-test Policy:

Re-tests must be completed within 60 days of the originally failed class. Skills & Knowledge re-tests are scheduled through the office and given on weekdays & weekends, taken with a subsequent class during that class's testing time. A paid-in-full registration allows a student to take the class one (1) time. In addition, one (1) re-test of each test is allowed for failing students. No refund or partial refund will be given to failing students.

Proper Riding Gear is REQUIRED by the State of California, as follows:

1. A DOT-approved helmet, ¾ or full face (No half helmets). Personal helmets are subject to inspection for DOT compliance and to ensure they are in good working condition.
2. Either full-fingered street-specific motorcycle gloves, or 100% leather gloves
3. Eye protection including shields, sunglasses, goggles, or glasses
4. Long-sleeve shirt or jacket
5. Long pants, jeans, or leather with no tears or holes; Long enough while seated on the motorcycle so that no socks or skin are exposed.
6. Over-the-ankle boots with little or no heel. Thin fabric shoes made of canvas or other fabrics that do not provide support are not acceptable. The classic Converse All Star “Chuck Taylor” or dress shoes, or ‘Chelsea’ style boots with elastic on the sides are examples of shoes that DO NOT meet the requirements.