



GENERAL INFORMATION

If you are going to ride a motorcycle we want you to ride as safely as possible. The Motorcyclist Training Course (MTC) provides the **most basic** instruction for new riders. *It is an excellent place to determine if riding a motorcycle is right for you.*

Please read this pamphlet *carefully* and bring it to the course.

BEFORE YOU ARRIVE

Before class you are required to review the **MTC Handbook** and the **DMV handbook** found in the link below.

<http://bit.ly/2qjNH5f>

Check your emails (including junk or spam folder) for update information about your class.

IF YOU ARE UNDER 18

Students under 18 must have a parent or legal guardian sign the waiver in front of an authorized staff member. They may come to the first class meeting date or have their signature notarized.

Safety First, Safety Always

At all times and in all ways be aware of your surroundings on the range. Things are moving pretty fast and your Instructors are constantly scanning to assess safety. If you are asked to leave, please be considerate of the rest of the class.

Spectators are not allowed for safety reasons; friends and family will be asked to leave,

Code of Conduct

Instructors will enforce immediate dismissal for being under the influence of alcoholic beverages, reaction altering drugs, including OTC or prescribed medications, possession of weapons, intent to harm students or Instructors, foul or abusive language, abuse of equipment, willfully not following instructions or any other intentionally unsafe or disruptive act.

BE ON TIME

The State of California does not allow late arrivals to join a session in progress. There are no exceptions to

this ruling. Allow for traffic and parking to arrive to your class on time. We recommend you arrive 15 minutes early.

WHAT YOU MUST BRING

To The Classroom

- A government issued photo ID. This may be a photo ID issued from California, any other State or any Country.
- California DMV issued License, permit or ID
- Signed waiver. If under 18, notarized parent's waiver or parent to sign waiver in presence of Instructor.
- Paper & pen to take notes
- Water is the **ONLY** beverage allowed in the classroom.

On Riding Days

- Water or other non-alcoholic beverages, quick-to-eat foods and lunch that does not require refrigeration. There are very few locations or opportunities to purchase food or beverages
- California DMV issued License, permit or ID
- Shatter resistant eye protection
- Long sleeve shirt or jacket without holes in them.
- Durable full long pants (denim, at a minimum) with no holes or rips. Pants must reach the foot.
- Sturdy over-the-ankle footwear.
- Full-fingered gloves, closed back, with no holes in them.
- Motorcycle specific gear is strongly recommended

WE SUPPLY

Full face DOT approved helmet and helmet liner. You may use your own DOT approved full-face helmet with face





Not Everyone Will Pass This Course

This course is physically and mentally demanding for both the student and Instructors. Participation requires physical stamina, motor coordination and mental alertness.

Come to class as rested as possible and bring what you need to drink and eat. There are no refreshments available at the classroom or riding location.

During the course you must remain safe to yourself and others at all times. If for any reason you cannot meet the safety criteria, you could be asked to leave the course with no refund.

There are no guarantees that you will pass and there are no refunds. This policy applies even if you leave before the course is complete, whether the decision is yours or made by the Instructor. Our goal is to keep you and others safe.

There are written and riding exams at the end of this course. You must pass both exams in order to receive a completion certificate. Our Instructors will do their best to help you prepare for both exams.

During the course your Instructors may be **loud and direct**. Don't take it personally! They will be talking over the noise of motorcycles, across the range and through the sound barrier of your helmet in order to manage a safe environment.

The course material and delivery are prescribed and approved by CMSP. While some novice riders may feel the course moves fast, others may disagree. It is up to you to make this your personal learning experience.

Exams & Completion Certificates

This course operates under the provisions of Total Control Training, Inc. (TCT), contracted by the California Highway Patrol (CHP) and Department of Motor Vehicles (DMV). The following minimum requirements are necessary in order to pass the course:

- Attend and complete all classroom and range modules AND
- Pass the written knowledge evaluation at the end of the classroom session AND
- Pass the riding skill evaluation at the end of Range 2

Following successful completion of both evaluations, completion cards and your DMV Certificate (DL389) will be mailed to you within 10 days. **Please make sure your name (as it appears on your driver's license) and address are correct.**

A student that is considered a safety threat by the Instructor may be asked to leave the course before it is over. There are no refunds. Re-enrollment is possible 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.



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, to any portion of the course;
- Arrival at classroom without all the required documentation;
- Arrival at the range without proper riding gear;

Carefully review “What You Must Bring” in this pamphlet before the start of each session.

Reschedule & Cancellation Policy

Cancellation refunds of tuition less 15% will be granted if you cancel 2 or more **business days** in advance of your class start date. You may also reschedule your class at no cost if you notify us at least **2 business days** before the start date of your original class. You must call the office and speak directly to the TWST coordinator within this time frame.

MTC Completion Fees

TWST students that didn't complete or pass the training will be contacted by email with their option for retest or reschedule. Students must respond to the email or contact the office to reschedule their training. Below are the various fees to complete the MTC training.

Retest Only

Students are allowed a second chance to pass and complete the MTC training. There is a flat rate to retest only. Students are guaranteed a spot for retest even if the class is sold out. Students must complete and pass the training within 60 days of the start date of their training.

- Knowledge Retest Only - \$35
- Skills Retest Only - \$75

Extra Ride Time (ERT) & Skills Retest Only

Student that fail the skills test and are in need for more riding time before retesting can take the ERT and then retest afterwards on a different date. The rate for the ERT + Skills retest only is \$125 for a guaranteed spot. ERT classes are usually scheduled the day before most scheduled skill test. Students must complete and pass the training within 60 days of the start date of their training.

R2 (Standby) + Skills Retest

Students that fail the skills test and want to retake the second MTC riding session of the training will pay a fee of \$125. This student will be considered a “Standby Student” and will be allowed to participate in the riding exercises only if a spot is open on the date chosen. Standby students are NOT guaranteed a spot in the riding portion; students are only guaranteed a spot for the skills retest. Students must complete and pass the training within 60 days of the start date of their training.

Passed Knowledge Test / Couseled Out of Riding

Students that complete and pass the classroom sessions but was unable to complete the riding session can pay ½ their tuition cost for a guaranteed spot. Student will be allowed to participate in both riding sessions if they desire. Students must complete and pass the training within 60 days of the start date of their training.



No Show / Late Arrival / Not Prepared

Per the TWST policy, a student that fails to arrive to the scheduled class, fails to arrive on time any scheduled session, arrives without the required documents (valid government issued ID), or arrive without proper gear will forfeit their tuition. Below are the fees to reschedule your MTC training.

- Students 21yrs and older - \$200
- Students under 21yrs - \$125

Thank you for Choosing

TWO WHEEL SAFETY TRAINING

3137 Diablo Ave ■ Hayward, CA 94545

(510) 784-8978 – mail@twst.co

www.2wheelsafety.com
