



# LANGUAGE DEPARTMENT

## Terms and Conditions for Online Courses

- I. Cancellation instructions Group Course DEUTSCH ONLINE
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### **I. Cancellation Instructions Group Course DEUTSCH ONLINE**

#### **1) Right of cancellation**

You have the right to cancel this contract within fourteen days without providing a reason. The cancellation period starts with the day the contract is concluded.

In order to exercise your right of cancellation you must notify us (Goethe-Institut Irland, 62 Fitzwilliam Square, Dublin 2, Ireland; email: [onlinecourses@dublin.goethe.org](mailto:onlinecourses@dublin.goethe.org)) by an explicit statement (such as a letter sent by post, fax, or email) of your decision to cancel this contract:

You may use the enclosed sample cancellation form, but it is not compulsory.

In order to meet the cancellation deadline it is sufficient to send the notice that you are exercising your right of cancellation before the end of the cancellation period.

#### **2) Consequences of the cancellation**

If you cancel this contract, we must refund all payments that we have received from you promptly and no later than fourteen days from the day we receive notice of your cancellation of this contract. We will use the same method of payment for the refund which you used in the original transaction, unless another arrangement was explicitly agreed with you; in no case will you be charged fees for this refund.

## End of cancellation instructions

**Goethe-Institut Irland**  
62 Fitzwilliam Square  
Dublin 2  
D02 FH21  
Ireland

T +353 1 680 1100  
F +353 1 676 2213  
[onlinecourses@dublin.goethe.org](mailto:onlinecourses@dublin.goethe.org)

[www.goethe.de](http://www.goethe.de)

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### Cancellation form

(If you wish to cancel the distance learning contract, please complete this form and return it to us.)

To:

Goethe-Institut Irland

62 Fitzwilliam Square

Dublin 2

Ireland

Email: [onlinecourses@dublin.goethe.org](mailto:onlinecourses@dublin.goethe.org)

I/We (\*) hereby cancel the contract concluded by me/us (\*) for the following online course

Ordered on \_\_\_\_\_ / Confirmation received on \_\_\_\_\_

-----  
Name of customer(s)

-----  
Address of customer(s)

-----  
Signature of customer(s) (only for notification on paper)

-----  
Date

(\*) Cross out where inapplicable

[Cancellation form \[pdf-download\]](#)

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### III. Terms & Conditions Group Course DEUTSCH ONLINE

Rev: January 2016

#### 1) General requirements

- (1) Our courses are aimed at adult learners (age 18+).
- (2) The Goethe-Institut runs an online group course only if a minimum of six participants have enrolled on the course.

#### 2) Course admission and assignment, class size

- (1) The course participant registers by submitting the completed online enrolment form. The participant must indicate in the enrolment form the course in which s/he wants to participate. After checking whether the details on the enrolment form comply with the required language skills, the participant will be enrolled onto the online course. The participant shall receive a written confirmation of the enrolment.  
The agreement between the Goethe-Institut and the participant becomes binding once the participant has received the confirmation of enrolment, provided that the minimum number of participants will be reached.
- (2) Course participants with previous knowledge of German will be assigned to a course level based on either a placement test or a certificate of attendance less than twelve months old from a previous language course at the Goethe-Institut.
- (3) The Goethe-Institut compiles the group for each course. Individual preferences (grouping with friends etc.) may possibly be considered and agreed upon.
- (4) Each course requires a minimum number of six participants. A maximum number of 16 participants per course are acceptable.

#### 3) Services of the Goethe-Institut

- (1) The course fee shall include all the services required to complete the course: the course material, correction of and feedback on exercises and tests, professional support and certificate of attendance. The login details for the online course shall be sent before the start of the course.
- (2) The course fee shall not include costs for additional work equipment, e.g. computer hardware and software, and telecommunications.

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- (3) The course participants are entitled to use the physical as well as the online library of the local Goethe-Institut for free throughout the duration of the course.
- (4) The course participants are entitled to use the Goethe-Institut's community platform 'Deutsch-für-Dich' free of charge.

### **4) Prices and terms of payment**

- (1) The course fee as indicated on the enrolment form shall apply.
- (2) The course fee is payable on enrolment. The participant shall not be entitled to participate on the course if the payment of the complete course fee has not been received by the Goethe-Institut by the closing date.
- (3) The course fee can be paid online via Paypal; alternatively, the course fee can be paid at the local Goethe-Institut language office on the local payment terms.

### **5) Refunds, course duration and cancellation**

- (1) The Goethe-Institut reserves the right to cancel courses with less than 6 students up to 24 hours before a course is due to start. In this case a full refund of the course fee paid will be given. No other costs except the course fee will be refunded.
- (2) The course durations as indicated on the enrolment form shall apply.
- (3) Outside of the terms of his/her right of withdrawal, the participant cannot cancel these courses in proper fashion. The parties shall reserve the right to cancel the contract without notice on substantial grounds, especially in cases of force majeure.
- (4) In the case of cancellation, the participant must only pay the proportion of the payment that corresponds to the value of the Goethe-Institut's services during the duration of the contract.

### **6) Copyright, terms of use**

- (1) The course participant may use all texts, exercises, images, program codes, videos and other contents used during the course in accordance with their intended purpose, e.g. s/he may save and print/use them for his/her own purposes. Further use of the contents is not permitted. In particular, the contents may not be copied and/or distributed, or made publicly accessible.
- (2) Copyright infringement is punishable under criminal law.

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### **7) Liability of the Goethe-Institut**

- (1) The Goethe-Institut shall only be liable for compensation – regardless of the legal basis – in the case of intentional or gross negligence.
- (2) In the case of minor negligence, the Goethe-Institut shall also be liable for damages arising from injury to life, body or health as well as damages arising from the culpable breach of a significant contractual duty.
- (3) Further contractual claims or tortious claims by the participant shall be excluded.
- (4) The Goethe-Institut shall not be liable for itself, nor for its employees for the non-fulfilment of its contractual obligations or damages insofar as this was due to force majeure, and in particular fire, water, storms or other natural disasters, explosions, strikes, war, riots or other reasons that are outside the area of responsibility/influence of the Goethe-Institut.

### **8) Data protection / declaration of consent**

The Goethe-Institut shall acquire, process and use participants' personal data both for the purpose of fulfilling the contract with the participant as well as within the framework of the legal permissions and, if applicable, a data privacy declaration issued to the Goethe-Institut.

### **9) Severance and miscellaneous**

Should parts or individual phrases of these participation conditions be invalid, the remaining parts shall remain unaffected in their content and validity. The invalid provision must be replaced by a legally permissible provision that most closely reproduces the content and the economic effect of the invalid provision.