

General Terms of Business – Language courses for adults

1. General terms of participation

1. 1. To attend a language course, the participant must be at least 16 years old.
1. 2. Reservation of a spot in the language course is not possible.

2. Payment terms

2. 1. Payment in cash is not possible.
2. 2. For semester courses, it is also possible to pay the course fee in instalments (no more than 3 instalments, and on condition that the fee is over € 200).
2. 3. Upon enrolment, you must pay the full course fee or at least the first instalment through a bank transfer or by credit or debit card.
2. 4. The course fee relates to one semester at the Goethe-Institut.

3. Fees

- 3.1. The fees valid at the time of enrolment and listed in the current language courses catalogue and on the Goethe-Institut Ljubljana website are an integral part of the contract. The course fee relates to one semester at the Goethe-Institut. The fee is VAT-inclusive.
- 3.2. Should you wish to change courses (e.g. take one at a different time or on a different day), the first change is free of charge. For each subsequent course change, you will be charged an amount equal to 10% of the course fee.
- 3.3. Textbooks are not included in the course fee.

4. Withdrawal from the course

- 4.1. Should you wish to withdraw from the course, you must submit a written notice – i.e. a completed withdrawal form.
- 4.2. In the event of withdrawal from the course, you will be refunded as follows:
 - **for 10-week, 9-week and 8-week language courses:** 90% of the course fee in the first week of the current semester of the language courses and 80% of the course fee in the second week of the current semester of the language courses. From the third week of the current semester of the language courses, refund of the proportional share of the course fee is no longer possible.
 - **for intensive language courses:** if you submit your withdrawal notice in accordance with point 4.1. by the second day of the week when the course starts, you will be refunded 80% of the course fee.
- 4.3. In the event that in the first week of the course, the course is cancelled or moved to a different date due to an insufficient number of participants, you will be refunded the full course fee.

5. Grouping / Group size

- 5.1. The course level most appropriate for you will be selected based on the placement test that you take at the Goethe-Institut. Changing groups or courses is possible only exceptionally after consultation with our language course coordinator.
- 5.2. As a rule, there are at least 6 and no more than 12 participants in a group. If at the start of the course too few participants are enrolled, we reserve the right to cancel or move the course to a different date or reduce the number of lessons (e.g. from 60 to 54 lessons, from 30 to 27 lessons).

6. Responsibility of the participants

Please follow the rules that apply to the courses and the Goethe-Institut Ljubljana house rules.

7. Responsibility of the Goethe-Institut / Case of force majeure

The responsibility of the Goethe-Institut and its staff is limited to intent and gross negligence. The Goethe-Institut is also not responsible for failure of its services due to force majeure (e.g. natural disasters, fire, flood, war, regulations of authorities and other circumstances beyond control of the contracting parties).

8. Completion of the course

At the end of the standard course, with an attendance of at least 70% and a positive final evaluation (at least "sufficient"), you will receive a certificate of participation.

Progression in a 30-hour standard course (which takes place once a week) is about $\frac{1}{4}$ of a CEFR level, and progression in a 60-hour standard course (2x per week) is about $\frac{1}{2}$ of a CEFR level.

9. Data protection

The Goethe-Institut collects, processes and uses the participants' personal data for the purpose of execution of the contract concluded with the participants, as well as within the scope of legal authorization and consent in the area of data protection legislation, which may be granted to the Goethe-Institut. Further details can be found in the separate data protection statement, explicitly pointed out here, which each participant signs.

10. Salvatorian clause

Should any provision or part of a provision of these General Terms of Business be or become invalid, the remaining provisions of the General Terms remain in force. A provision that is or has become invalid is replaced in such a way as to make the most of the meaning and purpose of the valid contractual provisions.