

TERMS & CONDITIONS

Dear Course Participant,

Welcome to Goethe-Institut / Max Mueller Bhavan Mumbai! We would like to enhance our association by bringing the following points to your notice:

ATTENDANCE

- Course participants with minimum 75% attendance are entitled to an attendance certificate.
- Goethe - Institut / Max Mueller Bhavan Mumbai does not make up for the time lost by the course participant through absence. Participants cannot make up for missed classes by attending another parallel batch / course.
- Participants are expected to be punctual and regular in attending class.

ID CARD - GOETHE-INSTITUT/ MAX MUELLER BHAVAN MUMBAI

- ID Card should be processed within the first two days of the course. The same should be carried to each class and produced on demand.
- ID card is mandatory on the day of examination and at the time of collecting the certificate.
- Loss of ID Card should be immediately reported to the office in writing and a duplicate card shall cost INR 100.

COURSE BOOKS

Course books & CDs to be checked within two days and any damage to be reported to the reception within two days.

LIBRARY

- Library membership for the course participants is free of charge for the duration of the course.
- The Library card should be made within a week from the commencement of the course. No card shall be issued thereafter.
- The rules & regulations of the Library will be applicable.

FOR REFUNDS

- All requests for refund of fees must be made in writing to the office.
- In case of withdrawal of participation up to the start of the course, Rs. 1000/- will be deducted from the total course fees.
- In case of withdrawal of participation within a week from the start of the course, 40% of the course fees will be refunded, thereafter there will be no refund of course fees.

TRANSFER OF FEES

- The course participant does not have the right to change the batch once registered. A transfer is only granted in exceptional cases. A request for transfer has to be given to the office in writing and the transfer is effective from the date the office receives the request in writing. The decision to grant a transfer is solely at the discretion of the Language department.
- No refunds are possible, once the transfer is granted.
- No transfer is granted after 50% of the course is completed.
- Transfer of fees is valid for six months from the date of transfer.
- Retransfer is not allowed.
- Transfer charges are Rs.1000/-

EXAMINATIONS

- The examination schedule for internal candidates is announced in the class along with the date of payment. The examination fees are not included in the course fees and have to be paid on the date of payment announced in the class. Delay in payment of fees is not allowed. Exam fees are **non-refundable** and **non-transferable**.
- Course participants can take the international examination of the corresponding level as an internal candidate up to 6 months. However, prior permission, in writing, of the Language Department is necessary.
- In case a candidate fails in the exam, the candidate can repeat the same level or appear again for the next scheduled international examination as an external candidate. Concessional rates are not applicable for external candidates.
- B2.1, C1.1, C2.1, PWD 1 have internal assessments.
- For admission to B2 level, it is mandatory that candidate has cleared the all modules of Goethe-Zertifikat B1 and the B2.1 level.


PASSING

- For all levels, it is mandatory for the course participants to clear the international examinations of the Goethe - Institut in order to be promoted to the next higher level at Goethe-Institut / Max Mueller Bhavan Mumbai.

COLLECTION OF CERTIFICATES

- The certificate can be collected against the Goethe-Institut / Max Mueller Bhavan Mumbai ID Card stamped by the Library and the examination receipt.
- If a candidate cannot collect the certificate in person, then the certificate can be collected by an authorized person against the Goethe-Institut / Max Mueller Bhavan Mumbai ID Card stamped by the Library and an authorization letter from the student.

ADMISSION TO FURTHER COURSES

- Course participants have to register for the next level online on the date of registration although the online registration date falls before the ongoing course ends. Registration for all courses are open on a first come, first served basis. For online registration procedure please visit www.goethe.de/mumbai or scan the QR code:
- Admission to the next course is granted only against full payment of course fees on the date of payment of fees.
- Payment of fees on the specified dates as mentioned in the course schedule: Mon- Fri 10.00 - 13.00 & 14.00 - 16.00. Fees are payable by demand draft or cash in favor of "Max Mueller Bhavan" payable at Mumbai. Payment by cheque or credit card is not acceptable.
- The fee structure is subject to revision without prior notice.
- If there are insufficient enrolments for a particular time slot, that course will be cancelled and the fee reimbursed fully only against the original course fee receipt.

GENERAL

- Use of mobile phones during the class is strictly prohibited.
- Course participants are obliged to comply with the course rules and the house rules of Goethe-Institut / Max Mueller Bhavan Mumbai.
- The liability of the Goethe-Institut / Max Mueller Bhavan and its staff shall be limited to intent and gross negligence. The Goethe-Institut / Max Mueller Bhavan shall have no liability for cancellation of its services due to force majeure (e.g. natural disasters, fire floods, war, official orders and any other event beyond the control of the contractual parties).
- Goethe-Institut / Max Mueller Bhavan Mumbai reserves the right to refuse or revoke admission if it determines that the applicant or course participants poses a threat, is a potential danger, is significantly disruptive to the operations of the Institute, or if such refusal or revocation is considered to be in the best interest of the Institute and its staff.

GRIEVANCE REDRESSAL

- In case of grievances please talk to your class teacher.
- If you require any further clarification you can address the same to the Language Office at german-mumbai@goethe.de
- You can always talk to the Director of the Language Department with prior appointment.

Enjoy the German experience!

Best regards,

Team

Goethe- Institut / Max Mueller Bhavan Mumbai