

**General Terms and Conditions of Participation
in language courses
organised by Goethe-Institut in Warsaw
As of 13.02.2020**



1. Scope of applicability of General Terms and Conditions of Participation

- 1.1.** General Terms and Conditions of Participation apply to all semester, intensive and super-intensive courses organised at Goethe-Institut in Warsaw.
- 1.2.** General Terms and Conditions of Participation are available at the office of Goethe-Institut in Warsaw and at www.goethe.de/warszawa, about which course Participants are informed at enrolment. By paying for the course, Participants conclude a Course Agreement (hereinafter referred to as Agreement) with Goethe-Institut in Warsaw and confirm having been familiarized with the General Terms and Conditions of Participation.

2. Prerequisite

Persons willing to participate in language courses at Goethe-Institut in Warsaw must be at least 16 years of age. This condition does not apply to courses for children and teenagers, in which case consent of the statutory representative is required.

3. Prices

- 3.1.** Information on prices valid at the moment of enrolment can be found in the current price list available at the office of Goethe-Institut in Warsaw and at www.goethe.de/warszawa.
- 3.2.** No handling fee is charged for changing course group.
- 3.3.** Payment made for the course entitles Participants to free use of the library of Goethe-Institut in Warsaw as well as of the electronic course register. Payment made for the course entitles Participants to free consultations with language teachers.
- 3.4.** The course fee does not include the cost of the course book and exam.

4. Payment conditions

- 4.1.** Payment for the course shall be made on a one-off basis at the time and in way specified in the course reservation document: by bank transfer to the specified bank account of Goethe-Institut in Warsaw or by card at the Course Bureau in Goethe-Institut in Warsaw.
Only timely payment can guarantee participation in the course.
- 4.2.** Payment of the course fee is considered made at the moment it is booked to the bank account of Goethe-Institut in Warsaw.

5. Termination of agreement

- 5.1.** Course Participants may withdraw from the Agreement one day before the course commencement date at the latest. In such a case the course fee is refunded in full.
- 5.2.** From the first day of the course, Participants may terminate the Agreement in writing. Intensive and super-intensive course Agreement may only be terminated for important reasons.
The Agreement is dissolved after the period of notice. The following periods of notice apply:
a) for semester courses: four course weeks effective at week's end,
b) for intensive and super-intensive courses: one course week effective at week's end.
- 5.3.** If the Agreement is terminated, Participants are refunded course fees for lessons planned for time after the expiry of the period of notice.
- 5.4.** In the situation when a standard course group has fewer than 8 Participants, Goethe-Institut in Warsaw reserves the right to dissolve the course within 7 days from the planned course commencement date or to offer the course in a smaller group with reduced number of lessons at the same price. Should the course be dissolved, the course fee shall be refunded in full. In both cases Participants may also join another group provided there are places available.

6. Group assignment / group size

- 6.1.** Participants are assigned to a group at a given level on the basis of current language level certificate (results of oral and written placement test conducted at Goethe-Institut or Goethe-Institut Examination Centre, Goethe-Institut certificate).
- 6.2.** Standard course group size is 12 persons maximum and in special cases 14 persons maximum. The minimum number of Participants per group is 8.
- 6.3.** For children and teenagers' courses, the maximum number of Participants is 10.

7. Participation in course

- 7.1.** Participants of Goethe-Institut's courses in Warsaw shall respect the social norm and behave in a cultured way.
- 7.2.** Participants may only attend classes in the group to which they have been assigned.

8. Inspections

The Language Department management conducts course inspections aimed at maintaining high quality of the lessons.

9. Course completion certificate

At the end of the course, each Participant shall receive a course completion certificate containing information of his/her results (based on tests and oral productions/written compositions) expressed as follows: has completed the course with "great success", "good success" or "success". If there is no grade on the course completion certificate, the next course level hasn't been reached. Only the results: "great success", "good success" and "success" entitle Participants to attend the next level course.

10. Liability of Goethe-Institut in Warsaw / Force majeure

Liability of Goethe-Institut in Warsaw and its employees shall be limited to cases of intentional actions and gross neglect. Goethe-Institut in Warsaw shall not be liable for non-delivery of services caused by force majeure, such as natural disaster, fire, flooding, war, directive of authority and any other circumstances beyond control of both parties.

11. Claims and complaints

Claims and complaints shall be submitted to the Course Bureau at Goethe-Institut in Warsaw. The management of Course and Exam Department shall reply to claims and complaints in writing within two weeks of their submission.

12. Validity of General Terms and Conditions

12.1. Goethe-Institut in Warsaw reserves the right to amend the General Terms and Conditions of Participation. Such an amendment shall be effective at the time specified by Goethe-Institut in Warsaw. The amendment may not come in force earlier than 14 days from the moment the changed Terms and Conditions of Participation are made available to the Participants.

12.2. The present provisions of the General Terms and Conditions of Participation come into effect on 28.02.2020.