

General Terms and Conditions for Exams of the Goethe-Institut Gulf Region

Age – The age recommendations for exam candidates are stated in the Goethe-Institut's Exam Guidelines.

Registration – Registration for the exams is possible on the published dates. Exam places are allocated on a first come, first served basis. The final decision about a person's eligibility to take an exam will be taken by the Goethe-Institut Gulf Region; candidates have no legal entitlement to take an exam on the desired exam date.

Registration for an exam does not have to be done in person. However, the exam candidate must sign the registration form him- or herself. Minors wishing to register for an exam require the consent and signature of their legal guardian. The registration process is only complete once the exam fee has been paid and a written confirmation of registration has been received from the Goethe-Institut.

When registering, the candidate's valid passport must be presented. All information entered on the registration form must correspond to that stated in the passport. Incomplete forms or those filled in incorrectly will not be accepted.

Complaints procedure – The person to contact if you wish to complain about the exams offered by the Goethe-Institut is the head of the Language Courses and Exams department at the Goethe-Institut. The complaints procedure for exams is set out in the Exam Guidelines.

Data protection – The exam candidate gives his or her permission for the Goethe-Institut to record his or her registration, invoicing and performance data in electronic form. The exam candidate agrees to receive information and/or newsletters from the Goethe-Institut.

Permitted work materials – Only the following items are permitted in the exam room: passport/ID, pen, pencil, rubber, water bottle (label must be removed). Violations will result in exclusion from the exam.

Liability – The Goethe-Institut cannot be held liable for the cancellation of exams due to acts of God (e.g. natural disasters, fire, flooding, war, official decrees or any other circumstances that are beyond the control of the contractual parties).

Identity checks – Participants must prove their identity by presenting an identity card or passport before being admitted to written or oral exams. It is not possible to take part in an exam with a full or partial face covering.

Illness In the event of illness, it is possible to withdraw from the exam, in accordance with the regulations set out in the Exam Guidelines, upon submission of a doctor's note (see Section 13 of Exam Guidelines). The exam fee will be reimbursed in full. It is also possible to reschedule to a later date; this is free of charge. No further free rescheduling or withdrawal with reimbursement are possible.

Prices – The current prices and discount conditions that are in force at the time of registration apply.

Discontinuation of exam – If a candidate discontinues the exam / exam module after it has already started, the exam fee will not be reimbursed. The exam / exam module will then be considered to have been failed. The same applies if a candidate is excluded from the exam (see Section 12 of Exam Guidelines).

Exam results and certificate – Candidates will be notified of their exam results within two weeks after completion of the entire exam. If the exam has been passed, an exam certificate will be issued; if the exam has been failed, a confirmation of participation will be issued. The exam certificate or confirmation of participation can only be picked up in person by the exam candidate or their legal guardian if the exam candidate is a minor and upon presentation of an ID or passport. Exam certificates or confirmations of participation can only be handed out to a person other than the exam candidate upon presentation of the exam candidate's written authorization and ID or passport.

Exam certificates can also be sent by post if the costs of postage are reimbursed.

Exam candidates with specific needs – For exam candidates with specific needs, the exam can be adapted upon presentation of a doctor's note two weeks at the latest before the exam date. For detailed information, exam candidates should contact the person(s) responsible for the exam.

Withdrawal and reimbursement – The Goethe-Institut must be notified in writing, but in no specific form, if a candidate intends to withdraw from an exam. Candidates who are minors require the written consent of their legal guardian. If a candidate withdraws from an exam before the registration period has ended, the exam fee will be reimbursed after deduction of an administration fee. If a candidate withdraws after the end of the registration period, reimbursement is no longer possible. It is possible for the candidate to postpone an exam date before the end of the registration period upon payment of an administration fee. It is not possible for an exam date to be postponed after the registration period has ended. If the exam is cancelled by the Goethe-Institut, the exam fee will be returned in full. Any further claims are excluded.

Number of participants – The minimum number of participants per exam and per exam date is two. The Goethe-Institut reserves the right to cancel an exam date if the minimum number of participants has not been reached by the end of the registration period.

by bank transfer by the agreed payment date (as a rule, the day of registration). Cheques will not be accepted.

Consent – With their signature, exam candidates consent to the Exam Guidelines published on www.goethe.de/golfgregion as well as to the Terms and Conditions for Exam Administration and the General Terms and Conditions for Exams.

Place of jurisdiction Abu Dhabi or Muscat are the place of jurisdiction.

Severability clause Should parts or individual formulations of these General Terms and Conditions be ineffective, this will not affect the content or validity of the other parts. The ineffective provision will be replaced by a legally permissible provision that is closest in content and meaning to the invalid provision.

Dominant version In case of discrepancies between the German, English and Arabic versions of these General Terms and Conditions, the German language version will apply. The currently valid version of the General Terms and conditions applies. As a rule, this is the version published on the website of the Goethe-Institut Gulf Region. The Goethe-Institut Gulf Region reserves the right to make changes to the General Terms and Conditions for Exams.