



## **LANGUAGE DEPARTMENT**

### **TERMS AND CONDITIONS**

#### **ONE-TO-ONE TUITION AND SMALL GROUPS**

##### **1. Payment**

1.1 Courses under 20 sessions are charged in full before the classes start. Courses over 20 sessions can be paid in 2 instalments, 50% on enrolment, and a second instalment halfway through the course. The Goethe-Institut London accepts debit and credit cards and bank transfers.

1.2 Payment must be received 3 days before the course starts. In some cases, a signed purchase-order may be deemed acceptable. We reserve the right to cancel the first lesson if payment has not been made in due time.

##### **2. Course Fees**

2.1 The contractually binding fee is the fee stated in the price list current at the time of application.

2.2 Unless stated otherwise books must be purchased separately.

##### **3. Cancellation and refunds**

3.1 In case of cancellation up to three days prior to the start of the course the course fee will be refunded. A minimum charge of £100 will be applicable to cover arrangement costs.

3.2 In case of cancellation or withdrawal after the course has started, no refunds will be issued.

3.3 Cancellations must be submitted in writing.

3.4 If the Goethe-Institut cancels a course the whole course fee will be reimbursed.

##### **4. Course timetable**

4.1 The minimum booking for a tailor-made course is 5 sessions of 90 minutes.

4.2 Tailor-made courses aim to provide top quality instruction at times and dates chosen by you. However, should unforeseen circumstances arise, you are permitted to make a limited number of changes to your schedule to provide further flexibility. A maximum of 10% of your total number of sessions may be changed without extra cost.

4.3 Cancellations must be received at least 24 hours in advance. For sessions taking place on Saturdays or Mondays, cancellations must be submitted by Thursday, 18:00 at the latest.

**Goethe-Institut London**  
50 Princes Gate  
Exhibition Road  
London  
SW7 2PH

T: +44 20 7596 4000  
Info-london@goethe.de

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

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4.4 Please inform the Language Office (german-london@goethe.de) 020 7596 4004) and the teacher by email or telephone.

4.5 Missed sessions have to be rescheduled for a date within the duration of the contract. Any other arrangement is at the sole discretion of the Goethe-Institut London.

4.6 Sessions which have not been cancelled as described in §4.2 and §4.3 or which cannot be re-scheduled as described in § 4.5 will be lost.

4.7 In the event of sessions being cancelled by the teacher (sickness, unforeseen circumstances) we will inform you at the earliest possible opportunity and provide a replacement unless otherwise instructed. If a replacement cannot be found, the session will be rescheduled within the timeframe mentioned in §4.5.

## **5. Additional services**

5.1 You are entitled to free membership of the library for the duration of your course.

5.2 You are entitled to free use of the study centre, located at the Goethe-Institut.

## **6. Liability of the Goethe-Institut e.V.**

The liability of the Goethe-Institut and its staff is limited to intend and gross negligence. The Goethe-Institut cannot accept liability for the cancellation of its services due to force majeure (e.g. natural disasters, fire, floods, war, official orders and all circumstances beyond the control of the contractual parties.)

I agree to the terms and conditions as stated above.

Date: \_\_\_\_\_

Signature: \_\_\_\_\_

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