



**GOETHE
INSTITUT**
MAX MUELLER
BHAVAN

GENERAL TERMS & CONDITIONS COURSES / EXAMINATIONS

GENERAL TERMS & CONDITIONS

1. General Requirements

All courses are designed for adult learners. Participant must be at least 17 years of age (young Learners' 13-17 years) and a proof of age should be furnished at the time of registration.

2. Registration Procedure

The registration for the A1-C2 level courses is on first-come-first served basis via WEBSHOP* on our website. The courses can be booked and the payment can be done online.

Please ensure that you enter the requested information correctly as the same data will thereafter reflect on all official documents and communication from the Goethe-Institut / Max Mueller Bhavan New Delhi. Please note that any correction in your personal details post registration and issuing of a duplicate examination certificate in case of loss etc. would be done against an administrative fee of INR 2,500 plus GST.

3. Level Test

Students having prior knowledge of German and desiring to join a higher-level course or students with a gap of more than six months from their last Goethe-Examination have to take the level test prior to the registration. Placement in higher course levels is based on the result of the level test conducted. The level test can be booked online via WEBSHOP*.

4. Terms of Payment

The course fee as well the examination fee is payable at the time of online registration. We accept payment with credit card. By making the online payment automatic acceptance of the terms & conditions of the Goethe-Institut is applicable.

The payment can be done on Webshop (Visa or Master, credit card). If full payment is not received by the due date, the participant loses the right to participate.

Your payment will be processed by the Goethe-Institut e.V. in Germany. The payment will be made in EURO. Please use a credit card which is enabled for international transactions. The Goethe-Institut cannot refund any processing fee and/or exchange rate differences which might be deducted by the credit card provider during the transaction.

4. Course Fee

The contractually binding fee is the fee stated in the price list at the time of application. Unless stated otherwise the books must be purchased separately.

Cancellation and Refunds (Courses)

In case of cancellations following deductions are applicable:

- a) Up to 4 weeks before beginning of course 10% of course fee
- b) Up to 1 week before beginning of course 20% of course fee
- c) Up to 1 day before beginning of course 30% of course fee
- d) After course begins 100% of course fee.

Cancellations must be submitted in writing and refunds shall be made within 30 days after receipt of the written cancellation request. No refund request will be accepted after the start of the course.

If enrolments are insufficient on the starting date, the Goethe-Institut / Max Mueller Bhavan reserves the right to cancel or postpone the course. In this case we will offer the participants the opportunity to move to another course or to receive a full refund of the course fee. Should the Goethe-Institut / Max Mueller Bhavan cancel a course, the full course fee shall be reimbursed.

5. Examination Fee

The contractually binding examination fee is the fee stated in the price list at the time of application. Only those who have paid their examination fee in full are eligible to take the examination.

Course participants up to 6 months after the end of the course can take the international examination as an internal candidate.

Cancellation and Refunds (Examinations)

The fees are based on the regulations that are currently in effect. Only those who have paid their examination fee in full upon registering may take the exam.

Examination fee is non-refundable. If an exam is not taken for reasons of illness, 75% of the examination fee will be credited only once for the next available examination date, provided a medical certificate has been furnished prior to the commencement of the examination.

Should a participant be excluded from the exam (see Section 11 of the exam guidelines of the Goethe Institute), the exam fee will not be refunded.

6. Course Participation Certificate / Prerequisites for registration for next level

Participants with minimum attendance of 70% are entitled to an "Attendance Certificate".

7. Class Size

Our courses have minimum 14 and at most 22 participants:

- a) Level A1 to B2: minimum 18/ maximum 22
- b) Blended Learning: minimum 14/ maximum 16
- c) Level C1 & C2: minimum 15/ maximum 22

The choice of class and the chosen time slot are binding. Changes are not allowed.

8. Copyright: all rights reserved.

It's not allowed to reproduce the course materials, in any form (printing, photocopy, microfilm or another procedure) or to use electronic systems to duplicate or manipulate it, without the explicit permission. Use of the same (in the form of screenshots, photos, recordings, storage, distribution etc.) by the course participant or any other party beyond the scope of this course is prohibited and an infringement of existing copyright laws.

9. Shift from face-to-face classes to online live classes

The Goethe-Institut / Max Mueller Bhavan New Delhi reserves the right to shift from face-to-face- classes (offline classes) to online live classes if this is necessary due to official orders with respect to Covid-19 and/or the safety of employees and course participants. A refund owing to this is not possible. The course participant agrees to this procedure.

By booking a course the customer agrees to abide by the COVID-19 protocol (see website).

10. Liability of the Goethe-Institut / Max Mueller Bhavan

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 will have no liability for cancellation of its services due to force majeure (e.g. unrest, act of war or terrorism, natural calamities, epidemics, pandemics and all other circumstances beyond the control of the contractual parties).

Should such cases of extraordinary circumstances or events occur or should there be a change in the existing circumstances or events, caused by factors that are beyond the sphere of influence of the Goethe-Institut / Max Mueller Bhavan, the Institute shall reserve the right to make changes in the ongoing course structure (e.g. in terms of time, methodology or format). Should the circumstances not allow the above-mentioned changes, in that case the Goethe-Institut / Max Mueller Bhavan shall cancel the course without any alternative offer and financial compensation.

Complaint Management:

In case of complaints, please write to our counsellor or registration office:

languagecourses-delhi@goethe.de
Registration-Delhi@goethe.de

Please note: We request you to check your spam folder, in case you have sent us a query and expecting a revert from us.

In case you need further resolution of your complaint, please write to Head Language Courses and Examinations, Ms. Deepali Bajaj Singh at Deepali-Bajaj.Singh@goethe.de