



### 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. The registration deadlines listed in the webshop apply.

Depending on the provisions of the respective Goethe-Institute branch, registration for an exam can be done either online via the website of Goethe-Institut Gulf Region or at the language course office. The registration does not have to be done in person. However, in case of registering in the office, the exam candidate must have signed the registration form him- or herself. Minors wishing to register for an exam require the consent and signature of their legal guardian.

If registering digitally, only one examination date per examination type can be allocated to a candidate at one time. Goethe-Institut will cancel multiple bookings in their chronological order.

All information entered in the digital or analogue registration form must correspond to the candidate's passport. The candidate is responsible for the accuracy of the information given. Any subsequent requests for amendments will carry a fee.

The registration process is considered complete and valid after the exam fee has been paid and a written confirmation of registration has been received from the Goethe-Institut.

With payment of the examination fees, exam candidates consent to the Exam Guidelines published on [www.goethe.de/golfregion](http://www.goethe.de/golfregion) as well as to the Terms and Conditions for Exam Administration and the General Terms and Conditions for Exams.



### 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.



### PAYMENT CONDITIONS:

The full exam fee must be paid by credit card or by bank transfer, depending on the provisions of the respective Goethe-Institute branch, by the agreed payment date (as a rule, the day of registration). Cash or cheques will not be accepted. The current prices and discount conditions that are in force at the time of registration apply.



### NUMBER OF PARTICIPANTS:

The minimum number of participants per exam and per exam date is five persons. 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.



### 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 to the amount of 10% of the examination fee (incl. VAT). 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 to the amount of 10% of the examination fee (incl. VAT). 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.



### 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.



### 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:

Exam results will be published within max. 14 working days after completion of the examination. If the exam has been passed, a digital certificate will be issued; if the exam has been failed, a digital confirmation of participation will be issued. Both can be accessed through the portal [meingoethe.de](http://meingoethe.de). A paper certificate can be issued for a fee. More information here: : UAE OMAN

The examination certificate or confirmation of participation can only be picked up in person and upon presentation of an ID or passport by the exam candidate or their legal guardian if the exam candidate is a minor. 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 results will not be communicated via telephone or email. An earlier issuance of the certificate is possible for a fee if requested in writing at least one week before the exam date and confirmed by the institute. There is no entitlement to this service. More information here: UAE OMAN



### COMPLAINTS PROCEDURE:

Complaints about the examinations offered by the Goethe-Institut Gulf Region will be handled by the Head of the Language Department at Goethe-Institut Gulf Region. The complaints procedure for examinations 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.

**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).

**INFORMATION ABOUT THE EXAM:**

After successful registration, you will receive further important information about the exam. By registering for the exam, you agree to the terms and conditions.

**FIRST AID:**

In case of emergency, our internal first aid responders are authorized to take necessary measures, including physical contact with customers, in order to administer first aid and ensure their safety.

**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.



**By registering for the exam, you agree to the Terms & Conditions for exams at the Goethe-Institut Gulf Region.**