

# GENERAL TERMS AND CONDITIONS WEBSHOP ADDITIONS TO THE GENERAL TERMS & CONDITIONS FOR LANGUAGE COURSES AT THE GOETHE-INSTITUT SRI LANKA

## PREAMBLE

These additions supplement the General Terms and Conditions of the Goethe-Institut e.V., which govern all aspects of transactions made through the Goethe-Institut's Webshop. The General Terms and Conditions of the Goethe-Institut e.V. are sent to each customer during the booking process and apply to the booking of both exams and courses.

These additions to the General Terms and Conditions of the Goethe-Institut e.V. regulate procedures related to the language courses offered by the Goethe-Institut Sri Lanka.

The language courses listed on the website [www.goethe.de/srilanka](http://www.goethe.de/srilanka) are offered by the Goethe-Institut Sri Lanka in accordance with the regulations and quality standards of the Goethe Institut e.V. in Munich. The language course portfolio of the Goethe-Institut Sri Lanka includes in-person courses, hybrid formats, and online formats. Various course intensities are also offered. Further details about each offering can be found on the website.

## REGISTRATION

The current course offerings are published both on the website and in the course brochure. Information about course offerings, enrollment periods, course fees, prerequisites, and other details is made available transparently and can be accessed by everyone.

Enrollment in courses takes place exclusively through the webshop on the official website of the Goethe-Institut. Registration is done individually. Course seats are not sold through third parties.

Please ensure that the information entered the system at the time of registration is correct. Check the accuracy of your personal details on your booking confirmation. These are the details that will appear in all communications and on all issued documents, including certificates.

If you notice any errors, please contact the language course and examination office of the respective institute immediately. Contact information can be found on the official website [www.goethe.de/srilanka](http://www.goethe.de/srilanka) and at the end of this document.

Any correction of personal data after registration will incur an administrative fee of 3000 LKR (including Tax).

## COURSE FEE AND PAYMENT

The course fee is due at the time of registration. Once paid, course fees are non-refundable and non-transferable. For bookings made via the website, the General Terms and Conditions of the Webshop apply.

The amount of the course fee is clearly displayed in the Webshop before and during the booking process. It includes the legally mandated 2.5% SSCL and 18% VAT.

The course fee does not include the cost of the textbook, unless explicitly stated otherwise. The textbook must be purchased separately. The Goethe-Zertifikat exam is also not part of the course and is not included in the course fee.

Payment is made directly in the Webshop using the payment methods specified there.

## LEVEL ASSESSMENT TEST

Individuals who have already learned German independently or with another provider, or whose German course or exam at the Goethe-Institut was more than 6 months ago, must take a level assessment test.

The level assessment test is not an official language certificate but rather provides an overview of your language skills. Based on the test results, a course level recommendation will be made.

The test can be taken online from home and is not supervised. It does not meet the strict examination conditions of the Goethe-Zertifikat and is therefore intended only as a guide.

To ensure realistic results and an accurate course level recommendation, we strongly encourage you to take the test seriously, independently and without any aids.

The level assessment test is free of charge and can be booked here: book Level Assessment Test.

The course level recommendation will be sent shortly after completing the test to the email address provided during registration.

## TERMS OF PARTICIPATION

The courses offered by the Goethe-Institut Sri Lanka are generally open to all interested individuals.

Standard courses are adult courses and are intended for individuals who are at least 17 years old. For teenagers and young learners, the Goethe-Institut Sri Lanka offers dedicated courses. These are clearly marked as such. The minimum and maximum age requirements for these courses are specified in the course description.

Some courses can only be booked with prior or specialized knowledge. These prerequisites, as well as the methods for providing proof of them, are outlined in the course description.

We reserve the right to contact individuals who do not match the target group of a course and, if necessary, deny admission to the course. In all such cases, we strive to offer suitable alternative options that match the target group.

## CLASS SIZE

Our courses take place when at least 10 participants are registered.

The maximum number of participants is 21 in regular courses

## COURSE CANCELLATION BY THE GOETHE-INSTITUT

If a course does not reach the minimum number of participants, the Goethe-Institut Sri Lanka reserves the right to cancel the course. In such cases, registered participants will be contacted, and alternative course dates will be offered. If no alternative dates are available or suitable, the paid course fee will be refunded.

The same applies to other reasons that may force the Goethe-Institut Sri Lanka to cancel a course before it begins.

## WITHDRAWAL

For all bookings made via the Webshop, the General Terms and Conditions of the Goethe-Institut e.V. apply, which are sent along with the booking confirmation.

If enrollment is done through our registration office, the following rules apply:

- For withdrawals up to 4 weeks before the course begins, 10% of the course fee will be retained as an administrative charge.
- For withdrawals between 4 weeks and 1 week before the course begins, the administrative fee is 20% of the course fee.
- For withdrawals between 1 week and 1 day before the course begins, the administrative fee is 30% of the course fee.

No refunds are possible after the course has started.

All withdrawal requests must be submitted in writing.

## COURSE CHANGE AND REBOOKING

if you realize before the course begins or within the first week that the selected course is not suitable, you may rebook to another course date.

Rebooking is only possible once if seats are available in the desired course level or date.

An administrative fee of 5000 LKR will be charged for rebooking, which must be paid at the time of the rebooking. The rebooking will be confirmed once payment is received. If however, rebooking is done within the first week of the course for a different course level on the recommendation of the class teacher, no administrative charges will be levied.

The withdrawal rules for registration through the registration office do not apply to rebooking.

Withdrawal from the course is still possible, but course fees will not be refunded in such cases.

## SWITCH TO ONLINE LIVE CLASSES

The Goethe-Institut Sri Lanka reserves the right to switch in-person or hybrid classes to online live instruction at short notice if required by official directives or due to safety concerns for participants and staff.

Such changes will be communicated as promptly as possible via official channels, including an email to the address provided during registration and through the online course platform associated with the course.

There is no entitlement to a refund or compensation for lessons conducted online.

# **CERTIFICATE OF PARTICIPATION**

Course participants who actively attend at least 70% of the lessons (as recorded in the attendance list in the online course room) will receive a certificate of participation via email at the end of the course. This certificate does not serve as official proof of language proficiency and does not replace taking an official language exam such as the Goethe-Zertifikat.

## **CODE OF CONDUCT**

At the beginning of the course, you will be briefed on emergency procedures such as fire safety. These instructions must be strictly followed.

Please always follow the instructions of the teachers and staff of the institute. On the premises, including inside the buildings, respectful, considerate, and non-violent (both physical and verbal) behaviour is expected. Consideration also includes being mindful of the diverse needs of our visitors. Loud conversations and music are not permitted outside of designated activities.

If someone's behaviour endangers the safety of others on the premises or causes disturbances—and this behaviour continues despite warnings from staff—the Goethe-Institut Sri Lanka reserves the right to issue a ban from the premises and ask the individual to leave.

If a person is asked to leave or is banned from the premises, there is no entitlement to compensation for missed services.

## **LIABILITY OF THE GOETHE-INSTITUT**

The liability of the Goethe-Institut Sri Lanka and its staff is limited to cases of negligence. The institute is not liable for service disruptions caused by force majeure, such as civil unrest, war or terrorist conflicts, natural disasters, epidemics, etc., which are beyond the control of the contracting parties.

The Goethe-Institut Sri Lanka will make every effort to offer alternative arrangements for such disruptions, where circumstances allow. These may include rescheduled classes or changes in venue. If such alternatives cannot be provided, the course will be cancelled without replacement or financial compensation.

## **COURSE FEEDBACK**

If you have any questions, complaints, or compliments, please contact:  
[feedback-colombo@goethe.de](mailto:feedback-colombo@goethe.de)

We will respond to your inquiry promptly. Your concerns are important to us.

At the end of each course, an anonymous survey is conducted where you can also provide feedback on the offerings of the Goethe-Institut Sri Lanka.

If your concern has not been satisfactorily addressed, you may contact:  
[feedback-colombo@goethe.de](mailto:feedback-colombo@goethe.de)