

TERMS AND CONDITIONS

1. Terms of Payment

- 1.1. The exam fee must be paid in full within five business days after booking unless arranged otherwise. The communicated exam date is only confirmed after payment has been received. If no payment has been received within five business days after invoicing, the exam date cannot be guaranteed.
- 1.2. The contractually binding fee is the fee stated in the price list current at the time of enrolment.

2. Cancellation, transfer and refund

- 2.1. Cancellations must be submitted in writing. The date of cancellation shall be the date of receipt at the Goethe-Institut.
- 2.2. A cancellation fee of \$70 will be deducted from the exam fee if cancellation is made more than 24 hours and up to two weeks before the start of the exam. If a cancellation is made between 24 hours and 1 hour before the start of the exam the cancellation fee will be 50% of the exam fee. If a cancellation is made within an hour before or after the start of the exam no refund will be given.
- 2.3. If the participant becomes unable to attend the exam (due to e.g. natural disasters/medical event – proof of medical certificate required), the fee can be transferred to a later exam date for an administration fee of \$70.
- 2.4. Any change of scheduled exam preparation must be made no later than 72 hours in advance, otherwise availability of exam preparation may not be guaranteed.

3. Responsibilities of participants

Participants are obliged to comply with the exam rules and house rules applicable to the Goethe-Institut.

4. Liability of the Goethe-Institut

The liability of the Goethe-Institut and its staff is limited to intent and gross negligence. The Goethe-Institut also accepts no liability for the cancellation of its services due to the forces of nature (e.g. natural disasters, pandemics, fire, floods, war, official orders and all other circumstances beyond the control of the contractual parties).

