

TERMS & CONDITIONS

Dear Course Participant,

Welcome to Goethe-Institut / Max Mueller Bhavan Mumbai! We would like to enhance our association by bringing the following points to your notice:

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 must 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 Mumbai.

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 / Course must 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 taken online via WEBSHOP.

TERMS OF PAYMENT

The course fee is payable at the time of online registration. We accept payment only by bank transfer (NEFT). By making the online payment automatic acceptance of the terms & conditions of the Goethe-Institut is applicable. If full payment is not received by the due date, the participant loses the right to participate.

ATTENDANCE

- Course participants with minimum 75% attendance and active participation are entitled to a course participation certificate.
- Goethe-Institut / Max Mueller Bhavan Mumbai does not make up for the time lost by the course participant through absence. Participants cannot make up for missed classes by attending another parallel batch / course.
- Participants are expected to be punctual and regular in attending class.
- Participants, who meet the minimum attendance criteria, will receive the course participation certificate at their registered email address within 7 working days, after course completion.
- The course participation certificate is required to pursue the next level.

ID CARD - GOETHE-INSTITUT/ MAX MUELLER BHAVAN MUMBAI

- ID card must be processed within the first two days of the course. The course participant must carry a clear, recent passport-sized photograph for the same. The ID card should be carried in original to each class and produced on demand.
- Loss of ID card should be immediately reported to the office in writing and a duplicate card shall cost INR 100.
- The ID card is the property of Goethe-Institut / Max Mueller Bhavan Mumbai and must be returned to the office on the last day of the course.

COURSE BOOKS

Course books and CDs are not included in the course fees and must be purchased separately. They are available for purchase in the Language office. They must be checked within two days of purchase for any damage. If found damaged, the same should be reported within two days. No requests will be entertained thereafter.

GENERAL

- Use of mobile phones during class is strictly prohibited.
- Course participants are obliged to comply with the course rules and the house rules of Goethe-Institut / Max Mueller Bhavan Mumbai.
- Goethe-Institut / Max Mueller Bhavan Mumbai reserves the right to refuse or revoke admission if it determines that the applicant or course participant poses a threat, is a potential danger, is significantly disruptive to the operations of the Institut, or if such refusal or revocation is considered to be in the best interest of the Institut and its staff.

GRIEVANCE REDRESSAL

- In case of grievances, please talk to your class teacher.
- If you require any further clarification, you can address the same to the Language Office at german-mumbai@goethe.de
- You can always talk to the Director of the Language Department with prior appointment.

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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.

LIBRARY

- Library membership for the course participants is free of charge for the duration of the course.
- The Library membership card should be made within a week from the commencement of the course. No card shall be issued thereafter.
- The rules & regulations of the Library will be applicable.

COURSE FEES

- The course fees are inclusive of 18% GST. The fee structure is subject to revision without prior notice.
- In exceptional circumstances, wherein a course participant is unable to start with the course, a refund request can be made. All requests for refund must be made in writing to the office.
- In case of withdrawal of participation up to the start of the course, Rs. 1500/- will be deducted from the total course fees.
- In case of withdrawal of participation within a week from the start of the course, 40% of the course fees will be refunded, thereafter there will be no refund of course fees.
- The refunded fees will be credited to the bank account within 20 working days.
- The course participant does not have the right to change the batch once registered. A transfer is only granted in exceptional cases. A request for transfer has to be given to the office in writing and the transfer is effective from the date the office receives the request in writing. The decision to grant a transfer is solely at the discretion of the Language department.
- Transfer charges are Rs.1500/-
- No refunds are possible once the transfer is granted.
- No transfer is granted after 50% of the course is completed.
- Transfer of fees is valid for six months from the date of transfer.
- Retransfer is not allowed.

ADMISSION TO THE NEXT LEVEL

- Course participants can register for the next level online via WEBSHOP, even before the ongoing course ends. Registration for all courses is open on a first come, first served basis. For the course dates and fees, please visit www.goethe.de/mumbai or scan the QR code.
- Admission to the next course is granted only against full payment of course fees. The fee structure is subject to revision without prior notice.
- 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.

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, official orders, 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 Mumbai, the Institut 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 Mumbai shall cancel the course without any alternative offer and/or financial compensation.

Enjoy the German experience!

Best regards,

Language Department

Goethe-Institut / Max Mueller Bhavan Mumbai