

# GOETHE-INSTITUT GULF REGION

## TERMS & CONDITIONS



### AGE:

Courses offered by Goethe-Institut are designed, unless indicated otherwise, for participants aged 16 and older.



### NUMBER OF PARTICIPANTS:

Face-to-face courses adults & teenagers: maximum 16, minimum 5 participants. Face-to-face courses children: maximum 12, minimum 5 participants. Online courses adults & teenagers: maximum 14, minimum 5 participants. Online courses children: maximum 10, minimum 5 participants. Goethe-Institut reserves the right to cancel a course date if the minimum number of participants has not been attained upon expiration of the enrolment procedure. In case Goethe-Institut cancels the course date, the total course fees will be reimbursed to the participant. Further claims are excluded.



### PRICES:

The current prices at the time of enrolment are applicable. The costs for the textbooks are not included in the price of a course.



### ENROLMENT:

Enrolment for the courses shall be done at the published dates. A valid passport or ID is required in order to complete the registration. In the case of minor participants, the legal guardians must give their consent. Participants without previous knowledge shall start a course at level A1.1. Participants with previous knowledge take the placement test of the Goethe-Institut and are then assigned to the appropriate course level.



### PLACEMENT TEST:

A placement test is subject to charge. The fee will be allocated to the course booking. The placement test merely serves to support the placement in the appropriate course and does not replace any certificate of language skills. The results of the placement test are valid for six months only.



### TERMS OF PAYMENT:

The total course price shall be paid by credit card or bank transfer (applicable for offices Abu Dhabi and Dubai) / in cash or by bank transfer (applicable for office Muscat) at the agreed date of payment (normally on the day of enrolment) before starting the lessons. Cheques are not accepted as payment. In case of payment from abroad, the sender is liable to bear any currency conversion costs or other charges incurred in making the payment.



### CHANGE OF COURSE:

A change of course shall only be possible subject to the number of seats available and only after prior consultation with the course instructors and the language course office.



### CANCELLATION AND REFUND:

Withdrawal from a course shall be declared in writing and informally to Goethe-Institut. For minor participants, the written consent of the legal guardians must be obtained. In case of withdrawal prior to the first course day the course fee less an administration fee in the amount AED 100 will be reimbursed. In case of withdrawal on the first course day or following the course commencement, a refund is no longer possible. Refunds will be processed according to the original payment method.



### CERTIFICATE OF COURSE ACHIEVEMENT:

Participants will receive a qualified certificate of attendance. Regular attendance is a prerequisite for this certificate (70% of the course dates) as well as passing of at least two tests. A grade of 60% overall is required to pass a course. In an online course, log-in without visual and oral participation will be considered as absence. Course certificates will be kept by Goethe-Institut for 1 year only.



### PREREQUISITES FOR ONLINE COURSE ATTENDANCE:

A desktop PC or laptop with a working camera and proper audio (microphone) is required as students are expected to fully participate in the class. Switching on the camera is mandatory in teenager and children's courses. In adult courses, it is recommended.



### PUBLIC HOLIDAYS:

Dates of the Islamic holidays depend on official announcements by the religious authorities in the United Arab Emirates and can vary based on such announcements. Courses that do not take place on such days usually run for a longer period. Goethe-Institut is not obliged to provide individual make-up lessons.



### HANDLING COMPLAINTS:

For complaints regarding the courses at the Goethe-Institut, please contact the language course office.



### DATA PROTECTION:

The course participant acknowledges that his/her registration information, billing data, and performance data are electronically recorded by Goethe-Institut. The course participant agrees that Goethe-Institut continues to provide him/her with information and/or the newsletter.



### LIABILITY:

The Goethe-Institut is not liable for the cancellation of their services due to force majeure (for example natural disaster, fire, flooding, war, official orders, and all other circumstances, which are beyond the control of the contractual partners).

**Ich habe die allgemeinen Geschäftsbedingungen des Goethe-Instituts Golf-Region zur Kenntnis genommen und sie akzeptiert.**  
*I have read and accepted the Goethe-Institut Gulf Region Terms and Conditions.*

NAME:

DIGITALE SIGNATUR:

DATUM: