

Payment and Refund Policy

1. Payment Methods:

We accept the following payment methods:

- MPESA for payment in KES
- Bank transfer for payment in Euro

2. Proof of Payment:

Once payment has been made, please email a copy of the proof of payment to languageoffice.nairobi@goethe.de This can include a screenshot, confirmation message, showing the payment. Your registration will not be confirmed without this proof.

3. Non-Transferable Fees:

Fees paid are **non-transferable**. They cannot be transferred from one person to another under any circumstances. Fees paid can however be utilized for a period of 4 months from date of payment and latest by **15th November** of the year in question. After this date/period, any unused funds will be forfeited.

4. Excess Payments:

If you have made an excess payment, you can utilize it within a period of 4 months from the date of payment and latest by **15th November** of the year in question. A refund can be issued, provided the request is made within **14 days** of the payment. To request a refund, please contact languageoffice.nairobi@goethe.de with relevant proof of payment.

5. Cancellations and Refunds:

Refunds due to cancellations must be **approved by the Head of Language courses and Examinations**. Please note that this process takes no less than **10 working days** to complete. Refunds will be issued via **bank transfer only**.

20.12.2024

Head of Language courses and Examinations