

Goethe-Institute Exam Centre: General Terms and Conditions

The exam regulations and implementation apply rules of the Goethe-Institute.

Registration / Payment of course fees

A registration is binding and obligates you to pay the fees in full (exam fee, administration fee and if applicable, the fee for the exam preparation).

Cancellations

If you withdraw from the exam up to 20 working days before the exam date, you will be refunded the exam fees. However, a processing fee of CHF 50.- will be charged in any case. Up to 15 working days before the exam date, a one-time postponement of the exam to a later date is free of charge (except in the case of fully booked exams). If you cancel your registration 14 - 0 working days before the exam date, you will be charged 100% of the fees; postponing the exam is no longer possible (except in cases of illness, see below). If you do not show up for the exam, you are not entitled to a refund.

In any case, withdrawal from the registration must be made in writing by letter or e-mail.

Postponement of exam dates

Free postponements of exam dates after the registration deadline are not possible, except in the case of illness/accident. In this case, you must submit a Swiss medical certificate within 10 days.

Identification at the exam

For all exams, the Goethe-Institute Exam Centre is obliged to carry out a strict identity check. You must present your passport (original), identity card (original) or driver's license at the exam. Otherwise we will have to exclude you from taking the exam.

Insurance

For all exams and events organized by the Exam Centre Zug, we exclude any liability for damages incurred. You are therefore responsible for ensuring that you have adequate insurance cover. The use of the facilities is at your own risk. The Exam Centre cannot be held liable for theft or loss of items.

Data protection

By registering, you agree that the personal data required for the issuance of the certificate may be made available to the organizers, supervisors, examiners and evaluators. In addition, you agree that the data necessary for archiving will be transmitted to the Goethe-Institute headquarters in Germany.