

## **Fide-test: General Terms and Conditions**

### **Registration / Payment**

Registration is binding and obligates the participant to pay the fees in full (exam fee incl. administration fee).

### **Cancellations**

Refunds for withdrawal from the exam within 20 working days prior to the exam date, will be subject to a processing fee of CHF 50.-

A one-time postponement of the exam to a later date is free of charge up to 15 working days before the exam date (except in the case of fully booked exams). Cancellation of registration 14 - 0 working days before the exam date, will be charged at 100% of the fees and postponement is not possible (except in case of illness, see below). No refunds are given for non-attendance of the exam.

Withdrawal from the registration must be made in writing by letter or e-mail and confirmed.

### **Postponement of exam dates**

Free postponement of exam dates after the registration deadline is only possible in the event of illness/accident. A Swiss medical certificate is required within 10 days for postponement.

### **Identification at the exam**

The fide Test Centre is obliged to carry out a strict identity check for all exams. An official form of identification must be presented at the exam (passport, identity card or driver's license- no copies). Failure to produce a valid ID document will result in exclusion from participation in the exam.

### **Insurance**

The fide Test Centre do not accept responsibility or liability for any damages, loss or theft incurred during events and exams. Exam participants are responsible for ensuring they are adequately insured. Use of the facilities is at the risk of the exam participant.

### **Data protection**

By registering, participants agree that the personal data required for the issuance of the certificate may be made available to the organizers, supervisors, examiners and additionally, to the fide Test headquarter in Bern.