

## General Terms and Conditions

The examination rules and regulations of the Goethe-Institute apply.

### Failure to attend the exam

The exam fee will not be refunded in the event of non-attendance or late arrival.

### Compulsory identity check (identity card, passport, driving licence)

- 30 minutes before the start of the exam
- Only original documents will be accepted

If the identity check has not been completed, you will not be admitted to the exam.

### Cancellation and illness

Cancellation must be sent in writing by e-mail.

Cancellation **more than 4 weeks** before the exam date

- The exam fee will be reimbursed minus a CHF 50 administration fee.

Cancellation **less than 4 weeks** before the exam date

- No refund of the exam fee.

In the event of **illness** (with medical certificate)

- A medical certificate must be presented within 10 days of the reported illness.
- The exam fee will be reimbursed minus a CHF 50 administration fee.

### Insurance

We exclude any liability for all damages.

Facilities are used at your own risk.

The exam centre is not liable for theft or loss of any item.