

General Terms and Conditions

The examination rules and regulations of the Geschäftsstelle fide 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.