



服务条款 Terms of service

2021.11.1 起生效。Valid from 2021.11.1.

1. 参与课程的条件 Enrollment requirements and course placement

- 1.1. 零基础学员请报读 A1 课程或者 A1.1, A1.1.1 课程。学员要具备读写拉丁字母的能力。A course participant without previous knowledge of German shall enroll in a course at level A1, A1.1 or A1.1.1. He or she shall be able to read and write the Latin alphabet.
- 1.2. 如果学员要参加高于 A1 级别的课程，必须提供德语能力证明。证明包含歌德等级证书或者成功参加歌德语言中心课程，并获得的课时证明。在东北大学歌德语言中心参与过课程且具备取得课时证明条件的学员可以缴纳 100 元费用，重新制作课时证明。其他情况下，学员需要做分级测试，通过测试后才可以参加相应级别的课程。分级测试费用为每次 100 元。To enroll in a course at a higher level, a course participant shall prove his or her German competences. Valid proofs include successful Goethe-exam certificates and successful Goethe-course participation confirmations. Course participants may obtain their previously existing Goethe-course participation confirmations of the Goethe-Language Centre at Northeastern-University for a fee of 100 Yuan. If no such proof can be demonstrated, a placement test shall be carried out for a fee of 100 Yuan.

2. 学费和支付学费 Course fee and payment

- 2.1. 学费以及折扣以报名时的相关信息为准。The course fee, potential discounts and vouchers, as stated at the time of application, are binding.
- 2.2. 学员应在课程开始前缴纳学费。The course fee shall be paid before the commencement of the course.
- 2.3. 不支持分期缴纳学费。The course fee shall be paid in full and at once.
- 2.4. 学费应该通过银行转账支付或者通过刷银行卡支付。The course fee shall be paid via bank transfer or bank card.
- 2.5. 应整期缴纳学费。在某些情况下，允许学员插班学习，但学员仍需缴纳整期学费。东北大学歌德语言中心拥有此种情况的最终决定权。The course shall be booked as a whole. In certain situations, a course participant may join after the commencement of the course. In such an event, payment of the full course fee is required. The final decision about such cases rests with the Goethe-Language Centre at Northeastern-University.

3. 换班 Course format changes

- 3.1. 在东大歌德语言中心允许的情况下，学员可以换班，但要收取 100 元的换班费用。Course participants may change their course format for a fee of 100 Yuan, if the Goethe-Language Centre at Northeastern-University allows.



4. 取消课程和退费 Cancellation and refunds

- 4.1. 如果学员在课程开始前取消课程，可以退还 90% 的学费。如果学员在第三次课程结束前取消课程，可以退还 50% 的学费。第三次课程结束后，不可以再以任何理由申请退费。 If a course participant cancels a course before the commencement of the course, the course participant shall be refunded 90% of the course fee paid. If a course participant cancels a course before the completion of the third day of the course, the course participant shall be refunded 50% of the course fee paid. After completion of the third course day, there shall be no refunds for any reason.
- 4.2. 学员仅可以通过给东北大学歌德语言中心的邮箱(info.shenyang@goetheslz.com)写邮件的方式申请取消课程和退费。 Course participants shall request cancellations and refunds only via email to the staff of the language course office of the Goethe-Language Centre at Northeastern-University (info.shenyang@goetheslz.com).
- 4.3. 学员生病的情况也要遵守上述条约。 Please understand that also in case of illness we cannot abide from the rules mentioned above.
- 4.4. 如果东北大学歌德语言中心取消课程，学员可以全额退还学费。 If the Goethe-Language Centre at Northeastern-University decides to cancel or postpone a course, a substitute course or refund of the course fee paid shall be offered.

5. 学员的义务 Course participant obligations

- 5.1. 参与课程的学员有义务遵守东北大学歌德语言中心学员欢迎函中提及的规定。 A course participant is obliged to follow the rules and rituals of the Goethe-Language Centre at Northeastern-University, as described in the welcome letter, communicated verbally or otherwise.

6. 责任 Liability

- 6.1 在故意犯错和工作人员玩忽职守的情况下，东北大学歌德语言中心以及其员工才承担责任。东北大学歌德语言中心对不可抗拒的外力也不承担责任（如自然灾害，火灾、洪水、战争、官方的命令、以及其它双方都无法控制的情况）。 Liability of the Goethe-Language Centre at Northeastern-University and its staff is limited to intent and gross negligence. The Goethe-Language Centre at Northeastern-University also accepts no liability for the cancellation of its services due to force majeure (e. g. natural disasters, fires, floods, wars, official orders and all other circumstances beyond its control).

我在此确认本人已知晓并同意退费规定以及其他所有条款内容。 I hereby confirm that I am aware of and agree to the refund policy and all other terms and conditions.