



一般商业条款

(以下规定自 2026 年 3 月 6 日起执行)

- 一、付费成功后，我们会邮件通知考生欧标考试培训班的具体上课时间。我们将在培训班开始前三天内邮件告知进入直播课的连接。
- 二、考前**一周左右**，我们会通过邮箱发送“**考试确认函**”，即**准考证**，上面会标明考试时间、地点。考试当天，考生请务必携带自行打印好的确认函、身份证或护照原件参加考试。
- 三、A1 考试通常在考后第一个工作日下午公布成绩；A2 成绩在考试后的大约 5 个工作日内公布；B1、B2、C1 级别考试成绩在 考试后的大约 15 个工作日内公布；C2 成绩在考试后的大约 20 个工作日内公布；考生可以通过考号在我们的微信小程序上进行查询，成绩均为匿名。
- 四、考试证书在成绩公布后的三个工作日制作完成。届时可凭本人身份证或护照至上海市静安区恒丰路 610 号(金岸 610)A 座 6 楼领取。如需请他人代领证书，须出示考生身份证或护照的复印件，以及代领人身份证原件。
- 五、若外地考生需寄证书，可在确认考试通过后，按照公告成绩页面上的方式申请快递证书。我们将发顺丰快递，费用到付。如需邮寄证书，所有级别的证书 (A1, A2, B1, B2, C1 和 C2) 都将在公布成绩后最晚 2 周后陆续寄出。
- 六、如证书遗失 (单科或合并证书)，考生本人可付费申请证书遗失证明。若考生本人提交错误考生信息导致证书错误，需提供有效证件后重新制作证书。证书遗失证明、重新制作证书手续费用均为 300 元。
- 七、查卷、对考试结果或考试流程有异议，可参考歌德学院考试规则第 20 条和 21 条。更多有关查卷和/或申诉的问题请联系我们 goethezertifikat.sh@goetheslz.com 或者致电 021-62897762。对考试结果的异议必须在考试结果公告后两周内以书面形式提出。没有根据或证据不足的申请可能会被考试负责人驳回。仅提及不及格分数不足以说明理由！
- 八、考试办公室保留取消或者更改考试日期的权力。取消或者更改考试日期不受时间影响，即使考试当日也有取消或更改风险。考生需知晓和接受风险。因不可抗力导致学校无法举办考试，统一安排考试费退费或延考，学校不承担由此产生的任何额外费用 (不承担交通费、住宿费等)。考生需自行承担产生的风险和费用。
- 九、关于退考和延考

退考：考生在考试日前任何时候均可取消已预订并支付的考试。在及时书面申请的情况下，考生有权获得退费或一次延考机会。

书面申请：退考/延考必须书面申请，请发送电子邮件至 goethezertifikat.sh@goetheslz.com

9.1 在退考截止日期前申请 (最迟至考试日前 10 个工作日及之前)：

- 可选择退费 (需支付手续费：150 – 450 元人民币)。
- 也可选择延考，延考时间在原定考试日期后的 6 个月内 (需支付手续费：100 – 300 元人民币)。

9.2 在退考截止日期后申请 (在考试日前 10 个工作日之内)：

- 通常情况下，不可退费或延考。
- 考试日当天因病取消的情况除外，需提供医院诊断证明和病假单 (参见 1.4)。

9.3 在考试日当天因病退考/延考：• 提供医院诊断证明和病假单，方可退费 (需支付手续费：150 – 450 元人民币)。

- 提供医院诊断证明和病假单，亦可延考，延考时间在原定考试日期后的 6 个月内 (需支付手续费：100 – 300 元人民币)。

9.4 延考退费：

- 已经申请过一次延考的考生，不得再退费或再次延考。

注意：退考/延考需支付相应的手续费，具体费用取决于申请类型和考试模块——一个单科模块考试延考或退考需支付 100-150 元手续费，全科考试延考或退考需支付 300-450 元手续费。



欧标歌德证书考试 考生须知

(以下规定自 2026 年 3 月 6 日起执行)

- 考试当日，相关车辆（汽车、自行车、电瓶车）不得进校。
- 考试当日，考生必须按照准考证规定时间提前到达考场，预留足够时间配合考点工作人员进行入场核验。
- 考试当日，仅考生本人可以进入考场；
- 考试前，我们将检查考生的身份证或护照，请考生务必携带身份证或护照原件，复印件或其他证件均无效；
- 考试开始后，迟到的考生不得进入考场！这适用于所有级别的考试和模块考试。如果是模块考试，则可以参加下一个单科的考试。
- 考试中作弊、使用禁止使用的辅助工具或容许别人使用，或有其他使考试无法正常进行等不当行为的考生，即取消其考试资格。从取消考试资格当日算起，该考生至少三个月内不被允许参加歌德学院考试。
- 考试只允许使用上海锦创歌德提供的考试用笔。
- 考试没有次数限制，可以重复参加。(歌德证书 A1 考试和 A2 考试只能全科考试；歌德证书 B1 考试、B2 考试、歌德证书 C1 考试和歌德证书 C2: GDS 考试可以全科考试或单科考试。)
- 有关考试更多信息请您仔细阅读考试规定和歌德考试实施细则 <https://www.goethe.de/ins/sha/zh/spr/prf.html>





上海市静安文化进修学校·上海锦创歌德德语培训
Shanghai Jing'an Wenhua Jinxiu Xuexiao · Shanghai Goethe-Jinchuang Language Center
Terms and Conditions

(The following provisions will take effect as of March 6, 2026)

1. You will receive the exact date for your tutorial together with our confirmation of your payment of the fees. The corresponding online access data to the tutorial will follow 3 days before your tutorial.
2. About one week prior to the exam participants will receive an electronic exam confirmation in their email that contains specific details regarding time and place of the exam. Please print this confirmation and bring it on exam day along with your passport or ID-card (original documents only). Without identifying documents exam participation will have to be denied.
3. Results and grades of "Start Deutsch 1" exam can be usually obtained on the afternoon of the working day following the exam date. Results and grades of the "Goethe-Zertifikat A2" exam can be usually obtained within 5 working days following the exam date. B1, B2, C1 exams take a processing time of about 15 work days, C2 takes 20 work days, before results and grades will be released anonymously on the WeChat Mini Program of the SLZ where participants identify their data through their examinee's number.
4. Goethe-Certificates will be issued within 3 work days after the disclosure of the results. Certificates can be personally obtained during office hours in 610 Hengfeng Road, Building A, 6th floor, providing adequate identification, such as passport or ID. Third parties collecting certificates on behalf of the examinee need to produce a copy of that person's passport or ID in order to receive the certificate. Adequate identification such as a passport or ID-Card of the third parties needs to be provided as well.
5. Through a courier service, certificates can also be delivered to examinees' homes at the recipients' expenses. All Goethe certificates (A1, A2, B1, B2, C1 and C2) that have been obtained at the Shanghai examination centre will be sent off two weeks after the results and grades have been released.
6. In the event of the loss of certificates (individual module certificates or the overall certificate), participants can request replacement documents for a fee of 300 RMB. If a certificate has been issued incorrectly due to inaccurate information provided by the participant, a reissue may be requested upon presentation of valid identification. The fee for the reissuance of the certificate is 300 RMB.
7. The "Right to Inspect" the exam and "Appeals" against the results of the exam or against the administration of the exam are regulated by paragraphs 20 and 21 of the exam guidelines of the Goethe-Institute. An objection to the examination result must be filed in text form within two weeks of the announcement of the examination result. Unfounded or insufficiently substantiated applications can be rejected by the exam official. The mere reference to a score not achieved is not sufficient as a justification! Further questions regarding inspections and/or appeals can be directly addressed to Goethe-Jinchuang via email or phone: goethezertifikat.sh@goetheslz.com Tel.: 021-62897762
8. The examination office reserves the right to cancel or change the examination due to force majeure. Cancellations or changes of examination dates might occur on very short notice, in the worst case scenario on the day of the examination. Participants know and accept this risk.

If Goethe-Jinchuang is unable to conduct the examination due to force majeure, we will arrange for a refund of the examination fee or postponement of the examination. However, Goethe-Jinchuang will not compensate for any additional costs incurred as a result of a cancellation due to force majeure (transportation, accommodation, etc. will not be reimbursed).

9. Notification:

All withdrawals must be communicated in writing via email to goethezertifikat.sh@goetheslz.com.

9.1 Timely Withdrawal Options (Until up to 10 Working Days Before Exam):

- Refund available (processing fees apply: 150 – 450 RMB).
- One-time exam postponement within 6 months of originally booked exam (processing fees apply: 100 – 300 RMB).

9.2 Late Withdrawals (Within less Than 10 Working Days Before Exam):

- Refund or postponement generally not available.
- Exception for illness on exam day confirmed by medical certificate (see 5).

9.3 Withdrawals due to illness on the day of exam:

- Refund available upon presentation of an official medical certificate (processing fees apply: 150 – 450 RMB).
- One-time exam postponement within 6 months of originally booked exam upon presentation of an official medical certificate (processing fees apply: 100 – 300 RMB).

9.4 Withdrawal from a postponed exam:

- Participants who withdraw from an exam that has already been postponed are not eligible for a refund or another postponement of their exam date.

Note: processing fees may apply and vary depending on the extent of the withdrawal from the exam and the further processing towards refund or postponement - a processing fee of between 100 and 150 RMB will be charged for withdrawal from a single exam module. The processing fee for withdrawing from a full exam is between 300 and 450 RMB.

Important Notes:

- On the exam day, no vehicles (cars, bicycles, electric vehicles) are allowed on campus.
- On the exam day, candidates must arrive at the exam site early as specified on the confirmation letter, allowing enough time for entry verification.
- Only the candidate can enter the exam site on the exam day.
- Before the exam, we will check the candidate's ID card or passport. Candidates must bring the original ID card or passport; photocopies or other documents are invalid.
- Late candidates are not allowed to enter the exam room after the exam starts! This applies to all levels and module exams. If it is a module exam, you can take the next single module exam.
- Candidates who cheat, use prohibited aids, allow others to use them, or engage in other misconduct that disrupts the exam will have their exam qualifications canceled. Starting from the day the exam qualification is canceled, the candidate is not allowed to take Goethe Institute exams for at least three months.
- Only pens provided by Goethe-Jinchuang Shanghai are allowed during the exam.
- There is no limit to the number of times you can take the exam; you can retake it. (Goethe Certificate A1 and A2 exams can only be taken as a full exam; Goethe Certificate B1, B2, C1, and C2: GDS exams can be taken as full or single module exams.)
- For important information, practice materials, and implementation details about the Goethe Certificate exams, visit <https://www.goethe.de/ins/sha/zh/spr/prf.html>

