

## CONDITIONS OF SALE AND CANCELLATION - FIDE LANGUAGE PASSPORT

### General provisions

These conditions are applicable to the assessment of fide languages with a view to obtaining the Language Passport, property of the State Secretariat for Migration (SEM).

### Registration

It is recommended that you register for the fide language assessment on [www.voxea.com](http://www.voxea.com). However, it is possible to register directly at the VOXEA reception at Avenue Benjamin-Constant 1, 1003 Lausanne, 4th floor.

Registration for the fide language assessment is reserved for candidates with 16 years or over of age. Candidates with a disability must indicate this when registering.

It is possible to register for the Oral part, the Written part or the full assessment. Please note, the Oral part must be done before the Written part and this in the same week.

### Payment

Payment for the fide language assessment is made directly on [www.voxea.com](http://www.voxea.com) upon registration.

For a registration made directly at the reception of VOXEA, payment must be made on site at the time of registration by credit/debit card.

Following payment, the candidate receives an order- and payment confirmation which serves also as a convocation to the language assessment.

### Closing of registrations

Registrations close 3 weeks before the date of each assessment.

### The assessment Day

- Bring an ID with photo
- For candidates with a disability, bring a medical certificate. The certificate cannot be older than two years and must describe the impairment in one of the following languages: French, German, Italian or English.
- Make sure to arrive on time

The candidate must comply with [the participation rules for the fide language assessment](#). In the event of non-compliance with one or more rules of the latter, the candidate will be excluded from the evaluation.

### Cancellation - Refund

In the event of cancellation before the closing deadline, the candidate will be reimbursed for the cost of the assessment less CHF 30.- for administration fees.

No refund will be made in the event of a cancellation after the closing deadline as well as in the event of no-show, late arrival and exclusion for non-compliance with the rules.

### Data protection

Personal data transmitted to VOXEA as part of the fide language assessments are transmitted to the fide secretariat only, to the exclusion of third parties.

This data is used for the purpose of recording registrations and processing them quickly and efficiently.

For all cases not mentioned in these conditions of sale - fide language passport, [the general conditions of sale of VOXEA](#) apply.