

## FAQ CONCERNING COVID-19

**\*\*\*\* Please note the below information is the current understanding, which might get updated with respect to travel plans and schedule . It will be updated and made available to students frequently\*\*\*\***

### **1. Whom should I contact to ask my queries about the COVID-19 ?**

If you have more queries unanswered in this FAQ, Kindly write the mail to student tutors at [msetutors.fbe@h-da.de](mailto:msetutors.fbe@h-da.de). They shall assist with the right guidance after discussing with the concerned parties.

### **2. How safe is Germany , Darmstadt with respect to COVID-19 scenario?**

Currently the government is trying its best to fight against the issue. Darmstadt which comes under the state Hessen is put under restricted strict social distancing rules. For more updated details check [corona.hessen.de](https://corona.hessen.de)

### **3. When do I receive my admission letter?**

We will send you a PDF admission letter instead of the paper document, once your application has been accepted and you have transmitted your admission fee. This letter will contain an email address for validation, if requested by your local authorities.

### **4. What should I cannot post the documents / if my documents posted doesn't get delivered in time?**

Keep the post billings and receipt intact for the proof of transfer. In case this is not possible due to the corona virus,

- please inform us explicitly AFTER you have transferred the admission fee
- fill out the form "Declaration missing certified copies" available in the **further information section** of your KOPLA page.
- and send us the signed affidavit and the additional declaration and the payment slip as proof by email ([master.fbe@h-da.de](mailto:master.fbe@h-da.de))

Note that all the originals must be submitted and shall be checked during the enrolment process after your arrival.

#### **5. When will the course begin if postponed due to COVID-19 issues?**

- As of now, the 2020 winter semester bridge courses and German classes will be conducted as planned in September.
- The kick-off of the major classes will start from October or November, depending on the situation. If we start from November, the presemester courses will be extended.
- In case students have to stay in quarantine upon arrival, the presemester classes may start later.
- Any change in the schedule also depends on the political decisions and students will be kept updated.
- Therefore please book your visa slot to allow you to be here 1st of September.

#### **6. I want to cancel my admission; will I get refund of admission fee/ housing deposit?**

As already informed in KOPLA, there is no refund for the paid fees, as the fees are covering part of the running costs we have for this program. Therefore carefully evaluate the situation before paying the fee. In case travel will not be possible in September, the first semester fee may be shifted to a later semester. Housing fee very likely cannot be refunded at all, as the contract is made with an external company and therefore not under university control. Please also check the additional comments in KOPLA.

Also here, in case of a changing situation you will be informed.

#### **7. I am still deciding to accept admit due to corona situation, can I pay the fees after deadline?**

It is always encouraged to pay the fees well before deadlines to avoid transaction delays. Especially the housing fee must be paid well before the deadline in order to secure a place in a dorm. The presemester and enrolment fee is due comparably late already, allowing you to evaluate the situation.

**8. Can I reserve my seat for the next year intake if I am admitted , but cannot make it due to Corona?**

If you decide not to come, you may contact us in December to shift your application, but we cannot guarantee you a seat for the next year.

**9. Can I start my semester in summer 2021, instead of winter 2020 when the corona situation resolves ?**

Enrolment for the summer semester very likely will not be possible. The earliest upcoming enrolment date will be September 2021.

**10. Will the classes be conducted online? If yes can I login from my home country?**

This will depend on the situation. At the moment, there are no such plans as online classes for 2020 winter semester. The corona conditions are expected to decline by September, your physical presence is ultimately expected. Only under the current situation classes for the summer semester 2019 intake is being conducted online, but soon will be resumed to classroom once the situation calms down.

**11. How is Germany dealing with international students affected with COVID-19?**

The health officials are taking appropriate actions and quarantining, equally with the international students hit with corona. The embassies of the student nationalities are constantly in contact through social medias with the students and are reachable under any difficult circumstances and queries.

The health insurance in Germany will cover any medical treatments required.

**12. My family is concerned about my travel and housing risks.**

The housing is provided in hygienic conditions after the complete clean up. It is individual's responsibility to follow the rules and regulations for safe travel to avoid any risks and threats.

**13. I come from Corona epicentre marked country; do I have to get the tests done before arrival ?**

We believe that you will undergo medical check-ups in the airport before and after arrival and the authorities sets up appropriate rules for the international students in such case.

**14. What if the country that I am arriving from is under lockdown?**

Follow the rules provided by the government. Health is of primary concern. There is always scope to manage and cover up the missed bridge courses if you are late by one or two weeks. If it is more than a month then kindly inform the university to decide on further outcome.

**15. What if Germany is under lockdown during my arrival ?**

Then the university also remains closed. The students will be informed when it is appropriate to travel.

**16. Should I self-quarantine before and after coming to Germany?**

If the conditions of Corona prevail till September, then the self-quarantine rule will be made aware well in advance to your travel dates.

Nevertheless, practise social distancing after your arrival and take precautions throughout your stay. All the students are given individual rooms and hence safety ensured, share the kitchen one after the other and keep the apartment tidy.