

University Assist

Your way to Germany

322G, Khalid Ibn Elwaleed St, North 90th Street, New Cairo

uniassist.net

Educational Service Agreement

I. The Parties. This Educational Consultant Agreement ("Agreement") is made effective as of / / -, by and between:

A. Educational Consultant: Registered as Universal Global For Study Abroad L.L.C. No. 235795, Herein referred to as ("University Assist").

Address: 322G, Khalid Ibn Elwaleed St, North 90th Street, New Cairo

AND

B. Client: , Herein referred to as ("Student")

Passport No:

II. Services Description:

University Assist, a commercial entity registered under Universal Global for Study Abroad L.L.C., agrees to provide counselling services to assist the Student in applying to German Universities. The services include, but are not limited to, guidance in selecting appropriate universities, assistance with application procedures, and support throughout the application and visa process. **Services Included:**

- **First Phase:**

1. University Selection Assistance
2. Documents Handling
3. Motivation Letter Support
4. Applying for Public German Universities
5. Guarantee of Receiving at Least One Offer from a Public University

- **Second Phase:**

6. Enrollment at the University

7. Blocked Account Opening
8. Health Insurance in Germany (Public and Private)
9. Visa Documents Preparation
10. Guidance on how to find suitable accommodation

III. University Assist Service Fees: The total Service Fee is 900 EURO or EGP Equivalence.

University Assist offers flexible payment plans to suit your budget and help you achieve your dream of studying in Germany. Choose the plan that best fits your needs:

- **Full Payment Advantage (Close to 22% Discount):** Pay upfront and receive a significant 20% discount. This option brings your total service fee to just 700 EURO OR EGP Equivalence. It is ideal for those who want the best value and certainty of cost.
- **Two-Step Advantage:** Spread your payments across two instalments. Pay an initial 450 Euro or EGP Equivalence deposit to secure your spot and the remaining 450 Euro or EGP Equivalence after receiving your first university offer. This option offers manageable payment stages.

This Agreement is only valid when presented with proof of payment of the service fee (or instalment) or a confirmation email issued by University Assist verifying receipt of the payment.

IV. Guarantee of Offer:

University Assist guarantees that the Student will receive at least one offer of admission from a German Public university, subject to the conditions outlined in this contract.

V. Conditions for Guarantee:

The guarantee of an admission offer is contingent upon the Student:

1. Submit all required documents within the assigned time frames as communicated by University Assist.
2. Paying the required application fees for the Uni-assist e. V or the Universities directly for at least **three universities**.
3. The service fee for the first phase is 100% refundable if University Assist fails to secure at least one offer of admission for the student, based on the conditions mentioned earlier in this contract.
4. If the student fails to submit the required documents (such as academic transcripts or certificates), the necessary language test scores, or pay the application fees within the communicated timeframes and before the application deadlines for at least three (3) approved university options, the student will not be entitled to any refund of the previously paid service fees, even if no university offer is received.
5. At least one of the three options must be a non-restricted admission program (**Non-NC**).

VI. Refund Policy:

1. Suppose University Assist fails to secure an offer of admission for the Student from any German Public university we agreed upon (from the shortlist), despite the student fulfilling all the conditions mentioned above. In that case, University Assist will refund 100% of the fees paid by the Student for these services after the **last application rejection** by 30 working days.
2. The student can refund the full amount within 7 days of the date of signing the contract, given that no applications have already been submitted.
3. If the student wishes to refund after the 7-day period, and there were no official applications submitted, the student will only be eligible to refund 50% of the service fees paid.
4. In case some applications were submitted to universities, even after one day of signing the contract, the student is not eligible for a refund at all, and in such case, the conditions referred to in **VI.1.** Apply.
5. In case the student is applying with predicted grades or if student has not yet graduated and achieves grades that are lower than what was originally predicted, and got rejected from all of the programs applied to, the student won't be eligible for a refund, as the applications were carried based on the predicted academic level of the student.
6. In case the student chose only programs that have admission restrictions (NC or state examination, like medicine, pharmacy, dentistry, etc.), in reference to **V.5.**, the student won't be eligible for a refund, as the NC Programs selection is primarily based on the academic and linguistic achievements of the student.
7. If all the selected programs require admission tests and the student fails to pass all of them, and therefore, does not receive an offer, the student won't be eligible for a refund.
8. German Universities rely greatly on the relevance of the previous educational background to the major of preference. Given this indication, in case the student insists on applying for a different major from his//her educational background, the student won't be eligible for a refund.
9. Depending on the field of study, it might be possible to apply for programs in Germany with a confirmation letter from the student's previous educational institution that their studies were completed in the program's language of instruction (MOI or Medium of Instruction Letter); however, in case the student insists on applying with only this document, the student will only be eligible for a 50% refund, as only few universities accept such proof and it doesn't give an accurate indication of the student's linguistic level .

VII. Conditions:

1. The company does not guarantee the visa issuance for the student; it is only responsible for helping the student prepare the required documents for the visa process and providing the student with the FAQ of the interview (if applicable) and how to answer them accurately.
2. The company is not responsible for securing visa or legalisation appointments. This responsibility relies on the student fully.
3. If the student needs University Assist to help them legalise or translate the documents, this service can be arranged for an **extra fee**, determined based on the number and nature of documents required for legalisation and translation.

4. The student is responsible for providing the requested documents precisely as required and instructed by the company.
5. If the student did not receive the visa due to inaccurate information or documents provided by him/her, the company is not responsible for the rejection of the visa.
6. The company promises to assist the student in submitting a new visa application if the student is rejected by the embassy. That in case the new visa application is based on a reasonable and fixable cause, without an extra fee for the company.
7. University Assist are not responsible for guaranteeing an accommodation nor communicating with the landlords regarding listed accommodation options; however, University Assist may refer the student to a service provider to support them with the accommodation in Germany and won't be responsible for any additional costs or fees involved in such process.
8. The agreement between the Student and University Assist is valid for two consecutive university intakes starting from the date of the initial payment. If the Student does not receive a university offer due to missed deadlines or timing issues beyond the company's control, University Assist commits to continuing the support and admission process for the following intake without any additional service fees.
9. In case the student receives an offer for an intake and wishes to apply for another intake, University Assist will continue to support the student for the application process of the following intake; however, the **refund policy** won't apply anymore and the student needs to settle any payments pending from their side towards the company first.
10. In case the student want to reapply for a third consecutive intake, University Assist holds the right to charge extra service fees for the admission process, even if the student didn't wish to apply for the second consecutive intake for their own reasons.
11. The second payment of the service fee is **mandatory**. University Assist will not proceed with the second phase of services until the Student completes the second payment. Failure to pay the remaining balance within 30 business days of receiving the university offer will result in: Immediate withdrawal of the university offer(s). The Student will not be entitled to a refund of any previously paid fees.

VIII. Disclaimer:

As mentioned in the contract, **University Assist** is a private company and is not relevant to "uni-assist e. V.", the central applications portal for all public universities in Germany. It is unrelated to the company, and any resemblance in the name is only for commercial purposes.

IX. Governing Law:

This contract shall be governed by and construed in accordance with the laws of the Arab Republic of Egypt. Any disputes arising out of or in connection with this contract shall be subject to the exclusive jurisdiction of the competent courts of Egypt.

X. Data Processing and GDPR Policy:

1. University Assist preserves the right to use the students' data and documents for research purposes in the admission process without the need to seek consent from the student or the

legal guardian for the sake of enhancing the procedure for future students.

2. University Assist will not hold the data of any student for more than 365 days; afterwards, all students' data and documentation will be erased permanently without the possibility of reclaiming it.

3. University Assist will not share the data of the student with any third parties other than educational institutions, embassies and parties that are directly involved in the admission process for the student, without prior consent from the student or their legal guardian.

- The company recommends that students apply to at least three universities for a higher acceptance rate. Suppose the student or the legal guardian decides to apply for fewer options. In that case, the company will only hold full responsibility if the student gets an offer; in such case, the first instalment will not be refundable.

XI. Signatures:

A- Educational Consultant: University Assist

Address: 322G, Khalid Ibn Elwaleed St, North 90th Street, New Cairo

Date:

Signature:

B- Client Name: Date:

Signature:

Parent Signature (if below 18):