

IELTS Cancellations and Transfers Policy for Test Takers

Note: If you are taking IELTS for UKVI then different policy terms apply. Please consult the relevant policy document for UKVI IELTS tests.

A. Cancellations

You can cancel your IELTS test registration at any time before taking your test by notifying your Test Centre. Refund terms depend upon when you cancel and whether exceptional circumstances apply.

1. TIME TO TEST DATE

1.1. 35 or more days before the test:

If you cancel your IELTS test registration 35 or more days before the test date, you will receive a refund of the total test fee less any administrative fee your Test Centre may charge. Any administrative charge will be no more than 25% of test fee.

1.2. Within 34 days of the test:

If you cancel your IELTS test registration within 34 days of test date then no refund will be given. For exceptions to this policy see sections 2. and 3. below.

2. TEST TAKER EXCEPTIONS

You may make a case for exceptional circumstances to your Test Centre before the test and up to 5 days after the test date if you did not attend the test. Your Test Centre will respond to you within 7 working days of receiving your case in writing. Your Test Centre will assess your case for exceptional circumstances.

All cases for exceptional circumstances and supporting evidence must be received by your Test Centre before or no later than five days after the scheduled test date.

If your Test Centre approves your case, you will receive a refund of the total test fee less any administrative fee your Test Centre may charge. Any administrative charge will be no more than 25% of test fee.

If your Test Centre does not approve your case, then the terms given in section 1. will apply.

We define exceptional circumstances as:

- Serious medical conditions which prevent you from attending or performing normally on test day; such conditions require supporting evidence of a medical certificate from a qualified medical practitioner
- Evidence of bereavement, trauma or other forms of significant hardship.

3. TEST CENTRE EXCEPTIONS

Under certain circumstances outside Test Centre control, we may have to cancel your test. These circumstances include and are not limited to extreme weather conditions, natural disaster, civil unrest and industrial action.

In these circumstances, your Test Centre will provide you with as much notice as possible and give you the choice of either:

- A full refund, or,
- A transfer to a future test date convenient to you.

B. Transfers

4.1. More than 35 days before the test:

You may change your test date at any time more than 35 days before the test.

You must select a test date, where available, within the next three months from your original test date. If your preferred test date is more than three months after your original test date then your transfer will be treated as a cancellation.

You can only transfer the same booking once.

Your Test Centre may charge an administration fee of up to 25% of total test fee.

4.2. Within 35 days of the test:

Any transfer requests within 35 days of the test will be treated as a cancellation. Please refer to section A. Cancellations of this policy document.

Notes

- i. Your Test Centre is responsible for issuing refunds and organizing transfers.
- ii. Under section A. 2., the Test Centre is responsible for decisions related to test taker claims for exceptional circumstances.
- iii. If local consumer protection law in the country you have registered to take the IELTS test provides for cancellation and transfer rights which are more favorable to the test taker than the rights set out above, then local consumer protection law will apply.