

Conditions:

You may **Transfer** to another available test date or **Cancel** your test if you inform us at least five weeks before the test date.

- **Transfer:** Candidates may postpone their test only if postponement made at least 5 weeks prior to the scheduled test date. Candidates will be asked to bring the original receipt and an **administrative fee of 25% will be charged**.
- **Cancellation:**
 - Candidates who elect to cancel their registration **more than five weeks prior** to the test date **will receive a 75% refund of their test fee**.
 - Candidates who elect to cancel their registration **within the five week period** prior to the test date **will not receive a refund**.

No refunds will be allowed for IELTS within five weeks of the test date. Exemptions will only be approved for the following circumstances:

- Serious illness (e.g. hospital admission or serious injury)
- Loss or bereavement - a close family member
- Hardship, trauma – e.g. Victim of crime, traffic accident etc.
- Military service

In the above cases candidates **will receive a 75% refund of their test fee**.

Remarking fee (Enquiry on Results): full refund if the mark improves and no refund if the Mark remains the same. The fee remains at **GBP 60 (USD 100 or LBP 150,000)**

Procedure:

Candidate completes official British Council refund claim form and hands it to the Customer Services Staff with a copy of the original receipt. The Exams unit will prepare the refund in line with the Finance Unit procedures, within five days of receipt.

Refunds must be authorized by the ESM (Examination Services Manager)

Refunds must be collected within six months of refund application, or the refund will be cancelled.

Examinations Services Manager
Khalil Hijal