

IELTS Cancellation and Transfer Policy

If you cancel your test

You can cancel your IELTS test registration at any time before taking your test by notifying your test centre. Your refund is based on one of the following factors:

1. TIMEFRAMES

15 days or more before the Test

If you cancel your IELTS test registration 15 days or more before the test date you will receive a **100%** refund.

Within 14 days of the Test

If you cancel your IELTS test registration within 14 days before the test date you will receive at least **75%*** refund.

Within 48 hours before the Test

If you cancel your IELTS test registration within 48 hours before the test date you will receive at least **25%*** refund.

2. EXCEPTIONS

If you cancel your IELTS test registration within 14 days before or 5 days after the test date you will receive **100%** refund if you provide one of the following:

- A medical certificate no later than five days after the scheduled test date that details your inability to sit the test, including falling ill during any component of the test.
- Evidence of loss or bereavement, hardship, trauma or military service

* Your test centre may charge an administrative fee for the management of your application

If we cancel your test

While we aim to avoid it, under certain circumstances we may be required to cancel your test.

Where the decision to cancel a test is within our control, we will provide you with as much notice as possible and give you the choice of either:

- Another test within 14 days of our notification to cancel, or
- A full refund

Where there is a need to cancel a test outside of our control, we will provide you with as much notice as possible and give you the choice of either:

- A future test date, or
- A full refund

Where the decision to cancel a test is made close to the test date (including on the day) we will reimburse you any demonstrable and reasonably associated travel and accommodation expenses that were purchased prior to the notification to cancel, where the expenses are unable to be recovered from the provider.

Transfers

15 days or more before the Test

You may change your test date at any time as long as you provide your test centre with 15 days or more notice from the scheduled test date.

You must select a test date, where available, within the next 3 months from your original booking.

Within 14 days before the Test

Any transfer requests within 14 days before the test will be treated as a cancellation.

Important

- Your Test Centre is responsible for issuing your refund or organising a transfer
- If local consumer protection law in the country you have registered to take the IELTS test provides for cancellation rights which are more than the rights set out above, then local consumer protection law applies.
- Your Test Centre will provide the refund within 2 weeks from the date of your notification to cancel or cancellation of the test.