



Refund or Test Date Transfer Policy

This guidance only applies to IELTS in Americas Region

Information for Candidates

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.

Time to test date

More than 14 days (excluding the test day) before the test: If you cancel your IELTS test registration more than 14 days before the test (Test Day is not counted) you will receive a 75% refund of the total test fee.

Within 14 days but more than five days (excluding the test day) before the test: If you cancel your IELTS test registration within 14 days but more than five days before the test (Test Day is not counted) you will receive a 50% refund of the total test fee.

Before five days (excluding the test day) of the test: If you cancel your IELTS test registration five days before the test (Test Day is not counted) you will not receive any refund.

Test taker exceptions

You may make a case for exceptional circumstances to your test centre before the test and up to five days after the test date if you did not attend the test. Your test centre will respond to you within seven 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 no later than five days after the scheduled test date.

If your test centre approves your case, you will receive a full refund less an administration fee of no more than 25% of the test fee.

If your test centre does not approve your case, then the terms above 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

military service.

Application Process for Refunds

Candidates must complete a Request for Refund Form and attach the appropriate documentation and/or evidence (only for exceptional circumstances). Acceptable documents may include a medical certificate from a qualified medical practitioner, a death certificate, or a police report. Statutory declarations and certificates signed by family members are not acceptable.

The Administrator will advise the candidate within one week of lodging the application whether or not their request has been approved.

Refunds – If the candidate's application is approved, the centre will refund the test fee to the candidate. However, the centre may deduct an administrative fee (Please refer to the cancellation and refund policy).

<https://www.britishcouncil.ca/exam/ielts/cancellation-refund-policy>.

Transfers – Transfers are possible only under exceptional circumstances and should be applied before the test and up to five days after the test date. If the candidate's application is approved, candidates must select a test date within the next three-month period, and this will be approved by the Administrator depending on availability for the selected test date. There may be limited availability for test dates in the first five-week period. Candidates who wish to transfer to a test date more than three months away should apply for a refund and then re-apply for the test.



Request for Refund Form

Personal details

Given names: Surname:
Address:
Telephone: Email:

Centre name/number: CA904

Please select the test that you registered for:

IELTS (Paper Based) Computer-delivered IELTS

Test date registered for: / /

Candidate statement *(to be completed by the candidate)*

Please detail your grounds for applying for a refund.

In case of medical reasons, this form must be accompanied by an original medical certificate issued by a Professional Medical Practitioner. The medical certificate must include nature of illness and other relevant information (with reference to the candidate's capacity to sit an exam) which will assist in any assessment of this application for special consideration.

For other reasons, please attach relevant documentation/evidence (police report, military service notice, death notice).

(Attach extra sheet if there is insufficient space).

The information on this form is collected for the primary purpose of assessing your request for a refund. If you choose not to complete all the questions on this form, it may not be possible for the test centre to process your request.

Candidate signature: Date:

Test centre use only:

Request (please select): **APPROVED** **NOT APPROVED**

Authorized by: Date:
(IELTS Administrator)