



Request for Refund or Test Date Transfer Form

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 prior to the day of the test:
If you cancel your IELTS test registration more than 14 days prior to the day of the test, you will receive a 75% refund of the total test fee.

Within 14 days, but more than five days prior to the day of the test:
If you cancel your IELTS test registration within 14 days, but more than five days prior to the day of the test, you will receive a 50% refund of the total test fee.

Five days or less prior to the day of the test:
If you cancel your IELTS test registration on the day of the test, or one, two, three, four or five days prior to the day of the test, 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 & Changes:

Transfers:

More than 14 days before the test:

- You may change your test date at any time more than 14 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 the total test fee.

Please note that transfers are only possible within the same test centre.

Within 14 days before the test:

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

Changes (format, location & module):

Up to 14 days prior to the day of the test:

You can change the location, format or module of your existing test for \$78.75 plus GST.

14 days or less prior to the day of the test:

Any transfer requests within 14 days of the test will be treated as a cancellation. Please refer to cancellation policy and re-book. All changes are subject to availability.



Request for Refund or Test Date Transfer Form

Personal details

Title:

Given names: Surname:

Address:

Telephone: Email:

Test date registered for: / /

Request is for (tick one box): Refund Date Transfer

Centre name/number:

Preferred new test date: / /

Please select the test that you registered for:

- IELTS(Paper Based) Computer-delivered IELTS IELTS for UKVI (Paper Based)
- IELTS for UKVI (Computer-delivered) Life Skills A1 Life Skills A2 Life Skills B1

Please select the test that you wish to transfer to :

- IELTS(Paper Based) Computer-delivered IELTS IELTS for UKVI(Paper Based)
- IELTS for UKVI (Computer-delivered) Life Skills A1 Life Skills A2 Life Skills B1

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

Please detail your grounds for applying for a refund or a test date transfer .

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/test date transfer. 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:

Received by: Date:

Test centre use only:

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

Authorised by: Date:

(IELTS Administrator)