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**OUR POLICY (Effective 1 March 2019)**

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**All exams (except IELTS, CIPS and CIM)**

1. We will only consider applications for refunds, if you are unable to attend the examination on the following grounds:
  - Medical – hospital admission or serious injury
  - Loss or bereavement – death of parents, guardian, brother/sister or child
  - Hardship/trauma – victim of crime, victim of traffic accident
2. Refunds will **not** be issued for incorrect choice of examination or subject choice.
3. Applications for refunds must be made within 14 days of your exam date. Applications made after this time will not be considered.
4. All applications attract an administration fee of 25% of the exam fee paid.

**IELTS and CD IELTS**

1. Candidates can request a cancellation of their registration more than 5 weeks before the test date. This will incur a 25% administration fee.
2. No refund is given for cancellations made within 5 weeks of the test date, unless you are unable to attend the examination on the following grounds:
  - Medical – hospital admission or serious injury
  - Loss or bereavement – death of parents, guardian, brother/sister or child
  - Hardship/trauma – victim of crime, victim of traffic accident
3. No refunds are given on study packs (Practice Material).

**CIPS and CIM fees**

No refunds given on CIPS and CIM fees. All requests must be made to the professional board directly.

**Applying for a Refund**

The following documentation needs to be submitted to enable us to process your refund:

- Refund application form (available from British Council or downloadable from our website).
- Original bank deposit slip, receipt or payment confirmation.
- Copy of photo identity document.
- Documentation supporting your grounds for refund (medical certificate, death certificate or police report).

**Issuing Refunds**

- Refund applications take 10 working days to process, we will contact you to notify of the outcome of your application.
- Refunds shall be issued by cheque or electronic fund transfer into applicant's account.
- Refunds shall not be issued to third parties unless the student authorises us to do so in writing.