

## IELTS REFUND POLICY

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### IELTS Test Fee Refund / Cancellation Policy

1. Refunds will only be processed upon provision of an official receipt from British Council.
2. Candidates who cancel their registration more than **21 days** before the chosen test date will receive a refund. The test centre will deduct an administration fee of MYR170.00 (MYR190.00 from 1 April 2019 onwards) to process the refund.
3. Candidates who cancel their registration within the **21-day** period prior to the chosen test date will not be eligible to receive a refund.
4. Candidates may transfer their test dates if they notify the test centre more than **21 days** before the chosen test date. The centre will charge an administration fee of MYR170.00 (MYR190.00 from 1 April 2019 onwards) to transfer the test date.
5. Candidates who wish to transfer test dates within the **21-day** period prior to the chosen test date will be treated as a cancellation and will not be eligible for a refund.
6. Candidates are only allowed to transfer their test dates **ONCE**.
7. Candidates who are absent on the test day will lose their full test fee.
8. Candidates who seek to cancel their registration or transfer test dates within the **21-day** period prior to the chosen test date will only receive a refund if they can provide evidence to the test centre that their ability to sit for the test has been affected by an illness or serious cause. Serious causes include but not limited to:
  - **Illness** – e.g. serious illness, hospital admission or injury (does not include minor illnesses such as a mild cold). Candidates must provide a medical certificate.
  - **Loss or bereavement** – death of a close family member.
  - **Hardship / trauma** – victim of crime, victim of a traffic accident.
  - **National / Military service**
9. Original supporting documents such as a doctor's medical certificate or police report must be submitted along with the **IELTS Request for Refund form** before the test or within **5 calendar days** from the actual test date.
10. The British Council reserves its rights to decline refund / test date transfer requests.

#### **Notes**

- **Cancellation** applies to candidates registered for the IELTS but no longer need to take the test.
- **Test Date Transfer** applies to candidates registered for the IELTS on a specific test date but choose to change to a different test date.
- **21-day period prior to test date** is the period of 21 days before the test date, **not** the date of registration or payment of test fees.

- *Candidates should receive their speaking schedule tentatively 3 days before the test date via email.*
  - *If this is not the case, please contact the British Council Exam Services **2 days** before the test date to find out about the venue of the test.*
  - ***It is the candidates' responsibility to ensure that they are well informed of their test venue.***