



REFUND OR TRANSFER POLICY

Candidates can request to cancel their IELTS test registration, or transfer to another test date, up to five weeks (35 Days) before the test date. To make this request, candidates must complete the Request for *Refund* or Test Date Transfer Form.

The test centre deduct an administrative fee of 289 SAR of the test fee,

Candidates who want to cancel or transfer their IELTS test within five weeks of the test date will only receive a *refund* if their ability to sit the test has been affected by a serious cause, such as:

- Illness - i.e. hospital admission or serious injury or illness
- Loss or bereavement - death of a close family member
- Hardship/trauma - victim of a crime or traffic accident
- Military service

AFTER THE TEST

If a candidate does not present for their test, or falls ill during their test, they must lodge an application for *refund* or transfer no later than five working days after the test date.

Candidates must complete a Request for *Refund* or Test Date Transfer Form and attach the appropriate documentation/evidence, such as:

- Medical certificate
- Death certificate
- Police report

Statutory declarations or certificates signed by family members are not acceptable.

Test centre will advise candidates whether their request has been approved within one week of their application.

Refunds: If approved, the test centre will *refund* the test fee to the candidate. An administrative fee of 289 SAR may be deducted by the test centre,

Transfers: If approved, candidate must select a test date within the next three months, depending on availability, and the transfer will be made with a Transfer Fee SAR 289. Candidates wishing to transfer to a test date more than three months away should apply for a *refund* and then re-apply for the test.

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