

## CANCELLATION/TRANSFER/REQUEST FOR REFUND POLICY

### Cancellations

You may cancel your test registration at any time before your test date subject to the following *Cancellation Terms*:

#### Cancellation Requests:

- **14 Days or More To Test Date (Excluding Test Day)**  
You will be entitled to a full refund (minus 25% Administrative fees).
- **4 to 13 Days To Test Date (Excluding Test Day)**  
You are entitled to a 50% refund.
- **3 Days of Less To Test Date (Excluding Test Day)**  
You are **not** entitled to a refund.
- **Following a Previous Transfer**  
You are entitled to a 50% refund.

### Transfers

You can only transfer the same booking **once**.

The test date requested must be within **3 months** of your original test date, where available.

A transfer request to a test date more than 3 months from your original test date will be treated as a cancellation, subject to the cancellations terms above.

#### Transfer Request 14 Days or More to Test Date (Excluding Test Day)

- You may be charged an administrative fee of 25% to facilitate your transfer.

#### Transfer Request Less Than 14 Days before Test Date (Excluding Test Day)

A transfer request made less than 14 days from your original test date will be treated as a cancellation, subject to the cancellation terms above.

### Exceptional Circumstances

A test taker may, under **exceptional circumstances**, receive a full refund (minus 25% administrative fees) if a test cancellation occurs less than 14 days before, and up to 5 days after the test date.

Exceptional circumstances can be defined as:

- Serious medical condition which will prevent you from attending or performing normally on test day and which must be backed by a medical certificate from a qualified medical practitioner.

- Evidence of bereavement, trauma or other forms of significant hardship.
- Military service with supporting evidence.

The test centre will assess your case for exceptional circumstances and will respond within 7 working days of receiving your case in writing.

### Exceptions – Outside Test Centre Control

Under certain circumstances outside the test centre control, the test centre may have to cancel your test.

These circumstances include, but are not limited to, global pandemic, extreme weather conditions, natural disaster, civil unrest and industrial action.

In these circumstances, your test centre will provide you with as much notice as possible and give you the choice of either:

- a full refund, or
- a transfer to a future test date convenient to you.

### Exceptions – Within Test Centre Control

Where a test centre cancels a test under circumstances within its control, in addition to a refund or transfer to another test day, you may be eligible to apply for compensation for expenses incurred.

### Reasonable Claims

Your eligibility for compensation will be assessed and determined by the test centre and would be based on whether the claims are considered reasonable or not.

Test centre will assess whether the decision to cancel is within or outside of its control, and any compensation awarded will be limited to travel and accommodation expenses only.

These expenses must be directly related to your attendance on test day. Evidence such as receipts or proof of non-refundable accommodation or travel expenses must be provided.

The lowest reasonable market rate will be used for expenses refund.

### Baseless Claims

Travelling further than the closest test venue to your normal place of residence will not be considered a reasonable claim by the test centre.



## REQUEST FOR REFUND REQUIREMENTS & METHOD OF REFUND

### Required Documents

Candidates who wish to apply for a refund of their test fees must email the following documents to [TT120.administrator@sta.uwi.edu](mailto:TT120.administrator@sta.uwi.edu):

- The completed and signed 'Request for Refund or Test Day Transfer Form' on Page 3 below.
- IELTS Payment Confirmation Receipt\*

### Refund by Cheque (Approximately 4 weeks)

Candidates who wish to have their refund issued via cheque will be required to collect the cheque at the Cashier, Bursary Department, UWI, St. Augustine. Two (2) valid forms of ID are required.

### Refund via ACH Bank Transfer – Trinidad & Tobago (Approximately 4 weeks)

Candidates who wish to have their refund sent to a bank account, in addition to the *Required Documents* above, must **email** us with the following document/information:

- Bank Statement with Bank logo/stamp (with bank balance blotted out)
- Name of Account Holder\*
- Bank Account Number
- Bank Name
- Bank Branch
- Type of Account

### Refund via Wire Transfer in USD to Foreign Account (Outside the US) (Approximately 4 weeks)

Overseas candidates who wish to have their refunds wired in USD to their foreign bank account (outside the US), in addition to the *Required Documents* above, must **email** us with the following information:

- Intermediary Bank and Address:
- Swift Code:
- ABA/Routing No.
- Recipient's Bank and Address\*
- Recipient's Name and Address
- Recipient's Account No.:
- Swift Code:
- ABA/Routing No.:
- Ref.:

### Refund via Wire Transfer in Candidates Currency to Foreign Account (Approximately 4 weeks)

Overseas candidates who wish to have their refunds wired in the **currency used for payment** to their foreign home bank, in addition to the *Required Documents* above, must **email** us the following information:

- Recipient's Bank and Address
- Recipient's Name and Address\*
- Recipient's Account Number
- Account Type
- Swift Code:

\* If the Name of Account Holder or Cheque Payee does not match the Name of the Payer on the IELTS Payment Confirmation Receipt, written authorisation must be given by the Payer to facilitate the refund.



## REQUEST FOR REFUND/TEST DATE TRANSFER FORM

### Personal details

Title:

Given names:  Surname:

Address:

Telephone  Email:

Current Test Date:     /     /

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

Centre Name/Number:

Preferred new test date:     /     /

### Please Select Your Current Test:

- 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 Your Requested Test:

- 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)

March 2020