

## CANCELLATION/TRANSFER/REQUEST FOR REFUND POLICY

### Cancellations

You can cancel your IELTS test registration at any time before taking your test by notifying your test centre. Refund policy is dependent upon when you cancel, and whether exceptional circumstances apply.

#### Cancellation Request:

- **Fourteen Days or More before Test Date (Excluding Test Day)**  
You will be entitled to a full refund (minus 25% Administrative fees).
- **Four to Thirteen Days before Test Date (Excluding Test Day)**  
You will be entitled to a 50% refund.
- **Less than Three Days before Test Date (Excluding Test Day)**  
You will **not** be entitled to a refund.
- **Following a Previous Transfer**  
You will be entitled to a 50% refund.

### Transfers

You may change your test date at any time before the test. However, your transfer request may be treated as a cancellation dependent on how near to the test day it is made.

You must select a new test date, where available, within three months of your original test date. If your preferred test date is more than three months after your original test date, your transfer will be treated as a cancellation.

#### Transfer Request:

- **Fourteen Days or More Before Test Date (Excluding Test Day)**  
  
You may be charged an administrative fee of 25% to facilitate your transfer.  
  
You can only transfer the same booking once.

## CANCELLATION/TRANSFER/REQUEST FOR REFUND POLICY/ SPECIAL CONSIDERATION

### Special Consideration

On rare occasions, there may be instances where you are unable to attend your test or are disadvantaged on the test day owing to illness, injury, or another exceptional event outside your control. In these cases, you may make an application to your test centre for special consideration due to exceptional circumstances. This will allow you to carry over your test fee to a later assessment opportunity or, in some cases, apply for a refund.

#### *Special consideration includes instances such as:*

- a traumatic experience
- domestic crisis
- unavoidable legal or military obligation
- serious medical conditions which prevent you from attending or performing normally on the test day
- bereavement or other forms of significant hardship
- civil unrest or extreme weather.

You can apply for special consideration before the test, and up to two calendar days after the test date. However, applications for special consideration **will not be accepted after your results have been released.**

You need to contact your test centre directly and provide full information as to why you qualify for special consideration with supporting evidence. Your test centre will assess your application and will respond to you within seven working days of receiving your full application in writing, during which time your results will be put on hold until a decision is finalised.

If your test centre approves your application, you will receive a refund or transfer. In some cases, this will be subject to an administrative fee. Please be aware that refunds can take 4–6 weeks to process. Note that there will be no adjustment to band scores.

***If you would like to appeal against a decision made following an application for special consideration, please follow our complaints procedure [here](#).***

Under certain circumstances outside of test centre control, we may have to cancel your test and transfer it to a future date. These circumstances include, but may not be limited to, extreme weather conditions, natural disaster, civil unrest, industrial action, global pandemic or for reasons of force majeure.

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 – whichever you prefer.

If your test is cancelled or postponed due to other circumstances such as technical failure, venue or environmental factors, your test centre will provide you with as much notice as possible and give you the choice of a refund or a transfer to a future test.

## Request for 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 (Three to four 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 (Two to three 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) (Two to three 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 (Three to four 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 Day 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: (IELTS Administrator)  Date: