



Refund or Test Date Transfer Policy

This guidance only applies to IELTS in Americas Region

Information for Candidates

You can cancel your IELTS test registration at any time before taking your test by notifying your Test Centre. Refund terms depend upon when you cancel and whether exceptional circumstances apply.

Time to test date

More than 14 days (excluding the test day) before the test: If you cancel your IELTS test registration more than 14 days before the test (Test Day is not counted) you will receive a 75% refund of the total test fee.

Within 14 days but more than five days (excluding the test day) before the test: If you cancel your IELTS test registration within 14 days but more than five days before the test (Test Day is not counted) you will receive a 50% refund of the total test fee.

Before five days (excluding the test day) of the test: If you cancel your IELTS test registration five days before the test (Test Day is not counted) you will not receive any refund.

Test taker exceptions

You may make a case for exceptional circumstances to your test centre before the test and up to five days after the test date if you did not attend the test. Your test centre will respond to you within seven working days of receiving your case in writing. Your test centre will assess your case for exceptional circumstances.

All cases for exceptional circumstances and supporting evidence must be received by your test centre no later than five days after the scheduled test date.

If your test centre approves your case, you will receive a full refund less an administration fee of no more than 25% of the test fee.

If your test centre does not approve your case, then the terms above will apply.

We define **exceptional circumstances** as:

serious medical conditions which prevent you from attending or performing normally on test day; such conditions require



Request for Refund Form

Personal details

Given names:

Surname: