

IELTS Refund Policy

A candidate's registration is accepted only when a complete application form, two passport sized photos, a passport copy and the IELTS payment form is submitted with the test fee.

Cancellation

Candidates who elect to cancel their registration more than five weeks prior to the test date will receive a 75% refund. Candidates who elect to cancel their registration within the 5 week period prior to a test date will receive no refund.

Test Date Transfer

Candidates may be able to transfer test dates if they notify the test centre more than five weeks prior to the elected test date. *This transfer is at the discretion of the IELTS Administrator and is subject to availability.* There will be a \$75 transfer fee.

Candidates who wish to transfer their test date within the 5 weeks prior to the test will be treated as a cancellation and will forfeit the test fee they have paid. Candidates will have to pay the entire test fee again to register on a different date.

Exemptions

If a candidate seeks to cancel their registration, is absent on test day without prior notice or wishes to transfer test dates within the 5 week period prior to an exam, they will only receive a refund if they can satisfy the IELTS Administrator that their ability to sit the test has been affected by illness or serious cause. If a valid medical certificate, death certificate or police report is provided within 5 working days of the test, then 75% of the fee may be refunded. A request for refund must be lodged within 5 working days after the test.

Serious causes include serious illness e.g. hospital admission or serious injury, loss or bereavement, hardship/trauma eg victim of crime, traffic accident or military service. Please contact the Centre for further details.