



IELTS CANCELLATION AND TRANSFER INFORMATION

Cancellations:

Candidates can request to cancel their test up to **5 weeks before** the scheduled test day. A request to cancel a test must be made in writing, not over the phone.

Transfer/Test Date Change:

Candidates can request to change/transfer their test date up to **5 weeks before** the originally scheduled test day. A request to change a test date must be made in writing, not over the phone. Transfer requests less than 5 weeks before the original test date will not be granted. In this case, candidates will need to cancel their test (no refund) and reapply for a different test date.

Refund Policy:

EMU IELTS charges a 25% cancellation fee for tests canceled at least 5 weeks before the test date. These candidates will receive a 75% refund. Candidates will receive no refund if the test is cancelled less than 5 weeks before the scheduled test date.

Cancellation or transfer test date due to serious illness or cause:

If a test is cancelled or transferred within the 5 week period because of a serious illness or cause, candidates may receive a full refund if sufficient evidence is provided. Candidates will need to complete a *Test Day Refund/Transfer* form. Please contact EMU IELTS for more information.