

REFUND AND TRANSFER POLICY

Candidates who applied through an institution should contact the department in charge of the organisation of the test.

Candidates who are registered for an IELTS test and **for whom an IELTS test confirmation has been issued** can choose to cancel their registration by sending the form below by email, **no less than 5 weeks prior to the test date**.

You will receive a refund of the fee, minus an administrative fee of €50.

You may also transfer your registration **once**, free of charge, **but no less than 5 weeks prior to the exam**. You must choose a date up to three months after your original test date.

Please complete the Refund & Transfer Form and send it back to us by email.

- Within the 5-week period prior to the test, candidates who are registered can only be transferred or refunded under the following circumstances:
 - Certified Illness
 - Loss or bereavement – death of a close family member
 - Hardship/trauma – victim of crime, victim of a traffic accident

In these cases, candidates must complete the form below, attach their bank details and/or evidence and send it back by email, **no later than 5 working days after the test date**. Acceptable documents include a medical certificate from a qualified medical practitioner, a death certificate, or a police report.

- Candidates who have paid but **whose registrations were cancelled** before the test due to an incomplete application, must send the form below along with their bank details by email **within 4 weeks of the test date**, in order to get a full refund. No refund will be possible after this deadline.

We will advise the candidate within 10 days of making their request whether or not it has been approved.

Refunds:

If the candidate's request is approved, the British Council will process the refund by bank transfer within 6 to 8 weeks.

Transfers:

Candidates must select a new test date up to three months after their original test date. The transfer will be confirmed by email by the British Council depending on availability, and only if the candidate's request is approved.

If the chosen date is not available, we will suggest another date. Please note that you are only able to transfer your test date once.

If you wish to transfer your test to a date more than three months after your original test date, you should apply for a refund and then re-register for the test nearer to the relevant time.

Refund & transfer form

Please fill in the following form, attach your original bank details, your supporting documents (if needed) and them by email to: ielts@britishcouncil.fr

Candidate's full name:			
Address:			
Postal Code and City:			
Contact telephone number:			
Email:			
Exam:		Reference number (FR585-...)	
How did you register for the exam?	Private Candidate:		
	With an Institution:		
Exam Date – Session and city			
<i>New exam date for a transfer (within 3 months):</i>			
Amount paid:			
Payment method (if you paid online, please write the last 4 digits of the card you used):		Date of Payment	
Reason for Refund:			
Account holder:			

**Please attach an original IBAN/RIB to your form
We will not be able to process your request without an original IBAN/RIB.**

Name and address of bank (for foreign bank accounts):

Signature:

Date:

For Office Use Only:

Amount to refund:			
WBS & GL Account			
Prepared by:		Approved by:	