



Cancellation and Refund Policy for IELTS Test Centres

Effective Date: 01/07/2025

Policy last updated: 23/06/2025

Scope

- This document sets out the detailed policy terms around cancellations, refunds and transfers as mentioned in the IELTS Terms & Conditions you agree to when booking a test.
- This policy applies to IELTS Test Centres in Australia, New Zealand and the Pacific region.
- This policy applies to IELTS on computer and paper-based tests booked from 01/07/2025 onwards.
- This policy does not apply to IELTS One Skill Retake, IELTS for UKVI or IELTS for UKVI Life Skills.

How to apply

1. Cancellations and requests for refunds must be made by the test taker and through an approved webform, email, or other channel accepted by the IELTS Test Centre.

Cancellations

2. Cancellations prior to test date made by the test taker:
 - a. Cancellations made 14 days or more before the test will not incur a fee, and a refund will be issued upon receipt of a correctly completed request, as stipulated in Section 1 of this policy.
 - b. Cancellations made within 14 days, but more than seven days before the test date, will incur a 50% fee of the full test fee, and a refund will be issued upon receipt of a written request, as stipulated in Section 1 of this policy.
 - c. Cancellations made within 7 days of the test date or after the test will be treated as non-attendance under section 6 of this policy.
3. Cancellations made by the test centre
 - a. Under certain circumstances, the Test Centre may have to cancel a test.
 - b. Circumstances where the Test Centre may have to cancel a test include, but are not limited to, logistical or operational considerations, extreme weather conditions, natural disaster, civil unrest and industrial action.

- c. In these circumstances, the Test Centre will provide the test takers with as much notice as possible via the email address or phone number used to register for the test.
- d. It is the responsibility of test takers to check their email regularly for any notifications from the test centre.
- e. Where a cancellation has been made by the Test Centre, test takers will be provided with the choice of:
 - i. a full refund, or
 - ii. a transfer to a future test date

Changes to the test booking

- 4. Changing the date, module or format of a test booking
 - a. Test takers may change their test date, test module, or test format once at any time up until test day without incurring a fee.
 - b. Subsequent changes to test date, module, or format will be treated as a cancellation under section 2, unless the Test Centre, or delegate, in its absolute discretion, approves a subsequent change without incurring a fee.
 - c. Cancellation after a successful change of test date, module, or format will always incur 100% of the test fee, in line with Section 2 (c).
- 5. Transfers
 - a. Test transfers are not permitted between test takers or between test centres.

Non-attendance

- 6. Not attending the test without prior notification
 - a. Test takers who do not attend their test and fail to notify the Test Centre by test day are required to pay the full test fee.
 - b. Test takers who do not attend the test must submit a request and provide supporting evidence no later than 14 days after the test date to be considered for a transfer of the test date.
 - c. Only instances where you are unable to attend your test or are disadvantaged on the test day owing to serious illness, injury, or another exceptional event outside your control will be considered under section 6 (b).
 - d. Supporting evidence should be provided by a licensed medical practitioner, or another officer acting in an official capacity based in the same country where the test is scheduled to take place.
 - e. The Test Centre, or delegate, will assess test date transfer application in its absolute discretion and determine the outcome.
 - f. The Test Centre will respond to a test date transfer applications for non-attendance within 7 working days of receiving a complete application.