

Cancellations, Refunds and Transfers

- You may cancel your IELTS test registration if you let us know at least 15 days prior to your Listening, Reading and Writing test. In this case, 75% of the test fee will be refunded.
- If you cancel within 14 days of the Listening, Reading and Writing test date, you will not be eligible for a refund unless the cancellation is for medical reasons. In this instance, a medical certificate must be submitted within two calendar days. Any refund granted on medical grounds will be subject to a 25% administration fee.
- You may transfer your IELTS test free of charge if you do so at least 15 days before the Listening, Reading and Writing test date.
- If you transfer your test registration between 5 and 14 days before the Listening, Reading and Writing test date, a 25% administration fee will apply.
- Transfers are not permitted within 4 days of the Listening, Reading and Writing test date. Any request made during this period will be treated as a cancellation.
- Transfers between test centres are not possible.
- Refunds may take up to 7–10 working days to process.