



## **IELTS IOP Exam Cancellation and Transfer Policy V1.0**

### **November 2025**



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## 1. Scope

The cancellation policy extends to candidates taking Paper Based IELTS examinations via Anglo-Continental examination sessions.

## 2. Examination Cancellation Policy

After confirming an examination booking it may be necessary for you to request a change or to cancel your examination. We will endeavour to deal with the request within 2 working days from receipt of the cancellation request and with a view to making the cancellation or re-scheduling as smooth as possible.

### Notice Period before Exam Date

### Refund Offered

Cancel your examination more than 15 days before the Test Date you booked

Full Refund of test fee  
(UK consumer Contracts Regulations 2013)

7 to 14 days before the Test Date you booked

Refund of 50% of test fee

Less than 7 days before your Test Date

No refund

## 3. Rescheduling Examinations

You may change your test date at any time before the test. However, your transfer request may be treated as a cancellation dependent on how near to the test day it is made.

You must select a new test date, where available, within three months of your original test date. If your preferred test date is more than three months after your original test date, your transfer will be treated as a cancellation.

*Please note: You can only transfer the same booking once.*

## 4. Candidate Absence or 'No Show' Policy

If you fail to attend the booked examination on the correct date, at the correct location there is no refund.

If you do not cancel or reschedule your examination sitting, you will forfeit the examination fee and we will not refund the examination fee or offer a free rescheduled date.

## 5. Late Arrivals

If you arrive after the reading of the invigilator script commences, you will not be admitted into the test and must be treated as an absentee. If you arrive later than this, you will not be able to take the examination in this examination sitting and there is no refund.

## 6. Incorrect ID

Takers must register for their test with a passport or Biometric Residence Permit.

Test takers are required to bring the same identification they registered with to the test.

The test taker's ID must be valid when sitting each section of the test.

If a different form of ID is brought on the test day, attendance will be refused and the Test Taker will be unable to take the test with no refund eligible.

## 7. Early exit

You may decide to leave the test before completing all components. You will be recorded as an Early Exit, and will not receive a TRF.

Test takers cannot leave the room when there is less than 10 minutes remaining in any of the Listening, Reading or Writing sections of the test.

Test takers who leave due to being unwell may be eligible for a refund or transfer to another test date after they present a medical certificate.

## 8. How do I cancel / reschedule my examination?

To cancel or reschedule your examination please email us at: [IELTS@anglo-continental.com](mailto:IELTS@anglo-continental.com)

If there is a refund payable, you will be refunded within 7 working days.

We will refund back to the person/organisation who made the payment, using the same payment method that was used to make the payment to us.

## 9. Special Considerations

On rare occasions, there may be instances where you are unable to attend your test or are disadvantaged on the test day owing to illness, injury, or another exceptional event outside your control and you no longer qualify for a standard cancellation, refund or transfer close to the test date.

In these cases, including instances such as bereavement, civil unrest or domestic crisis, you may make an application to your test centre for **special consideration** due to exceptional circumstances. Please contact us via email at: [IELTS@anglo-continental.com](mailto:IELTS@anglo-continental.com)