



Official Test Centre



**IELTS on Computer Exam Cancellation and Transfer
Policy V2.0 (valid from 2 July 2026)**

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1. Scope

This cancellation/transfer policy applies to all candidates taking Computer-delivered IELTS examinations at Anglo-Continental.

2. Examination Cancellation Policy

After confirming an examination booking it may be necessary for you to request a change or to cancel your examination. Should you wish to cancel your examination, please contact us via email at ielts@anglo-continental.com

The following cancellation rules apply for IELTS:

Within 14 calendar days of registering for the examination, provided the test has not yet taken place, in line with the UK Consumer Contracts Regulations 2013	Cancellation is allowed	Full refund of test fee
15 or more days before test date	Cancellation is allowed	Refund of 75% of the test fee
Within 14 days of test date	Cancellation is allowed	Test fee is non-refundable

Any refund will be made to the person or organisation that originally made the payment, using the same payment method that was used for the original transaction.

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. Transfers are subject to availability. It is not possible to transfer your test booking to another module, person or to a different test centre. You can only transfer your booking once.

Please log in to your registration portal to request a cancellation or alternatively, contact us via email at ielts@anglo-continental.com

The following transfer rules apply for IELTS:

15 or more days before test date	Transfer allowed	Free transfer
Within 5 – 14 days of test date	Transfer allowed	An admin fee of 25% of test fee paid is charged (£60)
Within 4 days of test date	No transfer allowed	Any transfer during this period is treated as a cancellation

Any refund will be made to the person or organisation that originally made the payment, using the same payment method that was used for the original transaction.

4. Candidate Absence or 'No Show' Policy

If you fail to attend your examination on the scheduled date and at the specified location, no refund will be issued. The examination fee will be forfeited, and you will not be entitled to a free transfer or rescheduled test date.

5. Late Arrivals

Candidates who arrive after the invigilator has commenced reading the test instructions will not be admitted to the examination and will be recorded as absent. They will not be permitted to sit the examination during that test session and the examination fee will not be refunded.

6. Incorrect Identification

Test takers must register for their test using either a valid passport or a valid Biometric Residence Permit (BRP).

On the test day, test takers must present the same identification document that was used to register for the test. The identification document must be valid for each component of the test.

If a test taker presents a different form of identification or an invalid or expired identification document on the test day, they will be refused entry to the test, will be recorded as absent, and will not be eligible for a refund.

7. Early Exit

If you choose to leave the test before completing all components, you will be recorded as an Early Exit and will not receive an electronic Test Report Form (eTRF).

Test takers are not permitted to leave the test room during the Listening section or during the final 10 minutes of either the Reading or Writing sections.

Test takers who leave the test due to illness may be eligible to apply for a refund or a transfer to another test date, subject to the submission and approval of appropriate medical evidence.

8. Special Considerations

In exceptional circumstances, you may be unable to attend your test or your performance on the test day may be adversely affected due to illness, injury, or another event beyond your control. If you are no longer eligible for a standard cancellation, refund, or transfer under this policy, you may apply for Special Consideration.

Examples of exceptional circumstances include, but are not limited to, serious illness, bereavement, civil unrest, or a domestic crisis.

Applications for Special Consideration should be submitted to the test centre as soon as possible, together with appropriate supporting evidence. Please contact us by email at IELTS@anglo-continental.com to discuss your circumstances and obtain further guidance.