

## University of Liverpool – Cancellation & Refund Policy

### **Cancellation**

For cancellations received no later than five weeks before the test date, the test fee will be refunded, less an administrative fee of **£47.50**. If the notice of cancellation is within 5 weeks of the test date, no refund will be given. To cancel your test date, please download a request form from our website and e-mail the completed form to [ielts@liverpool.ac.uk](mailto:ielts@liverpool.ac.uk)

### **Test Date Transfer**

A change of test date request must be received no later than five weeks before the test date. There is an additional administration fee of **£47.50**. To change your test date, please download a request form from our website and e-mail the completed form to [ielts@liverpool.ac.uk](mailto:ielts@liverpool.ac.uk). We will contact you for payment once we receive the completed request form.

### **Illness on the Test Day**

If you are ill on the test day, we need to receive the following documents from you within 5 working days of the test date:

- ***An original medical certificate covering the test date***
- ***Request for Refund or Test Date Transfer Form*** (please download from our website)

The medical certificate must be posted to the address given in your application acknowledgment (also found on our website).

If the document is not received within the deadline, you will be marked as absent and forfeit all claims. Copies sent by fax or e-mail are not accepted.

Please note that we only accept medical certificates signed by registered professionals.

If the document reaches us within the deadline, you have two options to choose from:

1. A refund of the test fee minus an administrative charge
2. A single transfer to a new test date within the next three-month period