

OXFORD INTERNATIONAL IELTS CANADA TEST CANCELLATION, TRANSFER AND REFUND POLICY

- For the Cancellation, Transfer, and Refund form please click [Request-For-Refund-Transfer-Form](#).

The 2020 test fees are:

\$319 – Vancouver, Toronto, Surrey, Coquitlam
\$329 – Langley, Abbotsford, New Westminster, Regina
\$369 – Kelowna
\$389 – Kamloops

- Request for cancellation or postponement of your test must be made via email or letter.
- Cancellations or postponements made via telephone will **NOT** be accepted.
- Cancellation requests received more than 5 weeks ahead of the test date will receive a full refund **minus \$75 administrative fee**.
- Cancellation requests received less than 5 weeks ahead of the test date will receive **NO** refund.
- Failure to appear for the test is considered a cancellation and **NO** refund will be issued. You must re-apply.
- Request for a Test Day Transfer must be made more than 5 weeks before the chosen test date.
- In the event a scheduled test is not able to be run due to pandemics, severe weather, civil/federal restrictions, Force Majeure or other factors out of our direct control, tests will not be refunded but postponed to a later date. If you are unable to sit a test at a later date, proof of travel/inability to sit the exam will be required for a refund
- Refunds will processed within 30 business days of confirmation of refund
- Credit for alternative school services can be requested as an alternative (I.E lessons)

Vancouver (Head Office) 250-815 W Hastings St, Vancouver BC V6C 1B4 +1 (604) 688-7942
Toronto 220-111 Peter St, Toronto ON M5V 2H1 +1 (416) 542-1626
San Diego 415 Broadway, San Diego CA 92101 +1 (619) 233-0355
canada@oxfordinternational.com