

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 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. Test taker must re-apply for the test.
- Request for a Test Day Transfer must be made more than 5 weeks before the current test date.
- An additional \$75.00(cad) admin fee is applied to all valid transfer. An exemption will be made for tests that need to be transferred by Oxford International due to unforeseen circumstances.
- 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 be 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

New York City 226 W 37th St, 11th Floor, New York City NY 10018 +1 (646) 767-0081

canada@oxfordinternational.com