

OXFORD INTERNATIONAL IELTS CANADA TEST CANCELLATION, TRANSFER AND REFUND POLICY

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

The 2021/2022 test fees are:

\$325 – Vancouver - Toronto - Surrey

\$329 – Coquitlam – Langley - New Westminster

\$339 – Abbotsford - Regina

\$369 – Kelowna

\$389 – Kamloops

The cancellation and refund policy

Cancellations:

- Request for cancellation or postponement MUST be made via email or letter.
- Cancellations or postponements made via telephone will NOT be accepted.

Temporary COVID-19 cancellation and transfer policy:

- *Candidates must provide medical evidence from an authorised Covid-19 testing centre, clinic or hospital.*
- *Candidates with medical evidence of Covid-19 infection that prevents them sitting on their original test day may transfer, free of charge, to a later test date. To be eligible for a free transfer, candidates must provide medical evidence to their test centre no later than 5 working days after their original test date.*
- *Candidates with medical evidence of Covid-19 infection that prevents them sitting on their original test day may request a 75% refund of their test fee. To be eligible for a*

Vancouver (Head Office) #250 - 815 W Hastings St, Vancouver BC V6C 1B4 +1 (604) 688-7942

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refund, candidates must request the refund between 14 days prior and up to a maximum of 5 working days after to their test date.

- *Candidates who are required to self-isolate due to close contact with a Covid 19 case may request a free transfer to a new test date. This transfer request must be received on or before the original test date and the new test date must be after the mandatory period of self-isolation is complete. No refund will be offered in this case.*

General cancellation policy

Within 14 days, but more than **five days prior to the day of the test:**

If you cancel your IELTS test registration within 14 days, but more than 5 days prior to the day of the test, you will receive a 50% refund of the total test fee.

Five days or less prior to the day of the test:

If you cancel your IELTS test registration on the day of the test, or five days before the day of the test, you will not receive any refund.

This is now updated there in [britishcouncil.ca](https://www.britishcouncil.ca/exam/ielts/cancellation-refund-policy) (link below) to reflect properly on IELTS terms and conditions.

<https://www.britishcouncil.ca/exam/ielts/cancellation-refund-policy>

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