

IELTS Test Cancellation, Refund and Changes Policy

Australian Institute of Language (AIL) IELTS Test Centre (AU099)

How to apply

Test cancellation, refund and/or changes requests must be submitted via the [IELTS Test Cancellation Refund and Changes Request Form](#)

All requests will be assessed as per below.

CANCELLATIONS
1. Cancellation & Refund requests for FULL test made by test takers: <ul style="list-style-type: none"> a. Cancellations made 14 days or more before the test date will not incur a fee, and a refund will be issued upon receipt of a correctly completed request. b. Cancellations made within 14 days, but more than 7 days before the test date, will incur a 50% of the full test fee, and a refund will be issued upon receipt of a correctly completed request. c. Cancellations made within 7 days of the test date or after the test date will be treated as non-attendance under Section 6.
2. Cancellation & Refund requests for One Skill Retake made by test takers: <ul style="list-style-type: none"> a. Cancellations made 72 hours or more before the test start will not incur a fee, and a refund will be issued upon receipt of a correctly completed request. b. Cancellations made less than 72 hours before the test start, no refund will be issued unless where you are unable to attend your test on the test day owing to serious illness, injury, or another exceptional event outside your control – supporting evidence must be provided to AIL test centre via email within 5 days after your scheduled test date for consideration. AIL test centre administrator will assess your request in its absolute discretion and determine the outcome. c. Cancellations made 5 days after the test date will not be accepted. d. Other terms listed on the IELTS OSR Test Terms and Conditions
3. Cancellation made by test centre: <ul style="list-style-type: none"> a. Under certain circumstances outside of AIL's control, AIL may have to cancel a test. <ul style="list-style-type: none"> ▪ Circumstances where AIL may have to cancel a test include, but are not limited to, logistical or operational considerations, extreme weather conditions, natural disaster, civil unrest and industrial action. b. In these circumstances, AIL will provide the test takers with as much notice as possible via the email address or phone number used to register for the test. <ul style="list-style-type: none"> ▪ It is the responsibility of test takers to check their email regularly for any notifications from the test centre. c. Where a cancellation has been made by AIL test centre, test takers will be provided with the choice of: <ul style="list-style-type: none"> I. A full refund, or II. A transfer to a future test date (within three months of their original test date)

CHANGES TO THE TEST BOOKING

4. Changing the date, venue, module or format of a test booking

- Test takers may change their test date, venue*, test module, or test format once at any time up until test date without incurring a fee.
- Subsequent changes to test date, venue, module, or format will be treated as a cancellation under Section 1, unless the test centre administrator, in its absolute discretion, approves a subsequent change without incurring a fee.
- Cancellation after a successful change of test date, test venue, module, or format will always incur 100% of the test fee.

*Venues: Test takers might only change the test location between AIL's Melbourne CBD venue and Box Hill venue, subject to test availability.

5. Transfers

- Test transfers are not permitted between test takers or between test centres.

NON-ATTENDANCE

6. Not attending the test without prior notification

- Full fee is payable for test takers who do not attend their test without notifying AIL test centre via the [IELTS Test Cancellation Refund and Changes Request Form](#)
- Test takers who do not attend the test must complete the [IELTS Test Cancellation Refund and Changes Request Form](#) and provide supporting evidence no later than 14 days after the test date for the full test, or 5 days after the test date for the OSR test, in order to be considered for a test date transfer.
- Only instances where you are unable to attend your test or are disadvantaged on the test day owing to serious illness, injury, or another exceptional event outside your control will be considered under Section 6(b).
- Supporting evidence (with certified translation if not in English) should be provided by a licensed medical practitioner, or another officer acting in an official capacity based in the same country where the test is scheduled to take place.
- AIL test centre administrator will assess test date transfer request in its absolute discretion and determine the outcome.
- AIL test centre will respond to a test date transfer request for non-attendance within 7 working days of receiving a complete request via the [IELTS Test Cancellation Refund and Changes Request Form](#)
- AIL IELTS Test centre reserves the right not to accept any test date transfer request from any test taker who has started their test and exits during the test, or cannot attend either the Written (Listening/Reading/Writing) test or the Speaking test.

Please note it may take up to 15 business days to process any approved refund request if test takers have provided all the required information.