

CANCELLATION AND DATE CHANGE

Terms and conditions for IELTS in-centre tests in **Denmark**

(not applicable to IELTS for UKVI or Life Skills)

- All requests to cancel your test or change the test date must be sent by **email** to: **ielts@edu-danmark.dk** and received by ielts@edu-danmark.dk no later than 5PM on the last business day before the deadlines in the table below.
- Test date changes will be made after receipt of payment, where payment is due.
- Changes across borders or between test partners are unfortunately not possible, this includes between IELTS in-person, in-centre and IELTS Online from home.
- "Business days" are from Monday-Friday 9AM-5PM, not including Danish public or bank holidays.
- "Test date" means the date of your Listening-Reading-Writing test components.

Description:

Fee:

Cancellation by test taker

At least 15 days before the test date
From 14 days or less before the test date

25% (refund* 75% of test fee)
Full test fee (no refund)

Changing the test date ("transfer")

- You can change once to a new date within 3 months of the original test date
- Changes are made as long as places are still available at the time of your request and/or payment
- You will get a system notification of any changes made
- We will assign the best possible match for your current speaking test format and time, but we cannot guarantee availability of the same time or format

At least 15 days before the test date
Between 14 days and 5 days before the test date

Free
25% of test fee

- Request and payment must be received no later than 4pm on the last bank day 5 days before the test date
- Changes can only be made after receipt of the payment in our account

From 5 days or less before the test date

No changes possible

Cancellation by test centre

Registrations that remain unpaid after 3 business days may be cancelled or transferred without notice. Duplicate bookings and repeatedly unpaid bookings may be cancelled without notice.

For any questions, email
ielts@edu-danmark.dk

Absence and special consideration

If you are absent from the test due to medical reasons, or in certain other special cases, you may be eligible for a new test date or a refund* of 75% of your test fee.

Please email
ielts@edu-danmark.dk
for details and instructions.

For any questions, email ielts@edu-danmark.dk

The right of withdrawal as per Consumer Contracts Act §18 stk. 2 does not apply after you have paid your test fee.

* Some bank fees may be deducted for refunds to non-Danish bank accounts.

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