

CANCELLATION AND DATE CHANGE terms and conditions for IELTS 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 us no later than 5PM on the last business day before the deadlines in the table below.
- Test date changes will be made by us, and if payment is due, then only after receipt of payment.
- Changes across borders or between test partners, including from in-centre to online, are unfortunately not possible.
- "Test date" means the date of your Listening-Reading-Writing test components.
- "Business days" are from Monday-Friday 9AM-5PM, not including Danish public or bank holidays.

Cancellation by test taker	Fee:
At least 15 days before the test date	25% of the test fee (75% of the test fee is refunded*)
From 14 days or less before the test date	Full test fee (no refund)
Changing the test date ("transfer")	Fee:
At least 15 days before the test date One change only, new test date within 3 months of original test date	Free
Between 14 days and 5 business days before the test date Payment must be received within 3 business days and before the system deadlines	25% of the test fee
From 5 business days or less before the test date	No changes possible
Cancellation by test centre	
Registrations that remain unpaid 3 business days after registration may be cancelled or transferred without further notice.	For any questions, email ielts@edu-danmark.dk
Duplicate bookings and repeatedly unpaid bookings may be cancelled without notice.	
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 to obtain 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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