

## Transfer of Test Date

A request using the “Test Date Transfer & Cancellation Form” for transferring of test date (i.e. postponement or preponement) to another date must reach the centre in original and at least five weeks prior to the test date. An administrative fee of 400 MAD would be payable by the applicant which must be paid along with the application for transferring of date. The allotment of the next date of test will be at the sole discretion of the centre and subject to availability.

No request will be entertained after the cut-off period i.e. less than 5 weeks prior to the test date.

## Cancellation

All applications for cancellation and refund must be sent to the centre using the **Test Date Transfer and Cancellation Form**, with the original receipt of payment of test fee. If the application for cancellation is received five weeks prior to the test date, then an administrative fee of 400 MAD will be deducted from the examination fee and the balance amount of 1200 MAD will be refunded to the applicant within two weeks from the date of receipt of the application.

No request will be entertained after the cut-off period i.e. less than five weeks prior to the test date

## Request under Unavoidable Circumstances

Late requests for transfer or cancellation can be accepted by the centre five days from the test date only in the case of the following extreme unavoidable circumstances:

- Serious illness – linked to hospital admission or other illness making the candidate not able to sit for the test. For example typhoid, jaundice, eye flu, infectious disease, surgery etc. Please note that ordinary illnesses such as viral fever, cough, cold, stomach upset etc will not be considered.
- Serious injury – linked to hospital admission or injury such as fracture of the hand used for writing etc.
- Loss or bereavement – death of an immediate family member, i.e. spouse, parent, sibling or child.
- Victim of an accident
- Loss of passport or ID after applying for the test
- Passport submitted to passport office for any services after applying
- Posting to another city for academic or professional reasons
- Academic exam coinciding with the IELTS test date

We will require the following documentary evidence to support the application:

- Medical certificate signed by a registered medical practitioner
- Hospital admission certificate
- Police Report
- Death certificate signed by a registered medical practitioner
- Receipt from the passport office detailing the passport number
- Signed and dated letter from organisation on their letterhead

The candidate must submit relevant original document with the request form. The acceptance of the form is subject to approval of the test centre.

If you need any clarification/assistance, please feel free to get in touch with our Customer Services Team

Phone: 0537 21 81 30

Email: [info@britishcouncil.org.ma](mailto:info@britishcouncil.org.ma)