**OUR POLICY**

1. We will only consider applications for refunds made on the following grounds:

• Medical – hospital admission or serious injury

• Loss or bereavement – death of parents, guardian, brother/sister or child

• Hardship/trauma – victim of crime, victim of traffic accident

• Military service

2. Refunds will not be issued for incorrect choice of examination or subject choice.

3. Applications for refund must be made within a period not exceeding six months from the date of payment and addressed to the Examinations Services Manager.

4. Applications made after funds have been remitted to the Examining Board shall be made to the Examining Board, and the application made through British Council.

5. All refund applications processed shall attract an administration fee equivalent to **25%**

of the amount claimed.

6. Applications for refund must be done by completing the Refund Application Form

(Available from British Council) and the following documentation attached:

• Original bank deposit slip

• Student identity card (NRC, passport or drivers licence)

• Other Supporting Documentation (medical certificate, death certificate etc) ISSUING REFUNDS:

1. Refunds will be processed within 30 days of submission of the completed refund application forms. We will contact you to notify of the outcome of your application.

2. Refunds shall be issued by cheque except where the student paid in cash.

3. Refunds shall not be issued to third parties unless the student authorises us to do so in writing.

In order for the British Council to process your refund application as quickly as possible - please refer to the Exams refund policy and complete this form fully.

**PERSONAL DETAILS**

|  |  |  |
| --- | --- | --- |
| FIRST NAME | SURNAME | OTHER NAMES |
| MOBILE/CELL NUMBER: | OTHER TELEPHONE: |
| NRC/PASSPORT NUMBER: |

|  |  |
| --- | --- |
| EXAMS YOU APPLIED FOR: |  |
| REASONS FOR CLAIMING REFUND: |
| AMOUNT CLAIMED: |  |
|  Refund Application Form (Available from British Council) Original bank deposit slip Student identity card (NRC, passport or drivers licence) Other Supporting Documentation medical certificate, death certificate etc) |
| DECLARATIONI have read and understood the British Council’s Examination Service Refund Policy and the information I have given in this application is the truthfully and accurate.Signed: Date:  |

**FOR OFFICIAL USE ONLYFOR ONLY**

|  |
| --- |
| NUMBER OF SUBJECTS/PAPERS/UNITS ENTERED FOR |
| AMOUNT CLAIMED |
| AMOUNT APPROVED |
| REASON IF APPROVED AMOUNT IS LESS THAN AMOUNT CLAIMED: |
| Prepared ESO: | Signed: | Date: |
| Approved by ESM: | Signed: | Date: |
| Approved by CD: | Signed: | Date: |

The British Council and the examining boards take all reasonable steps to provide continuity of service. We feel sure you will understand, however, that we cannot be held responsible for any interruptions caused by circumstances beyond our control. If examinations or their results are disrupted, cancelled or delayed, every effort will be made to resume normal service as soon as possible. The British Council’s liability will be limited to the refund of the registration fee or retesting at a later stage.