IELTS Cancellation and refund process

If your test date is less than 5 weeks away and you want to apply for cancellation, please follow these easy steps to requesting for cancellation. Also, please go through our Cancellation/Refund Policy before submitting a request.

Step 1

Log in to your Test Taker Portal

Step 2

Click on the "View this booking" button under your upcoming tests.

Step 3

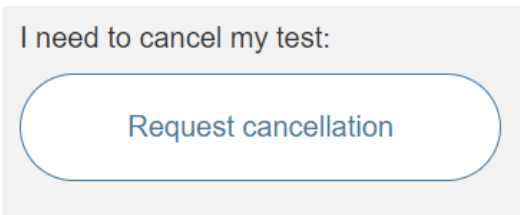To requesting for cancellation before the test date, scroll down the screen and click on "I want to change this booking"

www.britishcouncil.org

To requesting for cancellation after the test date (within 7 days from the test date), scroll down the screen and click on "I missed my test"
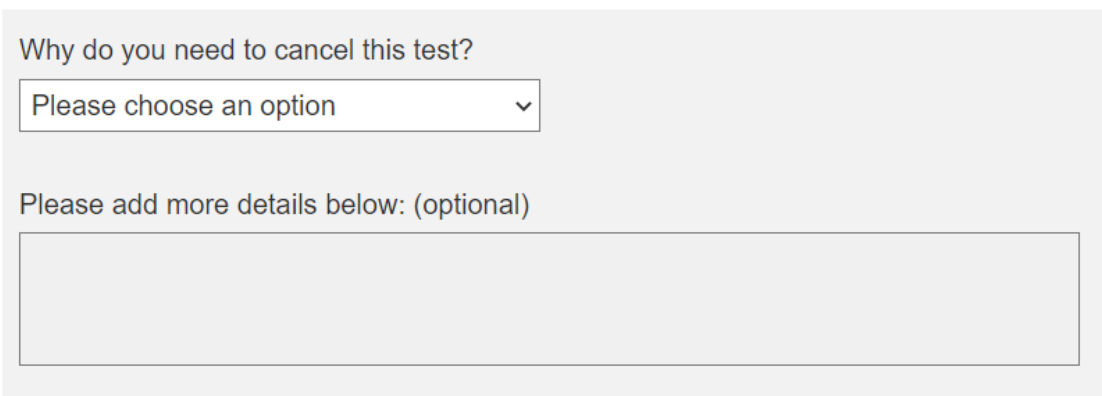
I missed my test
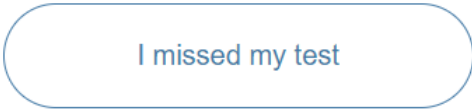
Step 4

Click on the "Request cancellation" under "I need to cancel my test".

I need to cancel my test:

Request cancellation

Step 5

Fill out the required fields with accurate information.

Why do you need to cancel this test?

Please choose an option ⌄

Please add more details below: (optional)

Then upload your evidence documents by clicking on "Choose a file". Make sure the file format matches the mentioned ones.

1 Image 1

Choose a file

Please only upload:

• JPGs, PNGs, GIFs, PDFs
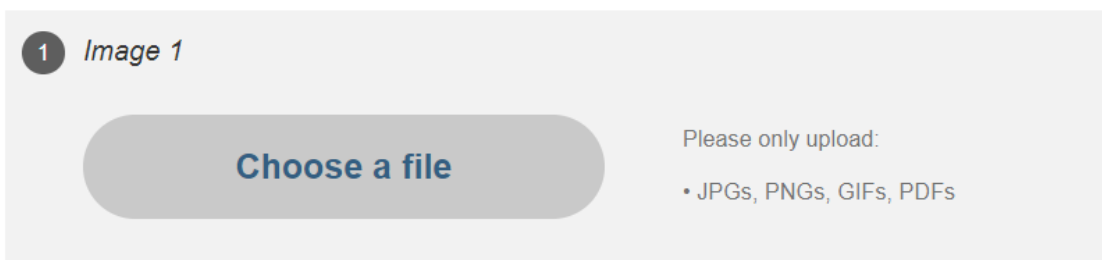
Step 6

If you have originally paid your test fee online, click on "Submit cancellation request".

Submit cancellation request

Or, if you have originally paid your test fee offline, click on "Add your bank details", fill out the fields with your bank account details, agree with our terms and conditions and then click on Submit cancellation request at the bottom of the screen.

Add your bank details

Finally, you will receive the acknowledgement message.

The refunds are subject to approval and you will receive a confirmation of acceptance/rejection of your request within 1 week.