



## TERMS and CONDITIONS IELTS in Denmark

### Cancellation or date change:

All requests to cancel your test or change the test date must be made **in writing** to [ielts@edu-danmark.dk](mailto:ielts@edu-danmark.dk)

Please note that you are not able to change your test date on the Test Taker Portal. It is not possible to change the test date and location across borders.

"Test date" means the date of your Listening-Reading-Writing test components.

<b>Cancellation by test taker</b>	<b>Fee*</b>
More than 5 weeks before the test date	DKK 250
Between 14 days and 5 weeks before test date	DKK 525
Within 14 days of the test date	No refund
No show on test date	No refund
<b>Changing the test date</b>	<b>Fee</b>
More than 5 weeks before the test date	One change, no charge
Between 14 days and 5 weeks before the test date	DKK 525
Within 14 days of the test date	No change
<b>Cancellation of registration by test centre</b>	
Payment for bookings must be received within 3 bank days of the registration date. If not, we may cancel your registration without further notice.	
Duplicate bookings or bookings that repeatedly remain unpaid may also be cancelled.	

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

### Absence:

If you are absent from the test due to medical reasons, a statement from a registered medical practitioner is required within 5 working days of your test date.

Please contact [ielts@edu-danmark.dk](mailto:ielts@edu-danmark.dk) for details. In the event of a refund\* this will be 75% of your test fee.

*The above does not apply to IELTS for UKVI or Life Skills.*

*The right of withdrawal as per Consumer Contracts Act §18 stk. 2 does not apply.*

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