

General Regulations

CORRESPONDENCE

All correspondence relating to the examinations will be between the British Council and the named contact person only. If the school's address is provided, please make sure all correspondence is dealt with promptly.

DISCOUNT

If you register 10 candidates or more, we will give you a discount of €10 per candidate.

SPECIAL NEEDS

It is possible to make arrangements with Cambridge English Language Assessment for extra time, large print, or Braille. Poor spelling, due to dyslexia, is **not** taken into consideration. Please see our website (www.britishcouncil.nl) under "terms and conditions" for more information. Should you wish to apply for special arrangements, please send medical evidence **together with** the registration form.

CONFIRMATION OF ENTRIES

Candidates will be issued with a Confirmation of Entry, including the timetable, which will be sent to the preparation centres for distribution. Candidates **must keep them safe** for their results and access to the photo verification site.

PHOTOS

Organisations such as universities and immigration authorities are specifying requirements for recognition which include verification measures additional to the security procedures that are already in place for Cambridge exams. These measures include online verification of results with a candidate's photo taken on the day of the test.

TRANSFERS

Entries cannot be transferred to a future session, different level or different centre.

RESULTS

Results can be accessed six weeks after the exam via the internet by means of a personal code. **No paper results will be distributed.** Queries may be made within one month of the results. However, it should be noted that it is extremely rare for such enquiries to lead to a change in the result for the following reasons: the majority of papers are either machine marked or clerically marked and double-checked; examiner marked papers are double marked and in borderline or disputed cases marked three or four times. Hence, an enquiry about a result is generally limited to checking that marks have been correctly calculated and recorded.

CERTIFICATES

Certificates are sent to preparation centres by registered post, approximately 6 weeks after the release of the results. A candidate who has lost a certificate may apply for a form from the British Council for a Certified Statement of Results, for which a fee is charged.

REFUNDS

If candidates are unable to sit their exams due to medical reasons, or special family circumstances they may receive an exam voucher to be used for the same exam within a year. Written requests must be made to the British Council's examination centres. The letter should be accompanied by a doctor's note or other official evidence IN ENGLISH. Requests should be sent within two weeks of the exam. Refunds are not given.

DISCLAIMER

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 re-testing at a later date.