

IELTS Cancellation and refund process

If 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.

Your upcoming tests:

IELTS Academic

22 Oct 2021	<i>Written test</i> 09:00 - 12:00	22 Oct 2021	<i>Speaking test</i> 15:20 - 15:50
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[View this booking](#) [Prepare for this test >](#)

Step 3

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

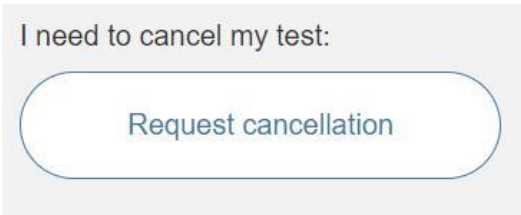
[I want to change this booking](#)

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”



Step 4

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



Step 5

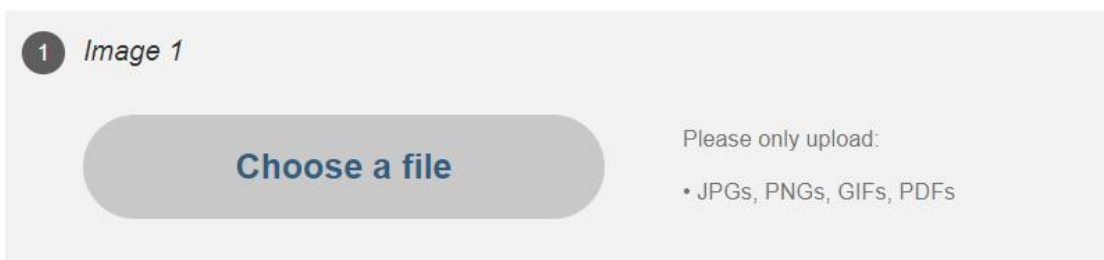
Fill out the required fields with accurate information.

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.



Step 6

Click on "Submit cancellation request".

Submit cancellation request

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.