

# TERMS AND CONDITIONS

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By ticking the “I Accept” check box below, you confirm that you understand that you are registering via the British Council’s Online Registration System to take the Cambridge English Exam with the British Council (your “Exam Registration”) and the payment relating to your Exam Registration is directly between the British Council and yourself. All aspects of your Exam Registration relating to payment terms, refund, cancellation and transfer are as per the policies stipulated below.

The British Council is incorporated in England and Wales by Royal Charter and registered as a charity (under number 209131 in England and Wales and number SC03773 in Scotland). Its registered office is at 10 Spring Gardens, London, SW1A 2BN.

## Test Registration

For the steps you need to take to make a Test Registration, please see our [how to register for Cambridge English Exam online page](#). The online registration process allows you to check and amend errors before submitting your Exam Registration to the British Council. Please take the time to read and check your Exam Registration at each page of the online registration process. You may not register: (i) more than once for the same Cambridge English Exam session; or (ii) for more than one Cambridge English Exam session in any given month.

After you make your Test Registration, the British Council will confirm its acceptance to you in the form of an email from the relevant test centre of your enrolment on the relevant Cambridge English Exam session (“Cambridge English Language Assessment Exam Confirmation”). The contract between you and the British Council will only be formed when you are sent the Cambridge English Language Assessment Exam Confirmation. The contract between you and the British Council is formed in the English language.

The British Council reserves the right not to accept Exam Registrations after the registration period for the relevant Cambridge English Exam session has closed.

## Fees

The price of your Exam Registration will be quoted on the British Council’s Online Registration System and includes VAT (where applicable). Fees may change from time to time, but this will not affect any Exam Registration which has been confirmed by an Enrolment Confirmation. Payment for your Exam Registration will need to be made in advance through the British Council’s Online Registration System or another available payment method. The registration will not be confirmed until the registration fee has been paid. The candidate may not register more than once for the same exam session or in the same month.

The British Council reserves the right not to accept registrations after the established deadline. The British Council also reserves the right to cancel an exam if a minimum number of 10 candidates is not reached. In this case, exam fees will be refunded.

## Refund

### 1. Conditions of refunds

A refund of the examination fee is possible only under the following conditions:

- 1.1. if a refund request is submitted no later than 14 calendar days from the date you receive the Exam Confirmation email as a consequence of the right of withdrawal established under the law, to which candidates registering on line are entitled and which should be exercised in accordance to point 2.1. Such right of withdrawal expires after the mentioned 14 calendar days,
- 1.2. if a refund request is submitted before close of registration but after 14 working days from the date you receive the Exam Confirmation email,

1.3. if absence during the examination occurred on medical grounds or illness, on condition that the period of absence includes the time of the written test.

## **2. Required documents:**

2.1. In the case of refunds described in points 1.1. and 1.2. you or the person/institution that submitted the fee on your behalf, should email a Refund Request Form together with proof of payment to the British Council exam centre by the stated deadline.

2.2. In the case of absence described in point 1.3 you or the person/institution that submitted the fee on your behalf, should email a medical certificate together with proof of payment and a Refund Request Form to the British Council exam centre by the stated deadline. The medical certificate should indicate the dates when you were indisposed.

2.3. The documents mentioned should be submitted, together with proof of payment, to the British Council exam centre where you were registered for the exam not later than one week after the written test you were registered for.

Click [here](#) to download the Refund Form

## **3. The amount and form of refund:**

If you are entitled to a refund, the refunded money will be returned in the same way as you originally paid.

You or the person/institution that submitted the fee on your behalf is entitled to an entire or partial refund under the conditions stated below:

3.1. In the case described in point 1.1. a refund of 100% of the submitted fee.

3.2. In the case described in point 1.2. a refund with an administration fee of EUR 30 of the full fee deducted.

3.3 In the case described in point 1.3 candidates receive an exam voucher to be used for the same exam within a year with a British Council exam centre in the Netherlands.

Refunds will be made within 14 calendar days of the receipt of the full set of correctly completed documentation – together with proof of payment

## **Test date transfer**

Your registration is valid for one session only. It will not be possible to transfer the registration to another date, another type or another venue (examination centre). Registrations are also personal and cannot be transferred to other individuals.

## **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.

## **Test day photography**

With this registration you give your consent to be photographed on the exam day if required by the current exam regulations. In this case, photographs and exams results will be available on a protected web site called Online Results Verification where institutions will be able to verify the candidate's identity and/or results.

When taking KET, PET, FCE, CAE, CPE, ILEC, ICFE and BEC exams it is mandatory for candidates to have their photograph taken on the day of the exam. Cambridge English Language Assessment reserves the right not to publish exam results if the candidate has not been photographed according to the regulations. For more information please consult this [link](#).

If you are a candidate aged 18+ please tick the box below to indicate your consent to having your

photograph taken on the day of the test.

If you are a candidate under 18 your parent or guardian will need to tick the box below to indicate their consent to having your photograph taken on the day of the test.

### **Location, date and time**

All information regarding the exam (timetable), including the date of the Speaking Test, the exam's location and the candidate number, will be communicated to the candidate approximately 3 weeks before the exam date. The Speaking component usually takes place on a different day than the written components and possibly on a Saturday. It is not possible to choose or change the Speaking test date; it is the candidate's responsibility to check the Speaking dates and avoid clashes with other commitments.

### **General Regulations**

Any candidate using a dictionary, correction fluid, audio recording equipment, a mobile phone, or any other electronic material, or breaking the regulations in any other way has the possibility of being disqualified.

Copyright of all exam materials belongs to Cambridge English Language Assessment. Cambridge English Language Assessment does not allow candidates, centres or institutions to see candidates' answer sheets or any other material used in the exam.

### **Cambridge English Language Assessment Regulations**

A document issued by Cambridge called Regulations contains a comprehensive list of examinations regulations. The details of these regulations are available [here](#).

A Summary Regulation Notice will be sent to candidates together with the exam details and timetable. Should you need your results for VISA/immigration purposes, please contact a British Council Examinations Office at time of registration.

### **Special needs**

For candidates with special needs (eg hearing difficulties), it is possible to make arrangements for extra time, large print, or Braille. Poor spelling, due to dyslexia is not taken into consideration. Candidates must send their special needs requests when sending their registration form accompanied by medical evidence. This should be done by the latest on the closing date. For special needs no late entries are accepted.

### **Results**

Cambridge English exam results are accessible on-line; access details can be found on the Confirmation of Entry. Should these be lost or misplaced, a copy can be requested via email to a British Council Examinations Office from the date results are issued. Exam papers are marked in the UK by the Cambridge English Language Assessment, which later sends results to the British Council. Exam papers remain property of Cambridge English Language Assessment and cannot be returned or reviewed.

### **Certificates**

Certificates are sent to candidates by registered post, approximately 6 weeks after the release of 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. Unclaimed certificates will be destroyed after two years.

### **Re-sit**

Candidates that failed the exam can register again. Candidates will pay the full exam fee and have to re-sit all papers. It is not possible to re-sit part of the exam.

## **Data Protection**

We apply the UK Data Protection Act 1998 to all of our global operations unless the local equivalent law is stronger. The UK Data Protection Act works in two main ways. It gives individuals rights over how their personal information is used and sets out rules for organisations that handle personal information. Our privacy policy describes how we treat personal information. Our Personal Information Charter sets out the standards you can expect from us when we handle personal information and what you can do if you think standards are not being met.

## **Accessing your personal information**

Under the UK Data Protection Act any individual has the general right to ask for a copy of the personal information held about them. This means that you can ask for the information that we hold about you. This is known as the right of 'subject access'. When making a request you will need to give us: a request in writing, the £10.00 fee, proof of your identity, proof of your address and any information that we reasonably need to process the request. For example details of our offices or staff that you have had contact with and when.

We will not start looking for your information until we receive all of the above. In order to submit your request, or for help making a request, please contact the Data Protection Officer at our Manchester office. Although you should submit a request in writing, if you would like to speak to someone in person, you can contact us by telephone on +44 (0)161 957 7329

## **Child Protection:**

The British Council believes that all children have potential and that every child matters – everywhere in the world. The British Council affirms the position that all children have the right to be protected from all forms of abuse as set out in article 19, UNCRC 1989.

## **Exam Centres:**

NL001 Amsterdam

NL003 Den Haag

Fiona Macdonald T 020 - 550 60 68

Evelien Licher T 020 - 550 50 69

Jody Hoekstra T 020 - 550 60 61

Salinda Poelman T 020 - 550 60 65

British Council

Weteringschans 85a

1017 RZ Amsterdam

F 020 - 620 73 89

[exams@britishcouncil.nl](mailto:exams@britishcouncil.nl)

[www.britishcouncil.nl](http://www.britishcouncil.nl)

NL071 Rotterdam - Francis Hawken

Masterclass English

Botersloot 9C (3rd Floor)

3011 HE Rotterdam T 010 – 753 2037

[cambridge@masterclassenglish.com](mailto:cambridge@masterclassenglish.com)

NL004 Eindhoven, Maastricht - Janine Bellefroid  
De Biestermannen 30  
5591 NH Heeze  
T 040 - 226 1281  
[esol.eindhoven@xs4all.nl](mailto:esol.eindhoven@xs4all.nl)

NL005 Utrecht, Arnhem, Amersfoort - Reinoudt Kooijmans  
Kerkstraat 6  
4023 AP Rijswijk (Gelderland)  
T 0345 - 55 8619  
F 0345 - 55 8619  
[esol.utrecht@hetnet.nl](mailto:esol.utrecht@hetnet.nl)

NL007  
Leeuwarden, Groningen, Zwolle  
Frouk Froling T 06 1531 9600  
Mary-Ann Werger T 06 1531 9697  
Stenden Hogeschool Leeuwarden  
Rengerslaan 8  
8917 DD Leeuwarden  
F 058 - 244 15 01  
[cambridgeexams@stenden.com](mailto:cambridgeexams@stenden.com)

NL050 Vlissingen - Bregje Weeda  
HZ University of Applied Sciences  
Edisonweg 4  
4382 NW Vlissingen T 0118 - 489798  
[cambridge@hz.nl](mailto:cambridge@hz.nl)