



## Cancellation / Transfer/ Refund policy

Request for cancellation or postponement of your test must be made via email, letter, or in person ONLY. Telephone cancellation or postponement will NOT be accepted. No refund or credit will be granted under any circumstances past the afore mentioned deadlines, unless GBLC has to cancel a session of tests, in which an alternative exam date will be offered, or a full refund will be granted.

### Cancellation policy

- **More than 20 days (excluding the test day) before the test:**  
If you cancel your test registration more than 20 days before the test (Test Day is not counted), the non-refundable fee of \$75 will be charged and you will receive a refund of total fee paid minus \$75.
- **Within 20 days but more than 3 days (excluding the test day) before the test:**  
If you cancel your test registration within 20 days but more than 3 days before the test (Test Day is not counted) the non-refundable fee of \$215 will be charged and you will receive a refund of total fee paid minus \$215.
- **Within three days (excluding the test day) of the test:**  
If you cancel your test registration within 3 days before the test (Test Day is not counted) you will not receive any refund.
- Failure to appear for the test without notification is considered a cancellation and NO refund will be issued. This includes arriving late on the test day. The candidate must re-apply for a new test date.

### Apply for Cancellation and/or refund

Candidate must apply for cancellation or refund by completing the **Cancellation and refund request form**. The completed form may be dropped off at GB Language Centre – Unit 211- 716 Gordon Baker Road, North York, ON, M2H 3B4 in person during regular business hours, sent by mail to the same address, or emailed to [admin@gblc.ca](mailto:admin@gblc.ca)

The Test Centre will advise the candidate within one week of the request, whether or not the request has been approved.

### Transfer Policy

#### Requesting for transfer:

- **More than 20 days (excluding the test day) before the test:**  
Requests for Test Date Transfer must be made **MORE than 20 days prior to the registered test date**. No transfer fee will be charged. Transfer dates will depend on availability of the next session dates.
- **Within 20 days but more than 3 days (excluding the test day) before the test:**  
Candidates who seek to transfer test dates within the 20-day period prior to the test date will only receive a transfer if they can satisfy to the Test centre that their ability to appear for the test has been affected by illness or serious cause. No transfer fee will be charged. Transfer dates will depend on availability of the next session dates.  
Serious causes include:
  - Serious illness\* – e.g. hospital admission or serious injury (Does not include minor illness such as a mild cold)
  - Loss or bereavement – death of a close family member
  - Hardship/trauma – victim of crime, victim of a traffic accident
  - Transportation strike
  - Emergency business/work related visits

- **Within three days (excluding the test day) of the test:**  
Candidates who wish to transfer LESS than 3 days prior to their registered test date will be treated as a cancellation and will receive NO refund. The candidate must re-apply for a new test date.  
Please note: Candidates who wish to transfer to a test date more than three months away should apply for a refund and then re-apply for the test.

**Apply for Transfer**

- **If applying more than 20 days (excluding the test day) before the test date:** Candidate must apply for transfer by completing the **Transfer request form**.
- **If applying within 20 days but more than 3 days (excluding the test day) before the test:**  
Candidate must apply for transfer by completing the **Transfer request form** and attach the appropriate documentation and/or evidence. Acceptable documents may include a medical certificate from a qualified medical practitioner, a death certificate, or a police report. Statutory declarations and certificates signed by family members are not acceptable.

The completed form, and (if) supporting documentation, may be dropped off at GB Language Centre – Unit 211- 716 Gordon Baker Road, North York, ON, M2H 3B4 in person during regular business hours, sent by mail to the same address, or scanned and emailed to **admin@gblc.ca**. The Test Centre will advise the candidate within one week of the request, whether or not the request has been approved.

	<b>Cancellation Policy</b>	<b>Transfer Policy</b>
More than 20 days before the test	Non-refundable fee - \$75 Total fee paid minus \$75 will be refunded	No transfer fee & no documentation/evidence needed
Within 20 days but more than 3 days	Non-refundable fee- \$215 Total fee paid minus \$215 will be refunded	No transfer fee but proper documentation/ evidence needed
Within 3 days before the test	No refund (if the candidate has paid shipping fee- it will be refunded)	Will be treated as cancelled and no refund will be made. if the candidate has paid shipping fee- it will be refunded)
How to apply	Fill the form - <b>Cancellation and refund request form</b>	Fill the form – <b>Transfer request form.</b>
Mailing address: GB Language Centre; Unit 211- 716 Gordon Baker Road, North York, ON, M2H 3B4 in person during regular business hours OR Email at <b>admin@gblc.ca</b>		