

Conditions and Regulations for Entry for Individual Registrations

1. Exam Dates

- All our exam dates, fees and closing deadlines, are on our Exam Dates & Fees Document. Please ensure, on registration, that you are available for the date you have chosen because additional costs can incur when you change the date after registration.

2. Exam Registrations

- Your registration is only valid when both your completed registration form and payment are submitted to our centre by the deadline.
After you have submitted your online registration form, you will receive a confirmation email.

3. Payment

- You will only be allowed entry to the exam on the exam date, if your payment is complete. If your payment is outstanding, or has not reached us by your exam date, you will be required to pay a deposit in cash on your first exam date.

4. Schedules / Details of Exam

- You will receive details of your exam, date, venue and other specifications 2-4 weeks before your first scheduled exam.

5. Cancellation & Refunds

- If you cannot attend the exam on the date due to illness, death in the family, or other exceptional circumstance, you will be entitled to a 75% refund of your fees as long as we receive proof of your circumstances within 5 working days after the date of your exam (e.g. doctor's note, death certificate).
- We do not refund in any other circumstances.

6. Speaking Test

- The dates are clearly shown on our Exam Dates & Fees Document. We will try to meet your request for a specific time for the speaking test, but no guarantees can be made.
- You can choose your speaking test partner. As soon as we have received your completed registration form, no speaking test partner changes can be made. We reserve the right to change this on the day of the exam due to unforeseen circumstances, such as illness or accident.
If you do not choose a partner, one will be assigned to you.
It is possible that you will have a group of three on your speaking test day, due to non-showing candidates or other scheduling situations.
- Once you have received your timetable for the exam, including details of your speaking test time, no changes can be made. In exceptional circumstances (work commitments etc.) a change may be allowed only with the approval of the Centre Exams Manager. Fees will apply.

7. Results

- You will receive your exam results online, directly issued by Cambridge Assessment English in the UK. You will receive a personal code to access your online results.

8. Exam Retake Option

- If you choose "Exam Retake Option", as an optional extras, you can retake your exam free of charge under the following conditions:
You have to re-take within 12 months of your original exam.

- Re-take exams always take place at our centre in Luzern.
There are no reimbursements and it cannot be transferred to a third party.
- An exam retake can be used only once per exam level.
If the retake exam is missed for any reason, the offer expires and cannot be transferred to another date.
Retake exam candidates will be considered private entries and therefore it is the responsibility of candidate to supply their retake exam results to schools.
The Retake Option covers only the following circumstances:
 - o **Exam failure:** If you miss a pass grade by 1, 2 or 3 points, you can retake the same level exam
 - o **Serious illness and accidents with a medical consequence; death in the family of a direct relative; birth in your own family (expectant mothers and fathers)** Preventing you from being present on the exam day.
You need to submit a medical certificate and/or supporting documentation.

9. Certificates

- All certificates are sent to you by registered post.

10. Data Protection and Privacy

- Personal data is collected on behalf of Cambridge Assessment English from registration forms for exam processing purposes and held in compliance with local data protection regulations and European GDPR.
- For special arrangements, Cambridge Assessment English requires official health information to be provided.
All your personal data is stored securely in a password-protected section of our database and/or in locked and secure cupboards.
- Personal data is not sold, shared or transferred to any 3rd party outside the scope of Cambridge Assessment English.
You can ask us in written at any time for a copy of your personal data to know what we have stored for you.
- Personal data collected can include:
 - Identity data – name, gender and date of birth
 - Contact data– postal/email address, phone number
 - Medical certificate for special requirement requests or absence due to illness

11. Test Day Photos

- A photo may be taken on the test day as an extra way of checking identity and to prevent fraud.
Test day photos are mandatory for the following Cambridge English exams: B2 First / C1 Advanced / C2 Proficiency. We do not keep your photo after it has been uploaded to Cambridge Assessment English.
For all registrations of candidates under 17 years old, please ensure that your parents or legal guardians have also given permission for this test day photo.

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Authorised Cambridge English Exam Centre