

MODEL CANCELLATION FORM

Annex A: Model cancellation form

To the British Council,

I hereby give notice that I cancel my contract of sale of the following goods [**IELTS Speak READY Test**] for the supply of the following service: [*Speaking virtual mock test*]

Ordered on/received on: [*please provide the relevant date*]

Name of candidate: [*please provide your name*]

Address of candidate: [*please provide your address*]

Passport No:

Email Address:

Mobile No:

Transaction No:

Signature of candidate (only if this form is notified on paper)

Date:

- There shall be no transfer or refund entertained for any client who is not able to attend their session at the appointed time or wants to stop the test without a valid reason except for *force majeure*. power outage or other unavoidable technical issues, illness (supported by a doctor's certificate). In such cases, a rescheduling of the test may be offered at the discretion of the British Council without any further charges.
- All complaints must be made by the **end of the day** in which the session is scheduled by emailing ielts.speakready@britishcouncil.org.
- Complaints will be reviewed in **5 working days** from being submitted. Clients who have had an **upheld complaint** will be invited to do a free test within **14 days** of the original test date.
- All sessions will be recorded, and a sample monitored to ensure quality control. Complaints will lead to the session being reviewed for quality purposes.
- We will be retaining your registration details in our records for the next 3 years from the date of registration.
- We will also retain your interview recordings for 90 days from the date of your interview.

Signature _____

