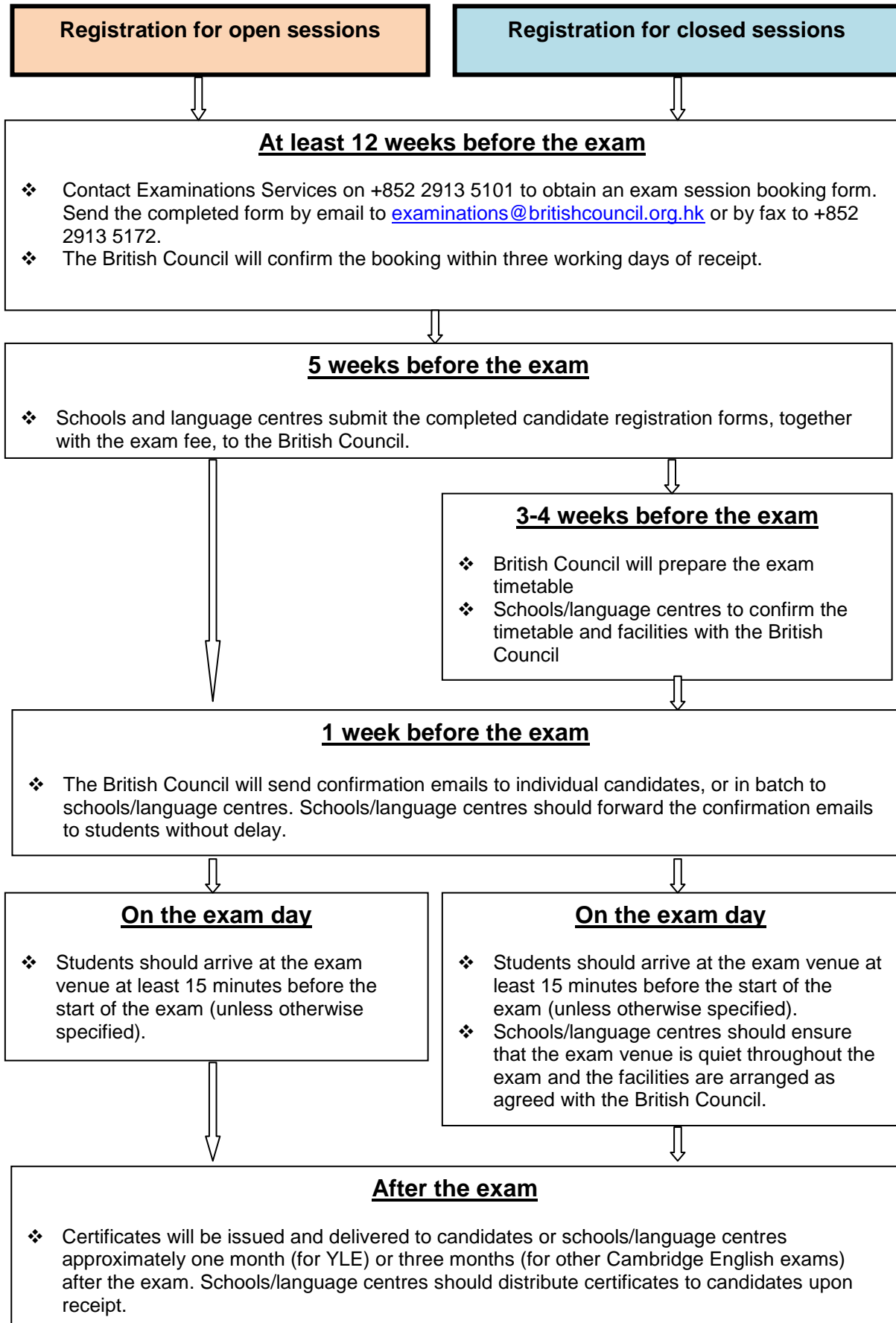


1. The British Council is not liable for any costs incurred from the use of an offsite exam venue, such as room rental and use of equipment.
2. A minimum of 25 candidates are required for YLE or 40 candidates for KET/PET/FCE/CAE/CPE in one single exam session. If the number of candidates is fewer than the minimum required, students will have to sit the exams at the British Council during the next available session.
3. The British Council provides standard registration forms for exams. Schools or language centres can settle exam fee payment either by credit card or cheque. Registration forms and payment must be sent to the British Council at least eight weeks prior to the exam. Late registrations will not be accepted.
4. If a school or language centre fails to submit registration forms to the British Council at least eight weeks prior to the exam session, the British Council reserves the right to cancel the session.
5. For YLE, KET, PET and FCE, no change of exam session is permitted unless on medical grounds. A request for a change of exam session has to be supported by medical proof, dated on the exam date, and the parents of the student concerned must complete the 'Change of Exam Session Form' and return it to us in person or by mail within three working days of the exam, with an administration fee. The new exam session must take place within two months of the original exam date.
6. For CAE and CPE, no change of exam session is permitted.
7. The names of candidates, as they appear on their official identity document, will be printed on certificates. An administration fee will be charged for any replacement or loss of certificates. Misprinted certificates will be replaced free of charge, if the British Council is notified within six months from the award issue date.
8. Schools or language centres should confirm the exam timetable and facilities with the British Council four weeks before the exam. The exam venue and facilities should be arranged as agreed with British Council staff. Please refer to 'Guidelines for Exam Venue Setting' for full details.
9. For details of our refund policy, please visit our website:  
[www.britishcouncil.hk/en/exam/cambridge/refund-transfer](http://www.britishcouncil.hk/en/exam/cambridge/refund-transfer)
10. The British Council reserves the right to change the terms and conditions.

**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 retesting at a later date.



May 2015