

## **Cancellation Policy for Online and Written Exams**

We understand that circumstances may arise where a learner needs to cancel or reschedule their online or written exam. However, to ensure the smooth operation of our examination services and to minimize disruption, we have implemented the following cancellation policy to support our learners across the board:

### **Notification Period:**

If a learner needs to cancel or reschedule their online or written exam, they must notify us at least 48 hours prior to the scheduled exam time.

### **Cancellation Charges:**

If a learner cancels the exam within the 48-hour period preceding the scheduled exam, a cancellation charge of £75 will be applied.

### **Payment Procedure:**

The cancellation charge will be invoiced to the learner or their sponsoring organization and must be settled within 3 days of the cancellation date.

### **Exceptions:**

Exceptions to the cancellation charge may be considered in cases of extenuating circumstances, such as medical emergencies or unforeseen emergencies. Learners must provide appropriate documentation to support their request for exemption.

### **Rescheduling:**

Learners are encouraged to reschedule their exams whenever possible to avoid cancellation charges. We will make every effort to accommodate rescheduling requests, subject to availability.

### **Communication:**

All cancellation or rescheduling requests must be communicated directly to administrator, preferably via email([info@presidencylondoncollege.ac.uk](mailto:info@presidencylondoncollege.ac.uk)) or phone (020 3784 6005).

### **Review:**

We reserve the right to review and update this cancellation policy as necessary to ensure its effectiveness and fairness to all parties involved.

By scheduling an online or written exam with us, learners agree to abide by the terms of this cancellation policy. We appreciate your cooperation in adhering to these guidelines, as they help us maintain the quality and integrity of our examination services.