

### Booking process

- To register for the English Language Level Test - please complete our booking form online
- Payment is required through the website upon booking
- Once full payment is received, the student will receive a letter from the admissions team with the instructions they need to follow to complete the test

### Booking Terms

- OIETC reserves the right to keep students' results on file for 12 months after taking the test
- OIETC reserves the right to send students' results to partner institutions on request
- Students can appeal a result within 2 weeks after receiving the result

### Payments

- Payments will be taken through the website. Students can use any major credit cards to make payment

### Changes and cancellation policy

- No refunds will be made if the student has started the process but has not finished it. Once the student receives their test login, the test cannot be refunded
- Any refunds will be paid to the person or organisation who originally paid the fees and will attempt to be made within 45 calendar days of receipt of written confirmation or cancellation
- If Oxford International English cancels a test after a student's enrolment, Oxford International English will refund all monies already paid by the student
- Students are able to retake the test for a reduced amount (to be completed, how much and how to do this)

### Services

- The company reserves the right to change details of its services, including tests, facilities, locations and course dates where circumstances beyond the company's control necessitate such changes, or where the number of enrolments is not enough to operate a course viably

### Force Majeure

- Oxford International English will not be responsible for any costs incurred by or on behalf of the student as a result of causes beyond our reasonable control. Such causes shall include but shall not be limited to riot, war, threat of war, civil strike, industrial dispute, terrorist activity, natural or nuclear disaster, unusually adverse weather conditions and infectious diseases.