

TERMS AND CONDITIONS OF REGISTRATION VIA BRITISH COUNCIL ONLINE REGISTRATION SYSTEM – for candidates and institutions registering in bulk.

An institution registering candidates in bulk has to make all candidates aware of these Terms and Conditions in advance.

The British Council is incorporated in England and Wales by Royal Charter and registered as a charity (under number 209131 in England and Wales and number SC03773 in Scotland). Its registered office is at 10 Spring Gardens, London, SW1A 2BN.

REGISTRATION

The registration is considered valid only after we receive your payment. The payment must reach our account no later than the last day of the registration period therefore it is necessary to make your payment at least 3 working days in advance. The capacity of the examinations is limited. In case of late registration please contact the relevant centre.

An institution registering candidates in bulk will pay via invoice; invoice will be issued after British Council approves the registration.

SPECIAL ARRANGEMENTS FOR THE COURSE OF THE EXAM

All the candidates who have a health handicap of a short-term or long-term nature can request a special session of the exam or modified materials or possibly both. The British Council and Cambridge English Language Assessment try to accommodate these candidates as much as possible. A request for a special arrangement must be submitted not later than by the end of the regular registration period and must be supported by a document from a specialist physician. You can find more detailed information on the individual cases and arrangements at: <http://www.britishcouncil.org/czechrepublic-exams-special-arrangements.htm>.

Special arrangements cannot be requested for the Computer Based exams! The requests submitted after the end of the regular registration period will not be accepted.

TRANSFERS

Transfers between Exams sessions and/or exam types e.g.: First (FCE) to Advanced (CAE) or cancellation of the exam are not allowed after the registration deadline.

DATES OF THE EXAMINATIONS

The dates of the Written parts are set by Cambridge English Language Assessment and cannot be changed.

Speaking dates are set locally within a specific date range/period for each exam. **If there are any dates within this range which are not convenient for you, you must notify us of this fact during the regular registration period.** Requests submitted later will only be taken into account for serious reasons.

EXAMINATION TIMETABLE

The British Council will send information with the address of the venue, dates and timetables of the exam as soon as possible after the registration deadline. It is your responsibility to contact us if you have not received this information 2 weeks before the day of the exam. Timetables for **COMPUTER BASED EXAMS** are sent 1 week before the actual exam date.

You must arrive at the venue at least 30 minutes before the start of the exam. Candidates who arrive late may not be admitted to the exam room.

A document issued by the University of Cambridge called “Summary Regulations” contains a comprehensive list of examinations regulations. The details of these regulations are available here: [Cambridge English Regulations](#).

This document will be sent to you together with the details of your Cambridge English Exam and timetable. It can also be requested via email to the British Council Examinations Office. Should you need your results for VISA/immigration purposes, please contact British Council Examinations Office at time of making your Test Registration to email English.exams@britishcouncil.cz

REFUNDS

50% refund of the examination fee – a candidate is entitled to a 50% refund if he/she is unable to sit the written part of the exam due to illness. The medical statement together with the application form must be presented no later than seven days after the date of the examination. Late requests or requests without the medical statement shall not be taken into consideration.

100% refund of the examination – a candidate is entitled to a 100% refund if he/she cancels the registration before the end of the regular registration period.

Candidates registered by an institution must process their refund requests via this institution.

WITHDRAWAL OR FAILURE OF THE EXAMINATION

A candidate is not entitled to a refund in case of failure or withdrawal from the exam.

ORGANIZATION OF THE EXAMINATION

The British Council reserves the right not to accept registrations after the established deadline. The British Council also reserves the right to cancel an exam if a minimum number of candidates is not reached. In this case, exam fees will be refunded.

The candidates must provide official and original documents (national ID or Passport) bearing the candidates' identity in each part of the test. [See our regulation regarding Identity Documents](#).

Any candidate using a dictionary, correction fluid, audio recording equipment, a mobile phone, or any other electronic material, or breaking the regulations in any other way will be automatically disqualified.

If you would like to make a complaint regarding the conduct of the test you must do so before you leave the test venue. Please speak to the Test Day Supervisor and fill in the Complaint Form. Otherwise your complaint will not be accepted.

EXAMINATION MATERIALS

All exam materials are sent to Cambridge English Language Assessment in the UK after the exam session. All parts of the exam remain the property of Cambridge ESOL and will not be released to candidates.

TEST DAY PHOTO

By making your Test Registration you give your consent to be photographed on your Test Date if required by the current Cambridge English Exam regulations (see **Cambridge English Language Assessment Regulations section below**). In this case, photographs and Cambridge English Exam results will be available on a protected web site called Online Results Verification where institutions will be able to verify your identity and/or results. **Institutions registering candidates in bulk are responsible for informing candidates about Test Day Photo regulations and for obtaining candidates' consent.**

The University of Cambridge reserves the right not to publish your Cambridge English Exam results if you have not been photographed according to the Cambridge English Exam regulations. For more information consult the following link: [Test Day Photo](#).

If you are a **candidate aged 18+** please tick the box below to indicate your consent to having your photograph taken. (Ticking the box applies to individual online registration only.)

If you are a candidate under 18 taking any exam except KET and KET/PET/ FCE for Schools, your parent will need to give consent. Please send the signed [Test Day Photo under 18 declaration](#) to: english.exams@britishcouncil.cz or by post to: British Council, Bredovský dvůr, Politických vězňů 13, 110 00 Praha 1.

RESULTS and CERTIFICATES

Cambridge ESOL Exam results are accessible on-line; access details will be provided to you as a part of your timetable sent by Cambridge English Language Assessment. Should these be lost or misplaced, a copy can be requested via email to British Council Examinations Office from the date the Cambridge English Exam results are issued. Cambridge exam papers are marked in the UK by the University of Cambridge which later sends results and certificates to the British Council.

REMARK

If the candidate is not conformed with the obtained result, he/she will be able to ask for a revision. To request this it is necessary to follow the procedure established by the University of Cambridge:

1. Full clerical re-check: all requests for the re-check must be received by British Council no later than the end of the month following the results issue date (e.g. for results issued in July the requests must be supplied by the end of August). When the candidate receives the result of the full clerical re-check, he has 10 working days to ask for the second stage.
2. Review of the exam including the Listening part. The fee must be paid to British Council once you request the exam review. To ask for this issue its mandatory to have the full clerical re-check step done.

In both stages, the Speaking part of the exam is not included in the review.

For the information about fees please contact English.exams@britishcouncil.cz.

Cambridge English Language Assessment do not provide any detailed information of the different parts of the test.

[Cambridge English Language Assessment Regulations](#)

CHILD PROTECTION

The British Council believes that all children have potential and that every child matters – everywhere in the world. The British Council affirms the position that all children have the right to be protected from all forms of abuse as set out in article 19, UNCRC 1989.

PERSONAL DATA PROCESSING AGREEMENT

In organizing exams the British Council needs to collect, keep and process personal data, specifically name, home address, home telephone or mobile number and email address. British Council will store such personal data for any required time up to a maximum period of (5) five years from the candidate's exam registration date. The candidate has the right to inquire as to the information at any time within this time frame in accordance with the provisions of Section 12 and ask the British Council, in justified cases, to act according to the provisions of Section 21, Act No. 101/2000 Coll, Personal Data Protection.

In accordance with Section 5, Act No. 101/2000 Coll, on the Protection of Personal Data, the hereabove mentioned candidates' data is collected and processed exclusively for the purposes of examination management, record-keeping of database of candidates, offering other services to candidates and statistical processing of data and examination results. Such aim cannot be effectively achieved in any other way.

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.