

### Examination Services Refund Policy

1. Refund requests will be considered by Cambridge only under the following circumstances:
  - **Medical:** Hospital admission or serious injury
  - **Loss or Bereavement:** Death of a parent, guardian, sibling, or child
2. **Refunds:**
  - Administrative fees are non-refundable.
3. **Withdrawal Requests:**
  - Once the withdrawal deadline has passed, you may still request a withdrawal for medical reasons, following bereavement, or other exceptional circumstances. Non-medical withdrawal requests will be considered on a case-by-case basis.
  - Withdrawals on medical grounds must be supported by a medical certificate, or in the case of bereavement, a letter on centre-headed paper.
  - No further withdrawal requests will be accepted once results have been released.
4. Refunds will not be granted for cancellations made after the deadline, except under the conditions listed above. To be eligible, you must provide relevant documentation (e.g., medical certificate, death certificate). Cambridge has the final authority to determine if a refund will be granted.
5. Once Cambridge has approved a refund, please provide your banking details to facilitate the refund process.

#### Refund Processing:

- Refund applications are reviewed and processed on Tuesdays and Thursdays.
- You will receive proof of payment once the refund has been issued.