



## UK EXAMINATIONS REFUND & CREDIT TRANSFER POLICY

*The following rules are applicable to examinations held in traditional, remote and recorded formats and at London & Regional Centres.*

**In the event of candidate illness or injury, the examination department must be informed immediately, or on the next working day, by emailing [ukdanceteachers@istd.org](mailto:ukdanceteachers@istd.org).**

### Option 1 Refund:

50% of the candidate's examination fee may be refunded to the Primary Organiser provided that:

- The UK Examination department has been notified by email ahead, or immediately following the examination date.
- The UK Examination department will email the Primary Organiser the Refund Form which must be completed and returned to [ukdanceteachers@istd.org](mailto:ukdanceteachers@istd.org) within 4 weeks of the examination date with valid medical evidence.
- Refund forms submitted after 4 weeks cannot be accepted.
- Examination Centre fees are non-refundable and cannot be credited.

### Refund Processing Timeline

- **Refunds:** issued within **4 weeks** of receipt of the refund form.
- **Card payment:** refunded to the original payment card.
- **Bank transfers:** the Primary Organiser must complete and return the refund form within **4 weeks** of the examination date.

### Option 2 Credit Transfer:

100% of the candidate's examination fee may be credited to the Primary Organiser's next session, provided that:

- The UK Examination department is notified by email ahead of the examination day.
- The examination session fees do not fall below the minimum daily entry fee criteria once the candidate has been removed from the timetable.
- The UK Examination department will complete the credit transfer form, and a copy will be emailed to the Primary Organiser with a request for medical evidence which must be received within 4 weeks of the examination date.
- Examination Centre fees are non-refundable and cannot be credited.

### Credit Transfer Terms and Conditions:

- **Valid for 12 months** from the examination session date. After 12 months credit transfers will expire and cannot be used. Any unused credit will automatically expire, and ISTD cannot accept liability for any resulting loss.
- **Credit transfers can only be used for examination fees** (not membership or ISTD products) and for examination sessions with the same Primary Organiser.