

LAMDA

LAMDA Examinations Cancellation Policy and Procedures

1. Introduction

When registering a Learner to take a LAMDA exam, the entry may be cancelled prior to the entry closing date for any reason. Cancellations made prior to the entry deadline will receive a full refund. Cancellation requests submitted after the entry closing date will not be eligible for a refund.

Private Centre session or event cancellations may be requested prior to the entry closing date without penalty. Sessions or events cancelled after the closing date will be charged a session cancellation fee as detailed in our [published fees lists](#). A fee is charged for each cancelled session.

2. Payment Terms

All LAMDA examination bookings must be submitted and paid in full by the event's **closing date**:

- **UK in-person and online events, international online events:** The closing date is 6 weeks before the first date of the event.
- **International in-person events:** the closing date is 8 weeks before the first date of the tour. The extra two weeks are needed to allow enough time for our examiners' travel arrangements to be made.
- **Exception 1:** If the closing date falls on a Saturday or Sunday, it is moved up to the Thursday (Public Centres) or Friday (Private Centres) before.
- **Exception 2:** For LAMDA Public Centre events, we reserve the right to close an event to registrations ahead of the closing date if the event has reached capacity early. However, payment is still due by the listed closing date and will not be altered.
- **Exception 3:** In special instances when events are confirmed near or after the event's closing date, LAMDA will adjust the closing date appropriately so that there is sufficient time to enter all Learners.



3. Customer Withdrawal and Cancellation Request Requirements

Requests to withdraw an exam, or cancel a session or event, must be submitted to LAMDA by [email](#). The email must come from the registered email address of the person who submitted the original request.

- **Exam Withdrawal:** If an individual exam must be withdrawn, the email must include the name of the Learner and the exam they are entered for. If the Learner is entered for a duologue, combined, or group exam, their withdrawal may impact other Learners. Please refer to the relevant guidance on read-ins and minimum group exam requirements before requesting to cancel an exam.
- **Change of Exam:** If an individual exam must be changed (change of subject, grade or format) the email must include the name of the Learner(s) affected, the exam entered for, and the exam they need to be changed to. Where a change of registered exam can be accommodated, LAMDA will cancel the original exam and add the new exam to the customer's invoice. LAMDA will only charge for one exam; this will be the higher of the two exam fees. No administration fee will be applied.
- **Session Cancellation:** If a Private Centre session must be cancelled, the email must include the date of the session to be cancelled. If the event has more than one session on that date, the session must be specified by session ID or room number for the date being cancelled.
- **Event Cancellation:** If an entire Private Centre event must be cancelled, the Event ID must be specified in the email.

4. Session Cancellation:

Public Centres Only:

- If a date within a Public Centre event is cancelled by LAMDA prior to the entry deadline, LAMDA will notify customers via the newsletter '[Voiceover](#)' and the [Noticeboard](#) on LAMDA's website.

Private Centres Only:

- If at any time between booking event dates and submitting Learner entries it becomes apparent that the total exam time indicates more or less days or Examiners are required than have been allocated and confirmed, it is the Centre Coordinator's responsibility to contact LAMDA immediately per Section 3 of this policy.
- If LAMDA establishes that the total exam entry times for the event does not match the total number of Examiners or days booked, LAMDA reserves the right to cancel excess Examiners or booked days.
- LAMDA reserves the right to impose a cancellation fee for each session cancelled after the entry closing date to cover irretrievable costs. This is regardless of whether the Centre or LAMDA cancels the session(s). [This fee can be found in the current LAMDA Exams UK Fees document on our website](#). Please enquire for international fees.



5. Refunds

If payment has already been made and an exam has been cancelled prior to the closing date, LAMDA will request the customer's bank details so the funds can be returned by bank transfer.

If payment has not been made yet and the exam has been cancelled prior to the closing date, the exam fee charged will be credited against the invoice.

6. Absences

Learners who do not take their exam or do not submit their self-tape video within the allotted timeframe may be eligible for a full or partial credit note depending on the circumstances. Learners may be re-entered for the same exam at a future date, but a new entry form and exam fee will need to be submitted. Please refer to our [Credit Note Policy](#) for further details.

Version control

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V1	11/12/2024	SP	New Document