

General Terms and Conditions

1. General terms and conditions

- 1.1. A candidate who has been registered for a Cambridge exam at the language school IH Bratislava and the language school International House Bratislava (IH BA) have agreed on the following general terms and conditions, which are in accordance with the **Cambridge Assessment English Regulations**.

2. Registration

- 2.1. The registration for an exam is completed after the fee has been paid (credited to the IH bank account). It is necessary that the payment of the exam fee is made no later than three days before the registration closing.
- 2.2. Registration **after the closing** is possible, however, it is time-limited. In the case of a delayed registration it is necessary to contact the exam centre IH BA as soon as possible. The **delayed registration fee is 30 €**.
- 2.3. Within 15 days of your payment you receive the "Payment confirmation".
- 2.4. The registration for the exam is binding: it is not possible to cancel it or reschedule it or change the level.
- 2.5. IH BA reserves the right not to register a candidate who wants to register after the registration closing date.
- 2.6. IH BA reserves the right to cancel the exam if the number of the candidates is lower than the required minimum. In that case the candidate is fully refunded the exam fee.

3. Payment conditions

- 3.1. The payment can be made via bank transfer or in cash at the registration office.
- 3.2. The payment has to be made within five days of the registration, however, no later than three days before the registration closing.
- 3.3. A **50%** refund of the Cambridge exam fee can only be claimed when a candidate is unable to attend the exam due to serious illness. The candidate has to provide a medical report to prove the reason for absence no later than **five days after the exam date**. A delayed request for the exam fee refund or a request unsupported by a medical report cannot be accepted.
- 3.4. A **100%** refund of the Cambridge exam fee can only be claimed if the candidate cancels the registration five days before the registration closing.
- 3.5. The candidate is not entitled to a refund if he or she fails the exam or could not attend the exam because of reasons mentioned in points 4.3 and 6.

4. Confirmation of Entry

- 4.1. IH BA sends the registered candidates the "**Confirmation of Entry**" via email. The email with "**Confirmation of Entry**" includes also the "**Summary of Regulations and Notice to Candidates**" and the "**Exam timetable**". Each registered candidate will receive "**Confirmation of Entry**" 1-2 weeks before the exam is due except from late registration candidates. If a registered candidate has not received the "Confirmation of Entry" one week before the exam is due, the candidate is required to contact the authorised exam centre by phone, in person or via email without further delay.



- 4.2. The Cambridge English website: www.cambridgeenglish.org contains: free preparation materials for candidates, information for candidates including exam dates and a list of centres where they can take the exam, result information including example statements of results for all exams.
- 4.3. Test day photos are an additional security feature and are mandatory for the following exams: **B2 First, C1 Advanced a C2 Proficiency**. If a candidate does not consent to being photographed during exam registration, the candidate cannot take the exam and will not be refunded.
- 4.4. If the candidate is less than 18 years old and has been registered for any of the exams: **B2 First, C1 Advanced and C2 Proficiency**, it is necessary for the Legal Guardian to consent to photographing the candidate during exam registration. If their legal guardian does not consent to the candidate being photographed, the candidate cannot take the exam.

5. Compulsory photographing of candidates

- 5.1. In accordance with the **Cambridge Assessment English** regulations on the day of the exam (as a rule, the day of the speaking exam) the **Test Day Photo** is taken; **this is one of the conditions of participating in the exam**.
- 5.2. The Test Day Photo is **compulsory** for the **B2 First, C1 Advanced a C2 Proficiency** exam candidates. The Test Day Photo does not apply to the: Pre A1 Starters, A1 Movers, A2 Flyers, A2 Key, A2 Key for Schools, B1 Preliminary, B1 Preliminary for Schools, B2 First for Schools, Business certificates exam candidates.
- 5.3. The photo will be saved at the website **Result Verification Service / Online Result Verification** and will not be included in the certificate. The personal details as well as the photo of the candidate will only be used for the purpose of the exam administration.

6. The exam procedure

- 6.1. The date of the written part of the exam is set by the **Cambridge Assessment English** and it is not possible to change it. The date of the speaking part of the exam is proposed by the authorised centre IH BA.
- 6.2. The candidate is required to arrive at the exam 30 minutes before the exam begins. A candidate who does not arrive in time will not be admitted to the exam without the possibility of returning exam fee.
- 6.3. The candidate is required to prove his/her identity by showing official original proof of identity (ID card or passport) before the exam begins. If candidate does not bring suitable ID on the exam day, he will not be allowed to sit the exam without the possibility of returning exam fee.
- 6.4. A candidate who uses an electronic device (e.g. a mobile) as an aid or breaks the rules of the exam in any other way will be automatically disqualified. We ask the candidates to read the documents: Confirmation of Entry, Summary of Regulations and Notice to Candidates.

7. Unauthorized electronic items

- 7.1. Mobile phones, smart watches, tablets, iPads and other electronic items are not allowed during the exam. We recommend you not to bring them with you during the exam day. If you bring them with you, they will be collected and stored outside the place of the exam until all components of the exam finishes without access to these items.

8. Complaint policy



- 8.1. Complaints about the procedure of the exam can be made during the exam to the Test Day Supervisor by filling in the **Complaint Form** directly in the exam centre IHBA. In any other case the complaint of the candidate will not be taken into consideration.
- 8.2. Complaint form must be in a written form and IHBA will reply in a written form in the period of 5 days.

9. The exam results and the certificate

- 9.1. The candidate can find out the exam results on-line. The access details for the Cambridge Assessment English on-line system will be sent to the candidate as part of the Confirmation of Entry document. Should the candidate lose the access details, IH BA can send the candidate a copy of the document at his/her request via email.
- 9.2. The exam is assessed by **Cambridge Assessment English** in Great Britain, which subsequently sends the results to IH BA.
- 9.3. After the certificates are delivered to IH BA, the candidates are informed as soon as possible via email. The successful candidate may collect the certificate at the IH BA registration office, or the certificate can be sent to the candidate by registered post. The service is charged in the amount of 5 EUR and it is necessary to inform IH BA of such a request in advance.

10. Dissatisfaction with the result – reassessing the exam result

- 10.1. If the candidate is not satisfied with the exam result, he/she can check **Cambridge Assessment English** (<http://www.cambridgeenglish.org/help/enquiries-and-appeals/>).
- 10.2. The request to reassess the exam has to be submitted at IH BA no later than 14 days after receiving the exam result.
- 10.3. The reassessment of the exam result is charged; for more information contact IH BA.

11. Protection of health and safety of children

- 11.1. IH BA is an international education organization which is included in the school network of the Ministry of Education of the Slovak Republic and is required to follow all the legal regulations related to the protection of health of children and youth.

12. Equal opportunities and disability discrimination

- 12.1. IH BA and the Cambridge Assessment English try to meet the needs of those exam candidates who are temporarily or permanently handicapped (e.g. specific learning disorders). Such candidates may ask for an adjusted procedure of the exam, or adjusted exam materials, or both.
- 12.2. The candidate has to submit an individual application with the medical confirmation enclosed. The application has to be delivered to IH BA no later than 2 weeks before the registration closing. More difficult problems should be reported and discussed even longer in advance, all cases should be individually discussed with IHBA. More information is at:
(<http://www.cambridgeenglish.org/help/special-requirements/>)

13. Protection of personal data

- 13.1. IHBA processes personal data of its students in accordance with the European Parliament and Commission Directive n. 2016/679 – the Regulation on the protection of natural persons with regard to the processing of personal data and on the free movement of such data (GDPR) and Act 18/2018, chapter on the protection of personal data. IHBA only processes such data, which is crucial for participation in an exam in order to fulfil all its legal and contractual obligations. These mainly include: name, surname, address, date of birth, email and telephone number. IHBA processes this



data with the purpose of registration (enrolment) into an exam, completion thereof, assessment thereof and for sending necessary information.

13.2. Data protection policy of Cambridge Assessment English:

<http://www.cambridgeenglish.org/footer/data-protection/candidates/>

14. Closing provisions

14.1. IH BA in cooperation with Cambridge Assessment English bears responsibility for the smooth running of the exams. IH BA is not responsible for any interruptions, delays in the exams or the result delivery, caused by factors beyond the control of IH BA.

14.2. By ticking the boxes in the registration form, you express agreement with the above General terms and conditions and agree with the registration for the exam, the payment and the cancellation conditions as well as the compulsory Test Day Photo, which are parts of the exam.

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