

REFUND POLICY

1. We will only consider applications for refunds made on the following grounds:
 - Medical – hospital admission or serious injury
 - Loss or bereavement – death of parents, guardian, brother/sister or child
 - Hardship/trauma – victim of crime, victim of traffic accident
 - Military service
2. Refunds will not be issued for incorrect choice of examination or subject choice.
3. Applications for refunds must be made within a period not exceeding six months from the date of payment and addressed to the Operations Manager.
4. Applications made after funds have been remitted to the Examining Board shall be made to the Examining Board, and the application made through British Council.
5. All refund applications processed shall attract an administration fee of 25% of the amount claimed.
6. Applications for transfer must be done by completing the Refund Application Form (Available from British Council premises or website: www.britishcouncil.org.zm) and the following documentation attached:
 - Original bank deposit slip
 - Student identity card (NRC or Passport)
 - Other supporting documentation (Medical certificate, death certificate, police report, etc)

ISSUING REFUNDS:

1. Refunds will be processed within thirty (30) days of submission of the completed refund application form. We will contact you to notify you of the outcome of your application.
2. Refunds will be issued by transferring money to your bank account.
3. Refunds shall not be issued to third parties unless the student authorises us to do so in writing.

In order for the British Council to process your refund application as quickly as possible - please refer to the Exams refund policy and complete this form fully.

PERSONAL DETAILS

First name	Surname	Other names
Mobile / Cell phone number:		Other telephone number:
NRC/Passport number:		

Exams you applied for:	
Reasons for claiming refund:	
Amount claimed:	
Bank details for the refund	
Bank name:	
Branch name:	
Account name:	
Account number:	
Please ensure the following documents are included with your application form: <ul style="list-style-type: none"> Original bank deposit slip, receipt, or payment confirmation Copy of student photo identity document (NRC or Passport) Documentation supporting your grounds for refund (medical certificate, death certificate, police report, etc) 	
DECLARATION	
I have read and understood the British Council's Examination Service Transfer Policy and the information I have given in this application is the truthfully and accurate.	
Signed: _____	Date: _____

FOR OFFICIAL USE ONLY

Number of subjects/papers/units entered:		
Amount claimed:		
Amount APPROVED:		
WBS:		
Reason for approving an amount lower than claimed:		
Prepared by ESO:	Signed:	Date:
Approved by COM:	Signed:	Date:
Approved by CD:	Signed:	Date:

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 re-testing at a later stage.