

TERMS AND CONDITIONS OF REGISTRATION VIA BRITISH COUNCIL ONLINE REGISTRATION SYSTEM – for candidates and institutions registering in bulk.

An institution registering candidates in bulk has to make all candidates aware of these Terms and Conditions in advance.

The British Council is incorporated in England and Wales by Royal Charter and registered as a charity (under number 209131 in England and Wales and number SC03773 in Scotland). Its registered office is at 10 Spring Gardens, London, SW1A 2BN.

IMPORTANT INFORMATION! The British Council may not be able to organise a session in your preferred city if the number of candidates does not meet the Exam centre minimum entry requirements. The Centre reserves the right to make the final decision on the choice of examination venues. Candidates are advised to send us separately a second and a third choice of venue in case we are not able to organise a session in a given town. If your first option for exam venue is a town which is not among those listed, please specify it in the supporting documentation email.

Test Registration

For the steps you need to take to make a Test Registration, please see our [how to register for Cambridge ESOL Exam online page](#). The online registration process allows you to check and amend errors before submitting your Test Registration to the British Council. Please take the time to read and check your Test Registration at each page of the online registration process. You may not register: (i) more than once for the same Cambridge ESOL Exam session; or (ii) for more than one Cambridge ESOL Exam session in any given month.

After you make your Test Registration, the British Council will confirm its acceptance to you in the form of an email from the relevant test centre of your enrolment for the relevant Cambridge ESOL Exam session (“ESOL Exam Confirmation”). The contract between you and the British Council will only be formed when you are sent the ESOL Exam Confirmation. The contract between you and the British Council is formed in the English language.

The British Council reserves the right not to accept Test Registrations after the registration period has closed for the relevant Cambridge ESOL Exam session.

Fees

The price of your Test Registration will be quoted on the British Council’s Online Registration System and includes VAT (where applicable). Fees may change from time to time, but this will not affect any Test Registration which has been confirmed by an ESOL Exam Confirmation. Payment for your Test Registration will need to be made in advance through the British Council’s Online Registration System or another available payment method. Your Test Registration will not be confirmed until the relevant fee has been paid.

Refund

You may apply for a refund if you are unable to attend your entire Cambridge ESOL Exam session (all papers) for medical reasons only. If this is the case, you must provide a medical document (bolnichn list for candidates who are employed, or medicinska belezhka accompanied by ambulatoren list for candidates who are not employed) from a public hospital. The request form and supporting documents must be submitted to the [British Council](#) within five calendar days of the date of the written exams set out in your ESOL Exam Confirmation. All approved requests for refunds are processed after the examination results for the relevant Cambridge ESOL Exam session have been published and you will receive a refund of 50% of the fee paid. Fees cannot be transferred to a later Cambridge ESOL Exam session or to another type of examination instead of being refunded.

Test date transfer

Your Test Registration is valid for one Cambridge ESOL Exam session only. It will not be possible to transfer your Test Registration to another Cambridge ESOL Exam session or another type of exam. Test Registrations are also personal and cannot be transferred to other individuals.

You may transfer the test date for any individual written paper set out in your ESOL Exam Confirmation (“**Test Date**”) to a future date within the same Cambridge ESOL Exam session for no charge by notifying the British Council prior to the closure of the relevant registration period. After the relevant registration period has closed and before the Test Date, you will be able to transfer to a future test date within the same Cambridge ESOL Exam session for an administrative fee of 50% of the standard registration fee for the level of Cambridge ESOL Exam you are taking. Requests for a Test Date transfer will only be accepted if submitted in writing. Transfers of speaking Test Dates and between Cambridge ESOL Exam sessions and/or exam types e.g.: First (FCE) to Advanced (CAE) are not allowed before or after closure of the relevant registration period.

Cancellation

You may cancel your Test Registration with no charge at any time prior to the closure of the relevant registration period for your Cambridge ESOL Exam session by notifying the British Council.

The British Council cannot accept any responsibility for service interruptions caused by factors which are outside of our control. In these cases the British Council will do everything possible to offer you a Cambridge ESOL Exam session at a later date. The British Council may offer a refund in these circumstances at its sole discretion.

The British Council also reserves the right to cancel any Cambridge ESOL Exam if a minimum number of 10 candidates is not reached by the end of the relevant registration period. In this case, you will receive a refund of fees paid.

Test day photography

By making your Test Registration you give your consent to be photographed on your Test Date if required by the current Cambridge English Exam regulations (see **Cambridge English Language Assessment Regulations section below**). In this case, photographs and Cambridge ESOL Exam results will be available on a protected website called Online Results Verification where institutions will be able to verify your identity and/or results.

The University of Cambridge reserves the right not to publish your Cambridge ESOL Exam results if you have not been photographed according to the Cambridge English Exam regulations. For more information consult the following link: [Test Day Photo](#).

If you are a **candidate aged 18+** please tick the box below to indicate your consent to having your photograph taken on the day of the test.

If you are a **candidate aged under 18** your parent will need to give consent. Please send the signed [Test Day Photo under 18 declaration](#) to exams@britishcouncil.bg or by post to: 7 Krakra Street, Sofia 1504 within 5 working days from the date of completing your Test Registration.

Location, date and time

All information regarding the Cambridge ESOL Exam, including the date of the speaking test, the location and your candidate number, will be communicated to you via email approximately 3 weeks before a paper-based exam and one week before a computer-based exam. The speaking component of the Cambridge ESOL Exam usually takes place a few days before or after the written components and possibly on a Saturday or a Sunday. Candidates can request to change the date or time of the speaking test. Such changes will only be possible until the end of the current examination speaking examination window and will incur a fee of 60BGN.

Contact the [British Council](#) to check for possibilities. It is your responsibility to check the dates window for the speaking test and avoid clashes with other commitments.

General Regulations

Any candidate using a dictionary, correction fluid, audio recording equipment, a mobile phone, or any other electronic material, or breaking the regulations in any other way will be automatically disqualified.

Copyright of all Cambridge ESOL Exam materials (including the exam papers) belongs to University of Cambridge. The University of Cambridge does not allow you, exam centres or institutions to review (or request the return of) your answer sheets or any other material used in the Cambridge ESOL Exam once submitted.

Cambridge English Language Assessment Regulations

A document issued by the University of Cambridge ESOL called “Regulations” contains a comprehensive list of examinations regulations. The details of these regulations are available here: [Cambridge English Regulations](#).

This document will be sent to you together with the details of your Cambridge ESOL Exam and timetable. It can also be requested via email to the British Council Examinations Office. Should you need your results for visa/immigration purposes, please contact the British Council Examinations Office when completing your Test Registration to exams@britishcouncil.bg

Special needs

If you have any special needs (eg hearing difficulties), it is possible to make arrangements for extra time, large print, or Braille. You must send your special needs requests at least 3 weeks before the deadline for registration accompanied by medical evidence. For special needs no late entries are accepted.

Results

Cambridge ESOL Exam results are accessible on-line. Instructions on how and when to check your results online will be included in your Confirmation of Entry email (secret number and ID number). Should these be lost or misplaced, a copy can be requested via email to the British Council Examinations Office from the date the Cambridge ESOL Exam results are issued. Cambridge ESOL Exam papers are marked in the UK by the University of Cambridge ESOL, which later sends results to the British Council.

Data Protection

We apply the UK Data Protection Act 1998 to all of our global operations unless the local equivalent law is stronger.

The UK Data Protection Act works in two main ways. It gives individuals rights over how their personal information is used and sets out rules for organisations that handle personal information.

Our [privacy policy](#) describes how we treat personal information.

Our [Personal Information Charter](#) sets out the standards you can expect from us when we handle personal information and what you can do if you think standards are not being met.

Accessing your personal information

Under the UK Data Protection Act any individual has the general right to ask for a copy of the personal information held about them. This means that you can ask for the information that we hold about you. This is known as the right of 'subject access'. When making a request you will need to give us: a request in writing, the £10.00 fee, proof of your identity, proof of your address and any information that we reasonably need to process the request. For example details of our offices or staff that you have had contact with and when.

We will not start looking for your information until we receive all of the above. In order to submit your request, or for help making a request, please contact the Data Protection Officer at Dataprotection@britishcouncil.org. Although you should submit a request in writing, if you would like to speak to someone in person, you can contact us by telephone on +44(0)20 7389 3172.

By agreeing to these conditions, you are giving permission for your data to be used for the following purposes:

To organise and administer the Cambridge English Language Examinations. To send information regarding activities, courses, seminars and events organised by the British Council electronically or in any other form. To request your opinion of our products and services. You should be aware that only the data which is strictly necessary for the administration of the Cambridge English Language Assessment examinations in which you or your child (under 14 yrs) is registered will be sent to Cambridge English Language Assessment.

Child Protection

The British Council believes that all children have potential and that every child matters – everywhere in the world. The British Council affirms the position that all children have the right to be protected from all forms of abuse as set out in article 19, UNCRC 1989.

Contacting the British Council

To cancel a Test Registration, change your Test Date or request a refund, you must contact the British Council in writing by sending an email to exams@britishcouncil.bg.