

## Exam Booking Terms & Conditions

STAGESCHOOL by RSL Awards is committed to ensuring a smooth and professional exam experience. Please take note of the following key terms before booking your exam:

### Candidate Entry & Amendments

- All candidates must be registered **at least 3 weeks before the exam date**.
- Any final changes (such as spelling corrections or level adjustments) must **be submitted no later than 2 weeks before the exam date**.
- **Candidates cannot be added on the day of the exam under any circumstances.**

### Candidate Identity Confirmation

- All registered candidates will undergo an identity check to confirm that the name on the exam entry matches their official identification. Candidates taking examinations at **Grade 6 and above must bring a valid photo identification document** to the examination to present to the examiner at the point of registration.

### Reasonable Adjustments

- If a candidate requires any Reasonable Adjustments, applications must be submitted using the official form **at least 4 weeks before** the exam date.
- If you need assistance locating the Reasonable Adjustments Application Form, please email us, we're happy to help.

### Exam Fees & Payment

- Exam fees must be settled **before the scheduled exam date**.
- Full payment must be made **at least 2 weeks before** the exam.
- If a Special Consideration request has been submitted and approved by RSL Awards, the final payment terms will apply accordingly.

## Cancellation Policy

At STAGESCHOOL by RSL Awards, we understand that sometimes plans change. However, to ensure fairness and smooth operations, we have the following cancellation policy in place:

### Cancelling an Exam Booking

- If you need to cancel an exam, you must notify us, **in writing via email** ([stageschoolexams@rslawards.com](mailto:stageschoolexams@rslawards.com)), as soon as possible.
- Cancellations made **at least 2 weeks before the scheduled exam date** may be eligible for a partial refund or credit towards a future exam, at the discretion of RSL Awards.
- **Cancellations within 2 weeks of the exam date are non-refundable**, except in exceptional circumstances (e.g., serious illness or bereavement), which will require formal supporting documentation.

### Rescheduling

- Requests to reschedule an exam to a later date may be considered **only if submitted at least 2 weeks in advance and are subject to availability**. An administrative fee may apply.

### Missed Exams

- If a candidate does not attend their scheduled exam without prior notice, the booking will be forfeited, and no refund or rescheduling will be available.
- In the case of illness on the exam day, medical certificate/special consideration form must be provided within **5 working days** for consideration of a reschedule.

By booking an exam, you acknowledge and agree to these cancellation terms. If you have any concerns or need assistance, please don't hesitate to contact our team. We're here to help!

We look forward to supporting you and your students with your future exams!