

Date change and deferral fee policy for Face to Face and LVE exams

Rockschool exams run 7 days a week, with most centres running between 9-5. Please note that this includes school days, weekends and school holidays during the exam periods. If you are unsure as to which days your closest exam centre operates, please refer to the [centre map](#) on our website or contact us at info@rslawards.com

Any candidate that wants to **move** an exam date after the Exam Appointment Slip has been issued will incur a £15 fee. Please note that no exam time or date can be moved less than 48 hours before the exam unless for extenuating circumstances detailed below.

Any candidate that wants to **defer** an exam to the next or other future exam period will incur a deferral fee of half the original exam fee. If the candidate is upgrading to a higher grade then they will need to pay half of the new exam fee.

The fees can be waived under the following circumstances:

- An academic commitment (school exam, trip); a note from the school must be provided on headed paper.
- A medical appointment or injury; a note from the doctor or hospital must be provided on headed paper.
- A bereavement or serious family illness.

For any other circumstances a request will need to be made in writing to the Operations Manager (UK) to info@rslawards.com.

Refunds for exams

A refund can be granted if the exam hasn't been scheduled.

If a candidate does not attend on the day then the exam fee is forfeited.

If a candidate is ill on the day of the exam then a refund can be granted with a medical note. Initial contact must be made to Rockscool no later than 48 hours after the exam day.

If a customer enters for the wrong qualification and need to downgrade the qualification then Rockscool will refund the difference in fee onto the original payment card. All requests must be made in writing.

Recorded Digital Exams

RSL can extend the deadline if you need more time before submitting your Recorded Digital Exam. Should you wish to cancel your exam outright then we will refund the exam fee if you cancel the exam within 14 days of the date the entry was submitted. For later cancellations the exam fee will not be refunded. Please send your request to info@rslawards.com