

# CAA Global Refund policy

We understand that we are required to comply with certain obligations under the Consumer Rights Act 2015 (“the Act”) in respect of certain of the services that we provide.

We always endeavour to conduct our exams with reasonable skill and care and in accordance with all other legal requirements incumbent upon us. Where you consider that our exams have not been conducted with reasonable skill and care or that we have not complied with any of the other obligations incumbent upon us under the Act, we understand that you may be entitled to certain remedies. These remedies are known, in the Act, as repeat performance or price reduction. Should you consider this to be the case, please contact us and we will discuss with you what this means in the context of our exams.

In cases where you are looking to cancel your participation in an exam (not owing to any alleged failure by us to comply with our legal obligations), we set out our refund policy below.

## **Registration entrance fee**

All refunds are considered on an individual basis.

## **Exams**

You can cancel your exam and request a refund, but a charge will apply. Refunds will only be given to those who have paid the full rate exam fee. No refunds will be given to those who have paid the reduced fee.

For refund applications received:

1. **On or before the exam entry closing date:** A 50% refund of the exam fee paid will be given.
2. **After the exam entry closing date:** No refund will be given.

The exam entry refund request form is available [here](#).