

EXAM BOOKINGS - TERMS AND CONDITIONS

1. **DRESS:** A properly well-fitted hat to current BSI or Euro standard must be worn. It is **strongly recommended** that hats should have shock absorbing material down to the lower rim. Body Protectors are mandatory in some examinations. **Candidates are strongly advised to read the 'Guidelines on Dress for Examinations' (available from the Examinations Office).**
2. **BOOKING CONFIRMATION:** Candidates will receive written notification of an examination date/venue. Candidates who do not receive written confirmation within 10 working days are asked to contact the Examinations Office as failure to arrive at an examination may result in loss of exam fee.
3. **RETIRING FROM EXAMINATIONS:** Candidates who are well below standard may be asked to retire from the examination by the Chief Assessor, to avoid risk of an accident to candidates and/or to school horses (applicable for all examinations).
4. **BAD WEATHER CONDITIONS:** Candidates are advised that in the event of ice, snow or flood, examinations may be cancelled or postponed. Whilst the Examinations Office will try to notify all candidates, candidates are advised to telephone the centre the day before if there is doubt in view of the weather. If the examination does take place, candidates who fail to arrive for any reason (and this includes the weather conditions), are liable to forfeit their fee. Candidates are, therefore, advised to bear this point in mind when choosing to book their examination during the winter months.
5. **EXAMINATION CANCELLATIONS:** All examinations are subject to cancellation/alteration/postponement should circumstances prove necessary. The Examinations Office will make reasonable endeavours to provide candidates with 10 working days notice in the event of their exam being cancelled, altered or postponed. However, there may be circumstances when it is not possible to provide 10 working days notice. In the event of cancellation/alteration/postponement, the Examinations Office will use their reasonable endeavours to offer a candidate a suitable alternative booking. If the candidate chooses not to accept the alternative booking a full refund of the exam fee will be provided. The Examinations Office is unable to reimburse costs, other than the exam fee (e.g. travel, flight/rail tickets or accommodation) and candidates may wish to arrange independent insurance to cover their costs in the event that an exam is cancelled, altered or postponed.
6. **CONDITIONS FOR CANCELLING OR TRANSFERRING EXAMINATION BOOKINGS:** The following notification in respect of cancelling or transferring exam bookings is applicable to all examination applications. In all cases, written notification must be made to the Examinations Office and should be accompanied by the appropriate fee and medical certificate where applicable.

Stage 1, Stage 2, Stage 3, PTT, Riding and Road Safety = Candidates are required to give a minimum of 4 weeks written notice before the exam date if they wish to transfer their examination or obtain a part refund. Candidates wishing to cancel/transfer within 4 weeks of the exam date will forfeit their examination fee unless on medical grounds – see Medical Refunds.

Stage 4, Int. Teach, BHS SM and E & T = Candidates are required to give a minimum of 8 weeks written notice before the exam date if they wish to transfer their examination or obtain a part refund. Candidates wishing to cancel/transfer within 8 weeks of the exam date will forfeit their examination fee. **Candidates wishing to cancel on medical grounds within 4 weeks of their examination date will forfeit their fee.**

Refunds: All refunds are subject to an administration charge of 50% of the original exam fee. (Subject to the above conditions).

Transfers: Candidates wishing to transfer to another examination will be charged a transfer fee of 25% of their original fee. (Subject to the above conditions).

Medical Refunds: Candidates who are unable to attend their examination due to medical reasons are required to forward evidence of this (i.e. doctor's note/medical certificate) no later than **5 working days** after the intended examination date, along with a fee of 25% of their original exam fee in order to obtain another exam booking. Alternatively, a refund (less 25% admin charge) may be obtained.

7. All Exam results and certificates will be sent by post from the Examinations Office, results will not be issued on the exam day (except for the Riding and Road Safety test, where candidates will be given their result sheet on the day). The Examinations Office regrets it is unable to give out results over the telephone or by e-mail, therefore please allow **10 working days** for delivery before contacting the office. Riding and Road Safety certificates will be sent to candidates within 2 months of the test date.
8. Assessments carried out in the UK and Ireland will be conducted in the English language.
9. **Candidates may not take any practical examination if they are pregnant.**
10. **MEDICAL CERTIFICATES:** Assessors are unable to accept any medical certificates produced by candidates on the day. If a candidate wishes an injury or disability to be taken into account by the Assessors, they should complete the Reasonable Adjustments questionnaire, which is sent out with all confirmation letters, and return along with a medical certificate or official report confirming their injury or disability. The Examinations Office must receive these documents at least three weeks before the intended examination date. If a candidate is unable to submit a Medical Certificate in time, they should contact the Examinations Office immediately.
11. In the case of a riding examination, candidates must provide their accurate **height and weight**. Candidates who are found to considerably exceed their stated weight may be asked to withdraw from the exam to ensure that neither they or the exam centre's horses are put at risk.
12. **APPEALS PROCEDURE:** If you consider your examination was not conducted in line with the syllabi requirements, you may wish to appeal against this. To do so please obtain an Appeals Form from the Examinations Office. This must be completed and submitted, along with the relevant fee to the Examinations Office within four weeks of the date of your examination.