Refunds Policy

for refund requests made on 12 August 2026 or after.

Click here for the Refunds Policy which applies to refund requests made before 12 August 2026.

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Refunds Policy

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Overview

This document sets out the policy governing scenarios in which Customers wish to cancel orders for exam services and request refunds from Trinity College London ('Trinity').

Aims of the Policy

To outline the scenarios in which Trinity will grant refunds, pursuant to Customer cancellation requests and the relevant rules and obligations on both Trinity and our Customers.

Scope

This is the Refunds Policy for refund requests made on 12 August 2026 or after.
Click here for the Refunds Policy which applies to refund requests made before 12 August 2026.

This policy applies to:

- Trinity;
- Consumers; and
- Business Customers. **Business Customers should note that Trinity does not provide them with a Cooling-Off Period, and under this policy, Trinity does not offer refunds to Business Customers.**

This policy applies to all Trinity exam products (all formats).

It applies only to scenarios where a refund request has been initiated by a Customer wishing to cancel an order for an exam. Scenarios in which Trinity will pay refunds for other reasons (such as Trinity cancellations of exams) are covered by our Terms and Conditions.

It does not apply to tangible or intangible products relating to exams (such as books or apps) or to non-exam products/services, such as teacher training products, which are covered by our Terms and Conditions of purchase and sale.

It also does not provide a Customer with additional refund rights where Trinity has made a discretionary offer of a free or discounted exam re-sit to a Customer, and the Customer has accepted this.

Finally, it does not affect a Consumer's statutory rights.

Definitions

Australian Consumer: a person or corporation in Australia that purchases Trinity exam services: a) for an amount not exceeding AUD $100,000; b) for personal, domestic or household use or consumption;

Brazil Consumer: a natural person or corporation that acquires or uses the Trinty exam services as an end user as defined in Law no. 8;078/1990, (the Brazilian Consumer Code);

Business Customers: our customers who purchase Trinity exams in the course of their trade, business, craft or profession;

Cooling-Off Period: 14 calendar days from Contract Formation (for example, if Trinity confirms the booking on 1 January, the Cooling-Off Period ends at the end of 15 January);

Consumers: our customers who purchase Trinity exams for purposes that are wholly or mainly outside their trade, business, craft or profession. Additionally, the term 'Consumer' includes Australian Consumers, Brazil Consumers, and SA Consumers;

Contract: the contract for the provision of exam services from Trinity to the Customer;

Contract Formation: the point at which the Contract is formed. For orders placed online, this is the point at which Trinity sends a confirmation email to the Customer confirming their order.

Customers: Business Customers and/or Consumers

DGD Exams: digital grades and diplomas;

Digital Music Theory Exams: digital music theory exams;

In-person Exams: exams held in-person, with an examiner physically present in the room;

ISE Digital Exams: 'Integrated Skills in English' digital exams;

Merchant of Record: a reseller or 'merchant of record' which facilitates transaction with Trinity (such as 2 Checkout/Verifone);

Paper Exams: paper-based exams;

Provisioning Date: The date at which Trinity has made substantive arrangements for the exam to take place; this date varies depending on the exam type (see the table in paragraph 4 of the Policy, below).

SA Consumer: a natural person, juristic person or business in South Africa with an annual turnover of ZAR 2 million or less;

SELT: secure English language tests;

Synchronous VC Exams: synchronous video-conferencing exams (such as VC GESE);

Trinity, **we**, **us**: Trinity College London. Trinity group companies are not included in this

Policy

1. Should a Customer wish to cancel the Contract after Contract Formation, they must inform Trinity of this by making a clear statement. This can be done in a number of ways including:

    a. Emailing support@trinitycollege.com if the Customer is located in the UK; or
    b. Filling in the 'Contact us' form for 'Other Enquiries' available at https://www.trinitycollege.com/contact if the Customer is located outside the UK,

    (in both cases, forwarding on their confirmation email and informing us of their decision to cancel the Contract. The Customer may use the model cancellation form in Appendix 1 but is not required to do so); or

    c. Clicking the 'Cancel' button within My Trinity.

Business Customers

2. Business Customers can cancel Contracts, using the methods set out in paragraph 1 above. However, where a Business Customer has initiated a cancellation, **Trinity does not offer refunds to Business Customers**. **Trinity does not provide Business Customers with a Cooling-Off Period**.

Consumers

3. By placing an order, the Consumer is requesting that Trinity start delivering the exam services during the Cooling-Off Period. Depending on the exam type, the exam services include:

    a. Processing of candidate order and details;
    b. Inclusion of candidate in candidate lists;
    c. Registration of the candidate on a third-party assessment platform (digital exams);
    d. Registration of the candidate on a third-party exam submission platform (digital exams);
    e. Ordering, printing and couriering of exam papers and materials (paper exams);
    f. Finalisation of exam timetables;
    g. Allocation of examiners, invigilators and other personnel;
    h. Examiner itinerary and travel booked and finalised;
    i. Exam premises booked and finalised;
    j. Facilitation of exam; and
    k. Exam marking and certification.

4. By placing an order, the Consumer further acknowledges:

    a. That they are not entitled to a refund of the costs of exam services performed prior to the refund request; and
    b. That, at a certain point in delivery of the services, the Consumer's right to cancel is lost and they are not entitled to any refund.

5. Trinity's refunds policy varies by exam type and depends on when the cancellation request is made. It is designed to be fair to the Consumer in the following ways:

    a. It is based on UK Consumers' statutory rights, but is extended to Consumers in all jurisdictions; and
    b. Where a Consumer is eligible for a refund (because they are cancelling before the Cut-Off Point), they receive back 100% of the fee.

    At the same time, it is designed to reflect the fact that, in those cases where Consumers are not entitled to a refund, Trinity has incurred significant cost in:

    - preparing to deliver the services;
    - delivering the services;
    - administration, and otherwise.

The policy is as follows:

Type of exam	Refunds policy	Cut-Off Point	Provisioning Date
Business Customers			
All exam types	No refund rights. No Cooling-Off Period	n/a	n/a
Consumers			
DGD Exams	Consumer receives a refund of 100% of the fee if they cancel before Cut-Off Point; 0% if they cancel after the Cut-Off Point.	The earlier of the expiry of the Cooling-Off Period and the submission of the exam.	n/a
Digital Music Theory Exams		The earlier of the expiry of the Cooling-Off Period and the commencement of the exam.	
ISE Digital Exams; ISE (SELT); and GESE (SELT)		The earlier of the expiry of the Cooling-Off Period and the Provisioning Date.	3 days before the exam
In-person Exams; Synchronous VC Exams; and Paper Exams			The point at which the Consumer's order status has been changed to "Scheduling in progress" (as communicated to the Consumer via email), (the scheduling process having commenced; examiner, rooms and similar are booked); typically 3 weeks before the exam date, in the UK.

6. Where a refund is due in accordance with paragraph 5, Trinity shall reimburse the Customer in full without undue delay and in any event no later than 14 days after having received notice to cancel. It shall make such reimbursement via the method of payment used to make the purchase (or it shall instruct its Merchant of Record to do so, if applicable).

Appendix 1

Model Cancellation Form

This can be used by Business Customers and Consumers. Consumers may use it only where they have booked directly with Trinity. If they have booked through a business (such as a Registered Exam Centre), they should contact that business to discuss cancellation.

To: Trinity College London, 7th Floor, 22 Upper Ground, London SE1 9PD, United Kingdom,

I/We(*) hereby give notice that I/We(*) cancel my/our contract for the provision of the following service*,

Ordered on(*)

Name of Customer(s)

Address of Customer(s)

Signature of Customer (only if this form is notified on paper)

Date

(*) Please delete if not applicable

Change History

The following changes have been made to this document:

Version	Date	Author	Change Summary
1.0	07-01-2025	Legal Services	Policy drafted and published
1.1	03-03-2025	Legal Services	Minor changes to clarify scope of Policy and update to registered office address
1.2	24-06-2025	Legal Services	Minor changes to clarify Policy
1.3	18-05-2026	Legal Services	Change to Consumer Provisioning Date definition, and removal of cooling-off period for businesses

Change Approval

The changes to this document have been approved by the following personnel:

Version	Date	Approver
1.0	07-01-2025	Policy Management Group
1.2	24-06-2025	Policy Management Group
1.3	18-05-2026	Policy Management Group