

PRACTICE EXAM RESCHEDULING POLICY

Requests to reschedule must be emailed to info@atio.on.ca.

After exam registration:

- If a candidate wishes to reschedule their practice exam, they will pay a penalty of 25% of the exam fee.
- The candidate may reschedule **once** without penalty.

Three weeks before the exam:

- If an candidate reschedules their exam between one and three weeks before their scheduled exam date, they will receive a refund of 50% of their exam fee.
- The candidate must pay in full (100%) for a new exam date.

7 days or less before the exam:

- Reschedule requests received within this period will not be refunded.
- The candidate must pay in full (100%) for a new exam date.

PRACTICE EXAM CANCELLATION POLICY

Requests to cancel must be emailed to info@atio.on.ca.

After exam registration:

- If a candidate wishes to cancel their practice exam, they will pay a penalty fee of 25% of the exam price.
- The candidate may cancel **once** without penalty.

Three weeks before the exam:

- If a candidate cancels their exam between one and three weeks before their scheduled exam date, they will receive a refund of 50% of the exam price.

7 days or less before the exam:

- Cancellation requests received within this period will not be refunded.
- The candidate must pay in full (100%) for a new exam date.

Reference Dates will be displayed on the ATIO website.

Exception

The only exception to the above is if a candidate falls ill on the exam day. In such cases, upon receipt of a doctor's report, ATIO may refund a maximum of 50%.