

## 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%.

1 Nicholas Street • Suite 1202 • Ottawa Ontario K1N 7B7 1 Rue Nicholas • Bureau 1202 • Ottawa (Ontario) K1N 7B7

🕻 (613) 241-2846 • 🗁 (613) 241-4098 • 🕻 1-800 234-5030 • www.atio.on.ca • info@atio.on.ca

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