

First Intuition Chelmsford – AAT Computer Based Exam Deferral and Refund Policy.

- From 12 January 2024, students will only be allowed to move **or** request a refund **once for each attempt** of an exam without any extra charge. This means you can move your exam free of charge once to a date of your choosing or you can request a full refund and rebook at a later date when you are ready to sit.
- Deferred Exams - If you cannot attend an exam that you have deferred once already, you will forfeit that exam fee and will need to book and pay for your exam again through the website.
- Refunded Exams - If you receive a full refund for an exam that you can no longer attend, when you rebook this you will not be able to defer it or get another refund, so will need to book and pay the full exam fee again through the website.

All requests for the first deferral or a refund must be received no later than 8.30am on the day the exam is due to be sat. Requests received after this time will be non-refundable.

If you have to resit an exam, this will be counted as a new attempt.