

Overseas Registration Examination (ORE) Refund Policy

Refunds are not normally offered to candidates. This is because once the GDC have confirmed your name to the exam board the GDC is liable for your exam fee and does not consider it appropriate for that cost to be funded from the Annual Retention Fee paid by registrants. The cost of the place will remain the liability of the withdrawing candidate whatever stage they withdraw from the examination.

We only offer refunds in the two circumstances that are outlined below. There is no guarantee if you submit a refund in line with the below circumstance that you will be granted a refund.

The GDC only offers refunds in the following circumstances:

- (1) when a candidate withdraws from the examination prior to their name being submitted to the exam board (circa 5 weeks before the exam date), and the GDC can replace them with another candidate. Please note, there is no guarantee that we will be able to find another candidate to take your place and if we cannot, for whatever reason, we will be unable to offer a refund.
- (2) in exceptional extenuating circumstances. The GDC defines exceptional extenuating circumstances as circumstances that are severe, unforeseen and outside the control of the candidate i.e. serious illness, death of a close family member.

Being unable to obtain a visa does not constitute an extenuating circumstance. Candidates are responsible for ensuring that they are permitted to be in the UK to take the examination before they book a place.

Applications for a refund due to exceptional extenuating circumstances will be assessed on a case by case basis. A candidate can only apply once for a refund per examination.

Applying for Refunds

In circumstance (1), you should contact the GDC to see if they can replace you and submit the withdrawal and refund form by email **on that day**. If you delay and do not submit the forms your name may be submitted to the exam board and your fee will not be refunded. As soon as your name is submitted to the exam board we are unable to refund any fees. In circumstance (1) you do not need to provide corroborating evidence. Please note, there is no guarantee that we will be able to replace you for the exam and you will remain liable for the entire exam fee.

In circumstance (2), If the candidate believes they are eligible for a refund due to extenuating circumstances they will need to provide the GDC with the following documentation:

- A letter outlining the reason for their refund request;
- A completed ORE Refund Form (located at the end of this policy document);

- Independent corroborating evidence to demonstrate their extenuating circumstances. For example, Medical or Death Certificates. This must demonstrate why the candidate cannot sit on the **days** of the exam.
- Visa documentation or evidence demonstrating a valid visa could have been obtained
- Evidence of travel (e.g. flight details) and accommodation arrangements for the duration of the examination.

Upon receipt of the documents, the examinations team will assess whether the candidate is eligible for a refund. The decision for a refund will be considered based on the evidence provided at the time of the request. You will not be given the opportunity to provide further evidence or to reapply for the refund. Therefore, you must make sure you provide all your corroborating evidence when you apply for a refund.

The ORE Refund Form, along with your evidence should be emailed to examinations@gdc-uk.org

Candidates should note that a decision will be made up to 10 working days of receipt of the request, and if granted, refunds can take up to 3 weeks to process. Refunds requests submitted after the exam has taken place may not be considered.

ORE Refund Form

Section 1: Personal details	
Surname:	
First name(s):	
GDC candidate number:	
Examination dates:	
Date Received:	(for office use only)

Section 2: GDC Refund Policy
<p>Refunds are only provided to candidates in exceptional extenuating circumstances. To be eligible for a refund, candidates must demonstrate a valid reason supported by a satisfactory evidence. If granted, refunds may take up to 3 weeks to process and will be returned to the account that was initially used for payment.</p> <p>If you make payment for an examination and then are unable to obtain a visa, your fees will not be refunded. It is your responsibility to ensure that you can obtain a visa before you make payment for an examination.</p>

Section 3: Enclosures and Declarations
<p>I have provided the following documentation to support my refund request:</p> <ul style="list-style-type: none">• a letter outlining my reason for a refund• Independent corroborating evidence showing that I am unable to attend on the specified examination dates• Copy of your visa• Travel documentation e.g. flight details, accommodation arrangements etc. <p>Please tick to confirm that you have read and understand the ORE Refund Policy and acknowledge that your exam fee may not be refunded. <input type="checkbox"/></p>