

DELF-DALF 'TOUT PUBLIC' TERMS & CONDITIONS

1. Registration is only considered complete when payment has been processed and a place on the session has been confirmed by the exam office. No registrations will be accepted after the registration deadline has passed.
2. Enrolments cannot be transferred to another person or exam level. They can only be transferred to another session in the case where a medical certificate is presented to show the reason for incapacity to attend.
3. Once the enrolment deadline has passed, the enrolment fee cannot be refunded.
4. Candidates wishing to apply for adjustment to the exam conditions due to a disability should notify the centre as soon as possible and present a medical certificate at the time of enrolment.
5. The certificate will bear the candidate's complete name, exactly as it appears on their passport/official ID document. The candidate will be invited to check their details on the day of the exam. Any changes after this date or corrections to the diploma will incur an administrative fee of £30.
6. Candidates must inform the examination centre **in writing** should their personal information change between enrolment and the delivery of the certificate/diploma.
7. Candidates will receive a "convocation" with the dates and times of their exams at the latest two weeks before the exam.
8. Once set by the examination centre, exam times are final. The oral exam may be on a different day to the written exam. Examinations may take place early or late in the day. There may be a long gap between the oral and the written examination.
9. Candidates must arrive on time on the day of the exam. Late arrivals will not be admitted.
10. Candidates must present an official photo identity document on the day of the exam, such as a passport, national ID card or photo driving licence. Photocopies will not be accepted.
11. The oral exam may be recorded.
12. During the collective tests, candidates may under no circumstances leave the exam room during the first hour.
13. Candidates must write their exam answers with a pen, in black or blue ink.

14. All results certificates and diplomas need to be collected and signed for in person at the exam centre, within two weeks of notification. **NO CERTIFICATE / DIPLOMA WILL BE SENT BY POST.**
15. Exam dates may be subject to alterations or cancellation in all cases of *force majeure*. In this case, candidates will be notified as soon as is reasonably possible.
16. All requests for diploma reprints will incur an administrative fee of £15.
17. Candidates wishing to appeal their result or to view their paper may do so within 30 days of receipt of their results by email. A request must be made in writing to the exams office. The finding of any appeal is final and the candidate will not under any circumstances be permitted to receive a copy or recording of their exam.
18. Personal information communicated by the candidates is used by the exam centre and France Education International for the administration and delivery of the exams, is handled in accordance with data protection regulations and is never communicated to any third party.