



Sales Terms & Conditions

- I accept it is my responsibility to check the Statement of Entry and **arc exams** cannot be held responsible for an incorrect entry. If an amendment is required an administration charge, detailed in our [Fees List](#), may be incurred, and/or late fees where applicable.
- I understand it is my responsibility to verify my exam dates independently and ensure **arc exams** are informed of any timetable clashes, no later than **arc exams** published entry deadline date, that arise with exams being sat at another centre.
- No refund of fees will be made for withdrawal of entry or non-attendance.
- I confirm that I have provided my correct UCI number and understand that a new number will be generated for my use if I have failed to do so. Once generated, I accept there will be an administration charge, detailed in our [Fees List](#), if I subsequently provide a UCI number which requires the Awarding Organisation to merge the numbers for certification purposes.
- I accept it is my responsibility to notify **arc exams** of any change of address after the submission of my initial application. **arc exams** cannot be held liable if certificates are subsequently posted to an address that is no longer valid.
- I confirm that I have read the 'Information to Candidates' and any required exam rules and regulations as posted on the **arc exams** website.
- I accept it is my responsibility to request any subject specific pre-release material and to provide clean copies of any required textbooks or reference books and all necessary stationery/equipment.
- I understand that additional charges may apply for screening services conducted by our SENCo in those cases where existing evidence is incomplete, unavailable or does not meet Awarding Organisation(s) requirements, including but not limited to mock exams dyslexia screening or diagnosis. You will be notified of any additional fees which require payment prior to an entry being made. Application for Access Arrangements is required by the entry deadline specified on our [website](#). Late applications cannot be accepted.
- We may cancel the exam for any reason at any time prior to the date of the exams including if an exam is cancelled by an Awarding Organisation, regulator or by the Department for Education. If we cancel and you have made any payment to us, this will be retained and shall count towards payment for the rescheduled exam which will be notified to you. Alternatively, we can issue a credit note or refund if the exam has been cancelled by **arc exams**.

The Bordesley Centre, Stratford Road, Birmingham B11 1AR Tel : +44(0) 121 777 9444

Web : <https://www.arcexams.co.uk/>

Email : <mailto:enquiries@arcexams.co.uk>



- I accept that I can withdraw or amend my entry, by email, within 14 days of **arc exams** notifying me of the order confirmation ie email receipt of entry once online application form submitted to us. I can also cancel my entry prior to receiving an order confirmation. After the 14 day 'cooling off' period has elapsed, no refund of fees will be issued, if made after **arc exams** entry deadline date. Moreover, if the exam entry has been submitted to the Awarding Organisation then I waive my right to a cooling off period and no accept no refund will be made.
- I understand I can cancel the examination(s) after the cooling off period and for any reason prior to the first Entry Deadline Date, specified on **arc exams** website, subject to a £50 administration fee that will be deducted from any refund.
- No refund(s) will be issued if exams are cancelled after the first Entry Deadline Date subject to the 14 day 'cooling off' period coming into effect.
- If I fail to attend any examination(s) this will be deemed as a cancellation by myself and no refunds will be issued.
- I understand I am permitted to defer my exam(s) to a future examination series, provided:
 - The request to defer is notified to arc exams, in writing, within 2 days of **arc exams** published entry deadline date for the examination series originally entered for.
 - The deferral is to an examination series sitting no more than 12 months after the examination series originally entered for.
 - A deferral payment, detailed in our [Fees List](#) and charged for each examination specification entry, is paid within seven days of applying for the deferral.
- I understand that any A Level Science Practical's I have applied for are not confirmed, and a space allocated, until such time that full payment has been made. If I cancel my CPAC entry after the 14-day cooling off period and 30 days prior to the CPAC course commencing, a sum of £250 of any payments made will be retained. Furthermore, I also understand that cancelling my CPAC entry within 30 days of the CPAC course commencing, will result in no refund of any payments made.
- Where I am only entering for A Level Science Practical (CPAC) with **arc exams**, I understand it is my sole responsibility to ensure the examination centre who is entering for my A Level Science examination papers will accept the Practical Endorsement element from **arc exams**.

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- Special considerations may be applied at the discretion of the Awarding Organisation and you must contact us within 24 hours of the exam to explain any mitigating circumstances and provide evidence as such.
- We will not tolerate aggressive or violent behaviour towards our staff or other candidates. **arc exams** reserve the absolute right to refuse entry or terminate your place in an exam should you not adhere to Awarding Organisation/centre guidelines, including but not limited to lateness, disruptive behaviour, or we reasonably believe malpractice has occurred.

By ticking this box, you are confirming that you have read and agree to the Terms and Conditions specified in this document.

The information on this application form has been provided in good faith and is, to the best of my/our knowledge, accurate. I/we understand the information will be treated confidentially and that I/we are not bound to accept any place on any course or for any examination that may be subsequently offered.

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