

## “Exam Retake Option” (ERO) Summary Regulations

Candidates who have chosen the “ERO” and paid the service fee can retake their exam within 12 months under the following conditions.

Candidates are entitled to retake their exam if the following incidences occur:

- Exam failure by **3 points or less** on the official Cambridge English Scale
- Illness and accidents with a medical consequence
- Breakdown of public transportation
- Car failure or accident
- Death in the close family (e.g. father, mother, siblings, grandparents, children)

The “ERO” is only available for candidates who have chosen the **FLEX Package**.

**Proof of incidents** needs to reach our office **within 10 days of the incident** (e.g. doctor’s certificate, police report, TCS report, disruption report from SBB, death certificate).

Only incidences which **occurred after the registration** and payment of the fee are covered by the “ERO” service.

The **exam location may not be** the one **where the original exam was taken**. Candidates may need to choose another location available anywhere in German-speaking Switzerland.

The right to retake the exam and the registration-code are not transferable to another person. Please note that your identity will be checked on the day of the exam.

The Registration-codes cannot be used for late-registrations. Candidates must register before the entry-deadline of the relevant exam with their code.

For registrations with BASIC option no changes are possible at any time.