



# Refund policy for MRCS exams

## Refund policy for cancelled exams

At the Royal College of Surgeons of England, we are committed to providing candidates with a fair and transparent process regarding exam cancellations.

This policy outlines the procedures and conditions under which candidates may receive a refund when an exam is cancelled by either the institution or the candidate.

### **Exam cancellation and/or refund requests by candidate.**

Candidates who wish to cancel their exam registration must notify RCS England in writing by email at [examwithdrawal@rcseng.ac.uk](mailto:examwithdrawal@rcseng.ac.uk). The eligibility for a refund will depend on the timing of the cancellation and the reason for cancellation.

- **Cancellations made before the exam application deadline:** candidates will be eligible for an 80% refund of their exam fees.
- **Cancellation and/or refund request after the exam application deadline:** the refund eligibility is dependent on circumstances, as outlined in Appendix (1) and must be received within 3 months of the exam date.



## Special circumstances

Candidates who are unable to attend their exam due to medical reasons or other exceptional circumstances may submit a request for a refund, accompanied by supporting documentation. These requests will be evaluated on a case-by-case basis and may attract a full or partial refund.

### Candidates failing to provide eligibility evidence

Candidates who are unable to provide the required eligibility documentation within 7 days of booking will be withdrawn from the examination without a refund.

## Refund process

Refund requests will be processed by the candidate support team within 5 business days of receiving the request or upon confirmation of exam cancellation.

The request will then be finalised by RCS England finance team (this can take 4–6 weeks).

Refunds will be issued using the same payment method originally used to register for the exam.

Please note that RCS England no longer offers transfers to the next examination diet.

### Non-refundable fees

Certain fees, such as administrative fees or service charges, may not be eligible for refunds. These will be clearly outlined at the time of registration.

### Contact information

For any questions or to request a refund, please contact our Candidate Support Team at [examwithdrawal@rcseng.ac.uk](mailto:examwithdrawal@rcseng.ac.uk)



<b><i>Appendix (1) - Refund reason.</i></b>	<b>%</b>
Cancelled before booking window closed (no reason given).	80 %
Candidate failed to evidence eligibility within the deadline (1 week from booking).	0 %
MRCS Part A - no Pearson Vue seat available (evidenced with timestamped screenshot)	100 %
MRCS Part A – Evidenced visa refusal (when there is no Pearson Vue Centre in country of residence - Visa refusal (evidenced)	100 %
MRCS Part B – Evidenced visa refusal (if no exam is being delivered in country of residence)	100 %
Medical reason (evidenced), including pregnancy related sickness	80 %
Compassionate reasons: bereavement (evidenced)	100 %
Other compassionate reasons will be reviewed on a case-by-case basis.	



Version	Date published	Author/s	Summary of changes	Approved by	Next review
1	14 Jan 2025	R Bailey C Calland	Initial draft	A Landau Director of Examinations	14 Jan 2025
2	1 Apr 2025	R Bailey	Appendix (1) updated	A Landau Director of Examinations	1 Apr 2026
3	1 Aug 2025	R Bailey	Clarification re: refund request to be received by RCS Eng within 3 months of the examination	A Landau Director of Examinations	1 Aug 2026