

Cambridge English Authorised Platinum Exam Centres  
ES439 Catalunya, ES459 Madrid, ES449 Balears & AD439 Andorra

## CONDITIONS OF ENROLMENT FOR CAMBRIDGE ENGLISH EXAMINATIONS

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### Payment of exam registration fees

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Registration fees may be paid by bank transfer, cash or by credit/debit card through our online payment facility at [exams-catalunya.com](http://exams-catalunya.com) or [exams-madrid.com](http://exams-madrid.com). Our bank details for transfers are:

**Banco Santander**  
**0049 4754 89 2516056032**

**Banc Sabadell**  
**0081 0053 54 0001180228**

If you choose to pay by bank transfer please state clearly the candidate's **name and surname/s** as well as the level and date of the exam that he/she will take. It is essential that you send us the payment receipt by email so that we may trace your payment with the bank. Your place on the exam **will not be confirmed** until we receive a payment receipt for the exam fees.

After we receive the exam registration form a confirmation of receipt will be sent to the candidate. Once the exam fees have been settled the candidate will receive confirmation that he/she is registered to take the exam.

Registration and payment for exams may also be made at our offices during opening hours. If candidates choose this option payment should be made on registering. Payment may be made in cash, by bank transfer or credit/debit card.

The candidate may register directly or send someone to register in his/her name.

**IMPORTANT:** if you do not hear from us within 3 working days of submitting your exam registration please ring us on tel.: 934 111 333 (Barcelona) or 911 041 761 (Madrid).

Our exam centre address is:

**Exams Catalunya-Exams Balears**  
C/ Freixa, 5-9  
08021 Barcelona  
Tel. 934 111 333

**Exams Madrid**  
Calle de Asura, 40 2ª planta  
28043 Madrid  
Tel. 911 041 761

Horario de atención al público: De lunes a viernes de 9 a 17 h.

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### Information, exam session dates and fees

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There is an up-to-date exam calendar on our websites [exams-catalunya.com](http://exams-catalunya.com) and [exams-madrid.com](http://exams-madrid.com) where you can view exam dates, entry deadlines and fees for the Cambridge English examinations.

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### Illness or serious family incidence

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If a candidate is unable to sit an exam due to **medical reasons or serious family circumstances**, they can apply for a refund of the examination fee by providing a medical certificate or relevant documentation. The deadlines for submitting supporting documents are:

- For Digital exams: up to 5 days after the exam date.
- For Paper-based exams: up to 1 week after the exam date.

In these cases, the full fee will be refunded, **minus an administration fee**. No other reasons for cancellation will be accepted and therefore no refund will be issued.

# Summary Regulations for Candidates

Last updated January 2025

This document and the Notice to Candidates contain important information about your Cambridge English exam. The full regulations are in the Regulations (available from [cambridgeenglish.org/help](https://cambridgeenglish.org/help))

## 1. Registering for an exam:

Your agreement is with the Centre, and you pay your fee to them. Tell your Centre as soon as possible if you need access arrangements so that they can put them in place for you.

## 2. Photo ID:

For Pre A1 Starters, A1 Movers, and A2 Flyers exams, no ID is required. For all other exams, you must bring an original, unexpired, photo ID on the exam day or you may not be allowed to take the exam, or you may not receive a result. Digital/electronic ID is not accepted. Candidates aged 18 or over on the exam day must bring a government-issued photo ID on the exam day.

If you want to use the exam for immigration, tell your centre and check with the relevant authority which ID they accept. Give that ID number when you register for the exam. Bring the same ID to the exam.

There are extra ID rules for C1 Advanced candidates in some countries and for candidates taking exams outside of their country of permanent residence.

Check with your Centre or see the full Regulations for more details. If you cannot comply with the ID rules, tell your Centre before you register or as soon as your circumstances change.

## 3. Electronic items:

Before the exam day make sure you know your Centre's electronic items policy and the type of storage available on the exam day. You must not keep electronic items, such as phones and watches (all types), inside the exam room. You may be checked for devices on entry.

## 4. Test day photo:

Currently for B2 First, C1 Advanced, and C2 Proficiency exams, we need your photo to be taken on the exam day as an extra identity check. By registering for one of these exams, you understand, or your parent/guardian understands, that a test day photo will be taken. If you refuse to have your photo taken, or your parent/guardian refuses, you may not be allowed to take the exam or you may not receive a result. We will not usually issue a result for C1 Advanced candidates without a test day photo.

## 5. Taking the exam

- Bring pencils, pens, and stationery to the exam, as listed in the Notice to Candidates. If you arrive late, you may not be allowed to take the exam.
- The use of offensive language in your exam answers will not be accepted and you will not receive a result.
- If you do not feel well on the exam day or think that your performance may be affected, tell the venue staff immediately. If appropriate, your Centre will report this to Cambridge English for consideration.
- If you cannot attend the exam, inform your Centre as soon as possible. Your Centre can advise you about their refund policy or the possibility of registering for another exam date. Your Centre may ask you for supporting evidence such as a medical statement.

## 6. Suspected malpractice

Cheating, or attempting to cheat, is malpractice. To protect the integrity and reliability of their exams Cambridge English has strategies, such as statistical analysis, that counter and identify attempts at malpractice. They investigate suspected malpractice, and this may delay your result.

If Cambridge English determines that their regulations have been broken and/or the scores are not a reliable indicator of your ability, they may withhold or cancel your result. They may also ban you from taking future Cambridge English exams.

## 7. Results

Your Centre will forward your result for Teaching Knowledge Test exams. For all other exams, your result will be available from the Results Service for Candidates by the last day of the results release window. You need to register to access this service, and your Centre will provide you with the details.

If Cambridge English determines that their regulations may have been broken and/or the scores are not a reliable indicator of your ability, they may withhold or cancel your result. Cambridge English may review results and under exceptional circumstances they may change a result.

All the available information is in your Statement of Results. We will not give feedback on your performance. If you think your result is not correct, contact your Centre and they will give you details of the enquiries and appeals process, including fees or visit [cambridgeenglish.org/help/enquiries-and-appeals](https://cambridgeenglish.org/help/enquiries-and-appeals).

## 8. Certificates

- If Cambridge English awards you a certificate, they will send it to your Centre 2–4 weeks after the results are released depending on the exam you take. Contact your Centre for their policy on how to receive your certificate.
- Your Centre may destroy unclaimed certificates after one year. If you lose your certificate, you can apply for a Certifying Statement, which provides an official confirmation of your result. If you take Pre A1 Starters, A1 Movers, or A2 Flyers, you can request a replacement certificate within five years of the issue date. There is a fee for these services.
- You can request a name amendment under certain circumstances up to two years after the exam. Contact your Centre for details.

## 9. Copyright

Copyright on all question papers and exam material belongs to Cambridge English. You must not take question papers, notes, or any other exam material out of the exam room. You must not distribute and/or post any exam content on websites or social media.

## 10. Complaints

All candidates should have a fair and equal chance to prove their skills. If you have any concerns relating to the delivery of the exam, you should raise a complaint with your Centre. Cambridge English handles complaints in line with their Complaints Policy available on [cambridgeenglish.org/help/complaints](https://cambridgeenglish.org/help/complaints).

## 11. Data protection

If you register for or take a Cambridge English exam, all Personal Data will be processed in accordance with Cambridge's Candidate Privacy Notice available on [cambridge.org/legal/candidate-privacy-notice](https://cambridge.org/legal/candidate-privacy-notice).



# Notice to Candidates

Please read these important rules and regulations carefully.

If there is anything you do not understand, ask your teacher or exam supervisor.

**WARNING:** If you do not follow the rules and regulations, or if Cambridge has evidence of cheating (this may come from post-exam checks), you will not receive a result.

## ✓ DO ...

**Arrive well before the scheduled start time.**

**Provide a physical photo ID which is original, valid, and in date** (for example, passport or government-issued identity card) for each part of the exam.

**Have on your desk only** what is allowed for the exam (for example, pens, pencils, erasers, & ID).

**Listen to the supervisor** and follow their instructions.

**Read and follow** all written instructions carefully.

**Put up your hand if:**

- your personal details on the answer sheet or on the screen are wrong
- you think you have the wrong exam
- the questions are incomplete, missing or badly presented
- your headphones are not working, or you cannot hear the Listening test
- you are not sure what to do (no explanation of the exam questions can be asked for or given).

**Tell the supervisor** if you do not feel well.

**Stop writing immediately** when you are told to.

## ✗ DO NOT ...

**Keep watches or any electronic items** (for example, mobile phones and cameras) in the exam room.

**Have with you at your desk** any items which are not allowed.

**Cheat, copy, help another candidate, or give** anything to or take anything from another candidate during the exam.

**Talk to, communicate with, or disturb** other candidates during the exam.

**Use** a dictionary.

**Use erasable pens**, correction fluid or tape.

**Smoke, eat, or drink** (except water) in the exam room.

**Leave your seat** until you are allowed to.

**Leave the exam room** without permission.

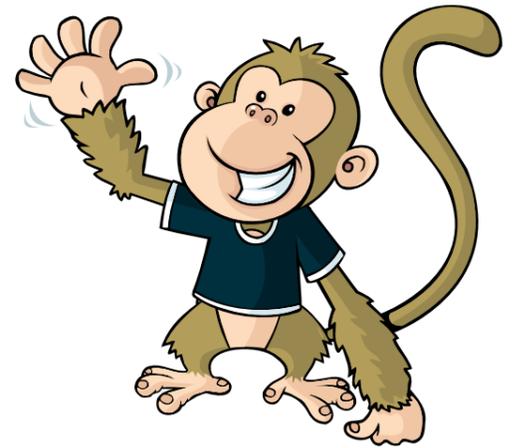
**Take any question papers**, answer sheets, candidate logins, or extra paper out of the exam room.

**Make any noise** near the exam room.

**THIS NOTICE MUST BE VISIBLY DISPLAYED OUTSIDE (NOT INSIDE) THE EXAM ROOMS**

Use for all Cambridge English Qualifications (except exams for young learners)  
and TKT and DELTA Module One from Cambridge English Teaching

**If you cheat or break the rules, you may be disqualified.**



Starters, Movers, Flyers

# Notice to Candidates

Read this notice carefully. If you do not understand something, ask your teacher.

## On the day of your test ...

### ✓ Do ...

**Take your water** into the exam room with you.

**Be quiet** outside and inside the exam room.

**Listen carefully** to the person who tells you what to do.

**Switch off your phone and anything else electronic.** Give it to the person who tells you what to do before the test (they will give it back to you at the end of the test).

**Ask any questions you have before** the test starts.

**Put your hand up** if you don't have coloured pencils or pens or a test paper.

**Put your hand up** if you do not feel well or you need to go to the toilet.

**Stop writing** and put your pen or pencil down at the end of the test.

### ✗ Do not ...

**Take food or drink** (except water) into the exam room.

**Keep your phone** or anything else electronic in the room during the test.

**Use a dictionary** or spellchecker.

**Take notes to your desk.**

**Talk to or help other children** during the test.

**Ask anyone** to tell you or help you with the answers.

**Copy answers** from other children.

**Take test papers** out of the room.

**THIS NOTICE MUST BE VISIBLY DISPLAYED INSIDE OR OUTSIDE THE EXAM ROOMS.**



## Starters Digital, Movers Digital

# Notice to Candidates

Read this notice carefully. If you do not understand something, ask your teacher.

### On the day of your test ...

#### ✓ Do ...

**Take your water** into the exam room with you.

**Be quiet** outside and inside the exam room.

**Listen carefully** to the person who tells you what to do.

**Switch off your phone and anything else electronic.** Give it to the person who tells you what to do before the test (they will give it back to you at the end of the test).

**Ask any questions you have before** the test starts.

**Put your hand up** if you need a pen or pencil, and paper to take notes.

**Put your hand up** if you do not feel well or you need to go to the toilet.

**Stop answering questions** when the test finishes.

#### ✗ Do not ...

**Take food or drink** (except water) into the exam room.

**Keep your phone** or anything else electronic in the room during the test.

**Use a dictionary** or spellchecker.

**Take notes to your desk.**

**Talk to or help other children** during the test.

**Ask anyone** to tell you or help you with the answers.

**Copy answers** from other children.

**Take your notes** out of the room.

**THIS NOTICE MUST BE VISIBLY DISPLAYED INSIDE OR OUTSIDE THE EXAM ROOMS.**

Effective from July 2024

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**CAMBRIDGE**  
English

# IMPORTANT

**Don't cheat in your exam - you will not get a result or a certificate**



**NO TALKING**



**NO TABLETS**



**NO COPYING**



**NO CAMERAS**



**NO PHONES**



**NO ELECTRONICS**