

CANCELLATION/TRANSFER/NO SHOW POLICY

REFUNDS + CANCELLATIONS

If a registrant is unable to attend the exam, written notice must be submitted 15 days prior to the exam date to be eligible for a refund. Email cancellation notices to exams@ibao.on.ca.

EXAM DATE TRANSFERS

If a registrant needs to transfer to a different exam date, written notice must be submitted 15 days prior to the exam date. If the transfer request comes within the 15-day window, an administrative fee of \$75 will be charged.

NO SHOWS

Registrants who fail to attend or complete their scheduled exam must provide supporting documentation (i.e. a medical note) to be eligible for a refund.

INELIGIBILITY

If a registrant isn't eligible to write the exam, the exam fee isn't refundable (see eligibility requirements listed on each exam page).

If a registrant writes and passes their exam but doesn't submit their licensing application to RIBO, the exam fee isn't refundable.

If a registrant selects the wrong exam, a change request must be submitted 15 days prior to the exam date in order to receive a refund.

ACCOMMODATION POLICY

IBAO will make every effort to accommodate candidates who may require alternative arrangements to write their exam. Full details are needed on the nature of your accommodation request, your disability and/or how your ability to write an exam is affected.

Requests must be made no later than 2 weeks prior to the exam date. Medical documentation may be requested. To discuss accommodation arrangements, email exams@ibao.on.ca.

When the accommodation request has been approved, you will be notified via email or phone.

REQUESTS

- Additional time
- Use of a translation dictionary
- Reading questions out loud
- Medication required on your desk