

DELF-DALF TERMS AND CONDITIONS

1. Examination enrolment will close at the time indicated on the national calendars. Candidates are entitled to a 14 day cooling-off period after signing up for an examination. There may be special circumstances in which the examination centre will consider transferring enrolment to a further session / reimbursing fees paid once the 14-day cancellation period has passed. Any such case will be considered on its own merit and any decision taken will be at the discretion of the examination centre.
2. It is the candidate's responsibility to check that their name and details are exact and correctly spelt on their statement of entry, **as they appear on their passport**. The same details will appear on the candidates' final certificates. It is the candidate's responsibility to inform the examination centre of any error in their details **prior to the session** so these can be amended. Any unchecked error leading to a diploma or certificate reprint will incur a surcharge (please see article 16).
3. Any discrepancy between a candidate's examination registration details and their passport (eg diminutive used instead of full given names) may lead to the candidate being refused access to the examination room.
4. Candidates should inform the examination centre should their details change during the examination period (from enrolment to the arrival of diplomas up to 6 months later)
5. Should they have any special needs, candidates should inform the examination centre and provide a medical certificate at the time of registration. Each case will be considered individually and candidates will be informed as early as possible of their eligibility for access arrangements.
6. Examination dates may be subject to alterations or cancellation in all cases of *force majeure*.
7. Once set, the schedule of oral examination dates and times may not be altered.
8. Oral examinations may take place early in the day / late in the evening. There may be a long gap between a candidate's oral and written examinations, and oral examinations may be held on a different day to written examinations to accommodate the number of candidates enrolled.
9. Oral examinations may be recorded.
10. Statements of entry / oral examination schedules will be sent two weeks prior to the examination. Candidates are required to check email attachments sent to them. **It is the candidate's responsibility to enquire at least one week prior to the examination if they have not received an email from the examination centre**, so they can make the necessary arrangements.

11. Candidates should arrive 15 minutes prior to the beginning of their examination. **Late arrivals will not be accommodated.**

12. Candidates will be required to bring official proof of identity on their examination days. **Only the following original documents will be accepted: passports, national ID cards, photo driving licences, national residence permits with photo.** Failure to produce one of the above-mentioned cards will deny candidates access to the examination room.

13. It is not possible for candidates to cancel the examination after the 14 day cooling-off period except in cases of *force majeure*, such as:

- illness
- transport strike
- professional imperative
- death of a close relative

If they wish to cancel their examination, **they must also provide a valid justification within 72 hours** and the centre will decide whether to reimburse their registration fees.

14. DELF/DALF candidates will be informed by email whether they have passed or failed, and their detailed scores will be provided.

15. Diplomas **must be collected by the candidate** at the examination centre against official proof of identity.

16. No certificate/diploma will be sent directly to candidates by post unless requested by the candidate. They may fill out a form authorising the Alliance Française Glasgow to mail their diploma and will be required to cover a postage fee of £5 for any standard UK mail delivery.

17. Should a candidate find themselves unable to collect their diploma, they may write a letter of proxy authorising a third party to collect their documents on their behalf. The letter must be manually signed and bear the name of the candidate, the name of the person collecting their document, the name of the examination and document, and the date. The third party will bring the printed letter, their own passport or photo driving licence, and a photocopy of the candidate's ID.

18. Diplomas may not be reprinted unless to amend an error on the original document. In case of loss or damage, a duplicate may be ordered. Any diploma reprint (either to correct an error in details or to provide a duplicate in case of loss/damage) will incur a fee of £25 per diploma. Please note reprinted/duplicated diplomas may take up to 12 weeks to arrive; they must be collected in person by the candidate against official proof of identity.

19. For candidates under the age of 18, the responsibility of all of the above falls on their parents or legal guardians.

20. DELF Prim candidates and all candidates **under the age of 16 are required to be accompanied by an adult (parent, teacher or guardian) at all times when at the examination centre in between examinations**. The responsibility of the child remains with the parent / guardian / teacher. The examination centre cannot accept unaccompanied candidates under the age of 16.

20. Parents or guardians of a minor wishing to collect their certificates / diplomas will need to bring **their own ID and their child's ID** when collecting the documents.