



REGULATIONS AND TERMS AND CONDITIONS

on registration for and taking examinations in Romania, the Republic of Moldova, Serbia, Montenegro and
Bulgaria

Cambridge English • IELTS • Trinity GESE • ÖSD

2026–2027 academic year

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EUROPEAN EXAMINATIONS CENTRE SRL

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Contractual document. Please read it before making payment.

ESSENTIAL INFORMATION AND APPLICATION

In brief

This document contains EECentre's commercial and operational rules. The technical rules on examination administration, assessment, security, issue of results and resolution of enquiries and appeals belong to the international examination provider and apply in the version in force on the registration date.

These Regulations consist of General Conditions applicable to all examinations and four examination-specific annexes: Cambridge English, IELTS, Trinity GESE and ÖSD. In the event of any inconsistency, the following order of priority applies:

- mandatory legal provisions applicable to the candidate or consumer;
- the international provider's rules on examination administration, security, assessment and results;
- the examination-specific provisions in the annexes to this document;
- EECentre's general provisions on registration, payment, communication and local logistics.

If a provider rule is amended after this document is published, EECentre will apply the version in force on the registration date and will communicate the relevant information to the candidate through the registration platform, the candidate account or email. Amendments do not affect legal rights already acquired.

Company details and authorisations

EUROPEAN EXAMINATIONS CENTRE SRL, hereinafter "EECentre", is the local provider of registration and logistical organisation services for Romania, the Republic of Moldova, Serbia, Montenegro and Bulgaria. EECentre organises Cambridge English examinations in Romania, the Republic of Moldova, Serbia and Montenegro; IELTS in Romania, the Republic of Moldova, Serbia, Montenegro and Bulgaria; and Trinity GESE and ÖSD in Romania, depending on the country, session and applicable authorisation. EECentre operates, among others, under centre codes RO050 for Cambridge English Romania, MD005 for Cambridge English Republic of Moldova, RO65151 for Trinity College London and ROU002 for ÖSD. For IELTS, EECentre operates under codes RO084 for Romania and Bulgaria, MD009 for the Republic of Moldova, and EA003 for Serbia and Montenegro. The exact centre code and applicable IELTS entity are shown in the registration confirmation.

Acceptance of the Regulations

The registration becomes contractual once the mandatory data have been submitted, these Regulations have been expressly accepted, and payment or an obligation to pay has been confirmed. For a minor candidate, acceptance is given by a parent or legal representative. A person registering candidates on behalf of a school or organisation declares that they have the necessary authority and are obliged to communicate the relevant rules to each candidate.

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PART I — EECENTRE GENERAL CONDITIONS

1. Scope, definitions and formation of the contract

- 1.1. These Regulations apply to individuals, parents/legal representatives and legal entities that register candidates through EECentre for Cambridge English, IELTS, Trinity GESE or ÖSD examinations in Romania, the Republic of Moldova, Serbia, Montenegro or Bulgaria, insofar as the examination is offered and authorised in the selected country and session.
- 1.2. “Candidate” means the person registered to take the examination. “Customer” means the individual or legal entity that enters into the contract and/or pays the fee. The Candidate and the Customer may be different persons.
- 1.3. “International provider” means, as applicable, Cambridge University Press & Assessment, the IELTS/IDP partners, Trinity College London or Österreichisches Sprachdiplom Deutsch (ÖSD).
- 1.4. The contract is concluded electronically or at an EECentre office and includes these Regulations, the information displayed for the selected session, the registration confirmation, the privacy policy and the provider rules communicated to the candidate.
- 1.5. EECentre may refuse a registration before payment is confirmed where the session is unavailable, capacity has been reached, the data are incomplete, the requested discount is not substantiated, the documents do not meet the requirements, or the provider does not allow the registration.
- 1.6. The examinations do not guarantee a pass or any particular score. Assessment and issue of the result are the sole responsibility of the international provider.

2. Registration, data verification and communications

- 2.1. The Candidate or Customer must provide complete, accurate and current information, including all given names, family name, date of birth, email address, telephone number and, where required, identity-document details.
- 2.2. The name must be entered exactly as it appears on the identity document used for the examination. Omitting a given name, reversing names, using diacritics differently from the document or entering an abbreviated name may require a correction procedure and payment of a fee.
- 2.3. The Candidate must check the details in the registration confirmation and subsequent documents. Any error must be reported immediately and no later than the registration deadline for the session. Once the data have been sent to the provider, an amendment may be restricted, subject to approval or charged.
- 2.4. Administrative communications are sent to the email address and/or account used for registration. The Customer is responsible for checking the Spam, Junk and Promotions folders and for maintaining access to the email address.
- 2.5. Individual communications are deemed sent when dispatched to the contact details provided. EECentre is not responsible for an address entered incorrectly by the Customer, but the centre will provide reasonable assistance after being notified.
- 2.6. For group registrations, the school or organisation submitting the candidate list is responsible for communicating the timetable, venue, required documents and examination rules and must be able to demonstrate that candidates and their parents/legal representatives were informed.

3. Fees, payments, invoicing and discounts

- 3.1. The applicable fee is the fee displayed before the order is confirmed on the EECentre platform, the provider platform or the candidate account. For IELTS, the fees for the test, transfer/cancellation, Enquiry on Results and One Skill Retake are displayed in the account created at registration or communicated before the service is initiated.
- 3.2. EECentre publishes independent commercial fee schedules linked to each website and currency: eecentre.ro displays fees and accepts payments exclusively in RON; eecentre.md displays fees and accepts payments exclusively in MDL; and eecentre.eu displays fees and accepts payments exclusively in EUR for sessions in Romania, the Republic of Moldova, Serbia, Montenegro and Bulgaria. The EUR, RON and MDL schedules are separate price lists and are not automatic conversions of one another. A Customer wishing to pay in RON must complete registration and payment on eecentre.ro; a Customer wishing to pay in MDL must use eecentre.md. The amount due is the amount displayed and accepted

before payment on the selected website and in the selected currency. Payment may be made online by card, by bank transfer or by another method displayed during registration.

- 3.3. Registration is confirmed only after the full fee has been received within the stated period. Initiating a bank transfer does not definitively reserve a place until the funds have been identified in EECentre's account, unless EECentre confirms otherwise in writing.
- 3.4. EECentre may update fees for future registrations. A fee already confirmed and paid will not be increased retrospectively for the same booking, except where the Customer subsequently requests a change.
- 3.5. Discounts and promotions are valid only under the displayed conditions, must be requested and evidenced before payment, and cannot be combined unless expressly stated otherwise. Documents submitted after payment do not automatically entitle the Customer to a refund of the difference.
- 3.6. Where a candidate retakes the same Cambridge English level within 12 months of the previous examination organised through EECentre, the centre may grant a 30% discount under the commercial conditions published on the date of the new registration. The discount does not automatically apply to other providers and cannot be combined with other benefits.
- 3.7. Courier costs, provider charges, duplicate-document costs, name corrections, enquiries/appeals and optional administrative services are payable by the applicant and are communicated before the service is ordered.

4. Sessions, venues and examination timetable

- 4.1. A published calendar is for information only until the session is confirmed. EECentre may set a minimum number of candidates, a maximum capacity or logistical conditions for each session.
- 4.2. If a session cannot be held because of an insufficient number of candidates, provider unavailability or venue unavailability, EECentre will offer, as appropriate, a free transfer to a comparable session or a full refund of the fee paid for the cancelled examination.
- 4.3. The exact venue may differ from an EECentre office and may be a school, university, hotel, conference centre or other approved premises. The address is communicated by email or through the candidate account.
- 4.4. For Cambridge, Trinity and ÖSD, administrative details are generally sent approximately 5–7 days before the first component. For IELTS, the timetable and venue are available in the candidate account and platform communications. These periods may vary for security reasons or in accordance with the provider's procedure.
- 4.5. If a Cambridge/Trinity/ÖSD candidate has not received the details five calendar days before the first component, they must contact EECentre immediately. If the centre cannot demonstrate that the details were sent and does not provide them in time for attendance, the candidate may request a transfer or refund before taking the examination.
- 4.6. The Speaking test may take place on a different day from the written components, including at the weekend, within the window authorised by the provider. Registration cannot be made conditional on a particular time, day or composition of the Speaking pair/group.
- 4.7. The timetable may be subject to reasonable adjustments on the examination day. Candidates must allow sufficient time and must not schedule incompatible activities immediately before or after the notified period.

5. Access requirements and special arrangements

- 5.1. A candidate who has a disability, medical condition, learning difficulty, pregnancy/breastfeeding-related need or other access requirement must contact EECentre before registration or as early as possible.
- 5.2. The request is assessed under the provider's rules and may require recent medical or educational documents written or translated into a language accepted by the provider. EECentre will process only the information necessary to assess and implement the arrangements.
- 5.3. Approval is not automatic and may depend on the notification deadline, availability of modified materials, venue and provider authorisation. If the arrangement cannot be provided on the requested date, EECentre will propose another date or venue where possible.
- 5.4. Candidates must not wait until the examination day to request extra time, breaks, equipment or modified materials. Medical circumstances arising later must be reported immediately and will be managed to the extent permitted by the provider's rules.

6. Identification and examination security

- 6.1. The Candidate must present the identification document required by the applicable annex. Photo identification must generally be original, valid and in a condition that allows verification. Copies, photographs of documents and expired documents are not accepted, except for the copy of the birth certificate required by EECentre for Young Learners examinations and other procedures expressly permitted by the provider or examination centre.
- 6.2. The details and photograph must correspond to the registered person. If identity cannot be verified, the candidate may be refused admission, the examination may be cancelled or the result may be withheld, without an automatic right to a refund.
- 6.3. Verification may include inspection of the document, scanning security features, comparison of the photograph and signature, photography, audio/video recording, voice identification or other measures permitted by the provider and by law.
- 6.4. The Candidate must inform EECentre before the examination if the document used for registration has been lost, replaced or expired, or if their name has changed. Presenting a different document without prior notification may result in refusal of admission.

7. Rules on the examination day

- 7.1. The Candidate must arrive at the stated reporting time, normally at least 30 minutes before the component begins. A candidate arriving after the component has started may be refused admission for security reasons.
- 7.2. Mobile phones, all types of watches, headphones, recording devices, tablets, laptops, e-readers, smart glasses and any other unauthorised electronic devices are prohibited in the examination room and controlled areas.
- 7.3. Devices must be switched off and stored as instructed. Keeping a device on the candidate's person, including in a pocket, may be treated as malpractice even if it has not been used.
- 7.4. EECentre will communicate the available storage arrangements but recommends that candidates do not bring valuables. EECentre's liability for personal belongings is not excluded where exclusion is prohibited by law or where loss is caused by the centre's proven fault.
- 7.5. Candidates may have water in a transparent, unlabelled container where permitted by the provider and venue. Snacks may be consumed only during breaks and in designated areas, except under approved medical arrangements.
- 7.6. Parents and accompanying persons may not enter the examination room or secure areas, except persons authorised under an access arrangement or for safeguarding a minor. They must follow venue instructions and the notified collection time.
- 7.7. Candidates must follow staff instructions, remain quiet, not communicate with other candidates, and immediately report any issue involving sound, screen, keyboard, temperature, noise, health or conduct.
- 7.8. EECentre seeks to provide reasonable conditions of temperature, lighting, ventilation and noise within the limits of the venue. Problems must be reported during the component so that they can be remedied and documented.

8. Incidents, interruptions and force majeure

- 8.1. For digital examinations, a power, internet, platform or equipment interruption may result in the component being paused, resumed on the same or another device, rescheduled, or the session being cancelled, in accordance with the provider's procedure.
- 8.2. The Candidate must request assistance immediately. Subsequent complaints about brightness, volume, screen position or a technical issue not reported during the component may be impossible to investigate.
- 8.3. If the examination is completed and a valid result can be issued, a temporary interruption does not automatically entitle the candidate to a refund. If the examination is cancelled and no result can be issued, EECentre will offer a free transfer or refund of the fee for the service not provided, in accordance with the provider's rules and applicable law.
- 8.4. EECentre is not liable for non-performance or delay caused by events beyond its reasonable control, including natural events, epidemics, restrictions imposed by authorities, civil unrest, strikes, transport unavailability, prolonged utility outages or provider decisions. This clause does not limit the right to a refund for a cancelled examination that was not provided.

9. Fraud, malpractice and conduct

- 9.1. Malpractice includes, without limitation, accessing examination materials, copying or colluding, using notes or devices, impersonation, communicating examination content, disruptive behaviour, failure to follow instructions and falsification of result documents.
- 9.2. Memorising, reproducing or distributing questions or answers is prohibited, including on social networks, messaging platforms, forums or through artificial-intelligence systems. In Cambridge examinations, using or submitting answers produced wholly or partly by AI constitutes malpractice.
- 9.3. Suspicions may be reported by staff or examiners or detected through statistical analysis and post-examination checks. Results may be delayed, withheld or cancelled during an investigation.
- 9.4. The final decision on whether malpractice occurred, cancellation or withholding of a result, and any restrictions belongs to the international provider. EECentre transmits documents and communications but cannot amend the decision.
- 9.5. The Candidate may use the provider's appeal procedure against a malpractice decision. The examination fee is not refunded if the result is cancelled because of a breach attributable to the candidate.

10. Withdrawal, transfer, absence and refunds

10.1 Legal right of withdrawal for distance contracts

- 10.1.1. For a Customer who is an individual acting as a consumer, the right of withdrawal applies under mandatory distance-contract legislation. The usual period is 14 days from conclusion of the service contract.
- 10.1.2. If the Customer requests EECentre to begin providing administrative services during the withdrawal period and then withdraws before full performance, EECentre may retain a proportionate amount for services actually provided, to the extent permitted by law. Following full performance, the right may cease if the Customer gave prior consent and acknowledged that the right would be lost.
- 10.1.3. The statutory right is separate from the provider's commercial cancellation policy. The model form is in Annex F. Nothing in these Regulations restricts mandatory consumer rights.

10.2 EECentre operational policy

- 10.2.1. Before the session registration and payment deadline, EECentre may approve a cancellation or transfer, subject to the provider's conditions and availability, with the stated administrative fee being retained.
- 10.2.2. After the registration and payment deadline, a transfer or refund is granted only where permitted by the provider, generally for medical or humanitarian reasons or circumstances outside the candidate's control, supported by documents.
- 10.2.3. For Cambridge, Trinity and ÖSD, medical documents must be submitted within no more than three working days after the examination date. For IELTS, the period and local policy displayed in the account and detailed in Annex B apply.
- 10.2.4. Absence, lateness, conflict with other activities, changes to travel plans or failure to check the timetable do not automatically entitle the candidate to a refund or transfer.
- 10.2.5. Once a withdrawal is accepted and the registration is cancelled, no result is issued. An approved refund is normally made by the original payment method within the statutory period or within a maximum of 30 days where provider approval or document verification is required.

11. Results, certificates and post-examination services

- 11.1. Results are produced and validated exclusively by the international provider. Timeframes are estimates, and security investigations, quality checks or logistical incidents may delay release.
- 11.2. EECentre cannot provide the candidate's scripts, answer keys, individualised comments or information beyond the result documents made available by the provider.
- 11.3. Certificates are distributed after receipt and verification. The Candidate will receive instructions for collection, courier delivery or digital access. Courier costs are payable by the applicant, and transport risk is managed under the courier contract and applicable law.

- 11.4. Uncollected physical certificates may be archived, returned to the provider or destroyed after the period applicable to the examination. A search/de-archiving fee communicated before the service is provided may apply to archived certificates.
- 11.5. Name correction, issue of a duplicate, a Certifying Statement, an additional TRF or another document is available only under the provider's conditions and time limits, on the basis of supporting documents and payment of the applicable fees.

12. Complaints about administration

- 12.1. A complaint about the venue, staff, noise, equipment or administration must be reported on the examination day and submitted in writing to contact@eecentre.eu, normally within no more than five working days of the final component.
- 12.2. The complaint must include the full name, candidate number, examination, date, venue, affected component, exact description, approximate time and any available evidence.
- 12.3. EECentre normally acknowledges receipt within two working days and aims to respond within ten working days. Cases requiring information from the provider may take longer; the candidate will be informed of any extension.
- 12.4. A complaint about administration is not an enquiry or appeal against a result. The procedure in the provider-specific annex applies to result reviews.

13. Intellectual property

- 13.1. Question papers, forms, recordings, platforms and all examination materials are protected by intellectual-property rights and are confidential.
- 13.2. Candidates may not remove materials from the room, take photographs, make recordings or screenshots, copy questions or distribute content in any form.
- 13.3. Scripts and recordings remain the property or in the custody of the provider and are not returned or made available to the candidate, except for the limited inspection right expressly provided for ÖSD.

14. Data protection and marketing communications

- 14.1. EECentre is a data controller for its registration, communication, payment, invoicing and organisation activities. The company details are: EUROPEAN EXAMINATIONS CENTRE SRL, company registration number 34218949, Trade Register number J40/2978/2015, registered office at 65 Sfinții Voievozi Street, ground floor, unit P1, Sector 1, Bucharest 010965, Romania.
- 14.2. Data are processed for performance of the contract, compliance with legal obligations, examination security, protection of legitimate rights and, only where necessary, on the basis of consent.
- 14.3. EECentre sends the international provider the data necessary for registration, identification, assessment, results and certification. The provider may act as an independent controller and applies its own privacy notice.
- 14.4. Health data or information about access needs are processed only to assess and implement arrangements, confidentially and on an appropriate legal basis.
- 14.5. Photographs, recordings and biometric data required for examination security are not promotional materials. They are processed in accordance with the provider's rules and the applicable privacy notices.
- 14.6. EECentre will not publish images of candidates or use them for marketing without separate, specific and revocable consent. For minors, the consent of a parent/legal representative is required and, where appropriate, the minor's views must be respected.
- 14.7. Receipt of promotional information is optional and based on separate consent. Refusal or unsubscribing does not affect registration and does not stop administrative communications required for the examination.
- 14.8. Retention periods, recipients, international transfers and data-subject rights are described in the EECentre Privacy Policy. Requests may be sent to contact@eecentre.eu. Data subjects may contact the competent data-protection authority in Romania, the Republic of Moldova, Serbia, Montenegro or Bulgaria, as applicable.

15. Liability, dispute resolution and final provisions

- 15.1. EECentre is liable for performance of its services within the limits of the law. No clause excludes liability for wilful misconduct, gross negligence, personal injury, infringement of mandatory consumer rights or any other case in which exclusion is prohibited.
- 15.2. EECentre is not responsible for examination content, assessment, scores, malpractice decisions or release schedules controlled by the provider, but will transmit requests and provide the necessary administrative assistance.
- 15.3. The parties will attempt an amicable settlement by contacting EECentre. Consumers may use statutory alternative-dispute-resolution mechanisms and may apply to the consumer-protection authority or competent courts in the applicable jurisdiction. No contractual choice of law or court limits the mandatory protection granted to consumers by the law of the state of their habitual residence where that law applies. For legal entities, jurisdiction is determined under the contract and applicable rules.
- 15.4. If a provision becomes invalid, the remainder of the document remains applicable. Failure to exercise a right immediately does not constitute a waiver of that right.
- 15.5. The version accepted at registration remains applicable to that booking, except for mandatory amendments required by law or provider security. New versions will be published with their effective date.

ANNEX A — CAMBRIDGE ENGLISH

Required documents

At registration, the Candidate must receive or be able to access the current Cambridge English Regulations, Summary Regulations for Candidates and Notice to Candidates. This annex is a local summary and does not replace them.

A.1 Examinations and formats

EECentre may organise, in accordance with the published calendar, Pre A1 Starters, A1 Movers, A2 Flyers, A2 Key / A2 Key for Schools, B1 Preliminary / for Schools, B2 First / for Schools, C1 Advanced, C2 Proficiency, TKT and other authorised qualifications. The exact format—paper-based, paper-based with headphones or digital—is the format stated for the selected session and available on the registration date.

A.2 Registration and transfer

- A.2.1. The Candidate must take all components on the dates set for the same session, except for modular examinations such as TKT.
- A.2.2. Before the deadline, a transfer to another date may be accepted if EECentre offers the alternative session and Cambridge permits the change. After the deadline, withdrawal may be approved for medical, humanitarian or candidate-independent reasons, subject to supporting documents.
- A.2.3. A place may not be transferred to another person, and a change of level or centre is not automatic.

A.3 Identification

Category	Accepted document / condition
Pre A1 Starters, A1 Movers, A2 Flyers	Copy of the birth certificate, presented in accordance with EECentre instructions. This is a local administrative requirement of the centre for confirming the Candidate's details.
Candidates aged 18 or over	An original and valid passport or official identity document issued by the authorities, showing a photograph, full name and date of birth. Within the EU/Schengen area, a national identity card may be accepted in accordance with Cambridge rules.
Candidates aged 17 or under	An acceptable official document; if none is available, a physical school/student identity card accepted by the centre or a Cambridge Candidate ID Form completed before the examination.
Examination used for immigration purposes	The Candidate must declare the purpose at registration and present the exact document accepted by the immigration authority.

For Young Learners examinations, the copy of the birth certificate is processed solely for verification and registration administration in accordance with the EECentre Privacy Policy. For other categories, digital documents are accepted only if they are official, recognised in the country of the examination and can be verified by EECentre through the official service. The Candidate must request confirmation before the examination day. EECentre may refuse admission if it cannot verify the candidate's identity satisfactorily. Photo identification must be original and valid, except in the cases expressly provided by Cambridge for digital identity.

A.4 Test-day photograph and recordings

- A.4.1. A test-day photograph is mandatory for B2 First, except B2 First for Schools, and for C1 Advanced and C2 Proficiency; Cambridge may change this list. Refusal may result in the candidate not being admitted to the examination or the result being withheld/cancelled.
- A.4.2. The photograph may appear in the Statement of Results and Results Verification Service and may be used for identity and malpractice checks. EECentre will not use it for promotional purposes without separate consent.
- A.4.3. For sessions in which Cambridge requires this measure, EECentre makes an audio/video recording of the Speaking test for quality, training, security, research or monitoring purposes. Candidates are informed before the test. The recording is confidential, is not made available to the candidate and, as a general rule, is not used for an enquiry or appeal concerning the Speaking result.

A.5 Conduct of the components

- A.5.1. In paper-based examinations, the Candidate must transfer answers to the answer sheet within the allotted time, unless the component instructions provide otherwise. No additional time is allowed for transferring answers.
- A.5.2. In digital examinations, the Candidate follows the login and sound-check instructions. In the event of an interruption, the system and staff will apply the Cambridge recovery, resumption or rescheduling procedure.
- A.5.3. Speaking pairs or groups are determined by the centre. Candidates may not choose their partner. A Cambridge representative may be present for monitoring.
- A.5.4. An incident must be reported to staff immediately, during or on the examination day. The Candidate may also send written confirmation to EECentre no later than two working days afterwards. Submission of a Special Consideration application and compliance with the provider's deadline cannot be guaranteed if the incident was not reported in time. Cambridge decides the application.

A.6 Results

- A.6.1. The estimated release date appears in the Confirmation of Entry / Results Service for Candidates. EECentre normally sends the access details within a maximum of five days after the examination date.
- A.6.2. As guidance at the date of publication of these Regulations, digital results are normally available in approximately 5–10 working days and paper-based results in approximately 4–6 weeks. The individual Cambridge release window prevails.
- A.6.3. The Statement of Results shows Cambridge English Scale scores, the overall score, grade and CEFR level. Candidates absent from one or all components may receive codes X or Z, and component scores may not be displayed.

A.7 Enquiries on Results and Appeals

- A.7.1. The request must be submitted to EECentre within the internal deadline communicated for the relevant session, set so that the centre can meet the Cambridge deadline, and after payment of the applicable fee. The Candidate should contact EECentre as soon as possible after the result is released.
- A.7.2. Stage 1 — full clerical re-check: Cambridge checks the processing and calculation of the result; scripts are not re-marked.
- A.7.3. Stage 2 — full re-mark of Writing: the Writing component is re-marked in accordance with Cambridge standards. Stage 2 is requested after Stage 1 and is not available for all examinations, including YLE and TKT.
- A.7.4. There is no Enquiry on Results for Speaking in Cambridge English Qualifications because the standard test is not recorded for this purpose and is assessed independently by two examiners.
- A.7.5. The result may increase, decrease or remain unchanged. The fee is refunded if the procedure results in a change of grade, in accordance with Cambridge rules.
- A.7.6. If the applicant is dissatisfied with the outcome of the Enquiry on Results, an Appeal may be submitted through EECentre within the stated deadline and on payment of the stated fee. An enquiry or appeal is not a request for feedback; Cambridge does not provide scripts or additional individual comments.

A.8 Certificates

- A.8.1. Certificates are normally received by the centre 2–4 weeks after results are released, depending on the examination. EECentre will notify candidates of the collection or delivery arrangements.
- A.8.2. EECentre may archive certificates after 60 days and apply a de-archiving fee. Unclaimed Cambridge certificates may be destroyed one year after receipt, in accordance with Cambridge rules, following reasonable notification to the candidate by information email and SMS.
- A.8.3. For a lost certificate, Cambridge may issue a Certifying Statement. For YLE, a replacement certificate may be available for a fee within the Cambridge time limit. Name corrections are subject to provider limits and fees.

ANNEX B — IELTS

Essential IELTS rule

The Candidate must consult the account created at registration. It shows the fee, local transfer/cancellation policy, timetable, registered identity document, result, Enquiry on Results and eligibility for One Skill Retake.

B.1 Test types

In Romania, the Republic of Moldova, Serbia, Montenegro and Bulgaria, EECentre organises IELTS Academic and IELTS General Training exclusively as IELTS on Computer (computer-delivered), together with IELTS One Skill Retake where the session and candidate are eligible. EECentre does not organise IELTS on Paper, IELTS for UKVI or IELTS Life Skills. Where the provider authorises the Writing on Paper option within a product available to the centre, EECentre will expressly communicate that option before registration. The Candidate is responsible for checking the product and format selected during booking.

B.2 Identification and test day

- B.2.1. The Candidate must present the same original and valid passport or national identity card used for the booking. If the document changes, the Candidate must contact the centre before the test.
- B.2.2. Identity is checked before admission and at Speaking. IELTS may use photography, biometric checks or other permitted security measures. Speaking is recorded and may be conducted face-to-face or by Video Speaking Call.
- B.2.3. Mobile phones, smart watches and other personal belongings must be left in the secure area. Keeping a device on the Candidate may result in disqualification.
- B.2.4. Listening, Reading and Writing are taken according to the timetable, without unauthorised breaks between components. Speaking may take place on the same day or within the period communicated by the centre.

B.3 Access arrangements

The Candidate must contact EECentre before booking or as early as possible. Depending on the need and notice period, IELTS may provide Braille or enlarged materials, extra time, amplification equipment, adapted Listening versions, use of a computer, a scribe and other individually approved arrangements.

B.4 Cancellation and transfer

- B.4.1. The exact policy depends on the country and booking centre and is displayed in the account. Where local consumer law is more favourable, local law applies.
- B.4.2. For IELTS tests organised by EECentre in Romania, the Republic of Moldova, Serbia, Montenegro and Bulgaria, EECentre charges an administrative fee of EUR 30 to process a cancellation or transfer request registered fewer than five calendar days before the test date. EECentre does not charge this administrative fee for requests registered at least five calendar days before the test date. Eligibility for a transfer or refund and any other deductions are determined under the IELTS/IDP policy and applicable local law displayed in the candidate account.
- B.4.3. A transfer must normally be to an available date within a maximum of three months of the original date and is permitted only once for the same booking; the local policy in the account prevails.
- B.4.4. In exceptional circumstances, the Candidate may request special consideration. If the centre cancels the test for technical, venue or force-majeure reasons, the Candidate may choose between a transfer and a refund in accordance with IELTS policy.

B.5 Results and result document

- B.5.1. Results are available in the IELTS account. For computer-delivered tests, the result is normally reported within 3–5 days of the test date; delays may occur for security checks.
- B.5.2. The official document may be a paper Test Report Form or an eTRF, depending on the format and local policy. Candidates may request that results be sent to organisations through IELTS services.
- B.5.3. IELTS and IDP may temporarily withhold or cancel results for identity, integrity or security checks. EECentre cannot accelerate or amend the decision but will communicate the information received.

B.6 Enquiry on Results (EOR)

- B.6.1. The Candidate may request a re-mark of one, several or all components, including Speaking, within six weeks of the test date, exclusively through the account created at registration. EECentre cannot make an EOR booking on the Candidate's behalf.
- B.6.2. The fee displayed in the account must be paid. The fee is refunded in full if at least one band score changes. The outcome may be communicated on the same day or within a maximum of 21 days, depending on the components requested and the checks required.
- B.6.3. The score may increase or remain unchanged; the IELTS procedure does not provide detailed comments on the work and does not permit access to answers.

B.7 IELTS One Skill Retake (OSR)

- B.7.1. OSR permits a Candidate to retake one component—Listening, Reading, Writing or Speaking—after completing a full computer-delivered test.
- B.7.2. The Candidate may take only one OSR for the original test and must book and take it within a maximum of 60 days of the full test date, subject to the eligibility displayed in the account.
- B.7.3. The Candidate is responsible for checking whether the institution, authority or organisation to which the result is submitted accepts One Skill Retake. The OSR fee is the fee displayed in the account and is not included in the full-test fee.

ANNEX C — TRINITY GESE

Scope

This annex concerns Graded Examinations in Spoken English (GESE) organised through a Registered Exam Centre. It does not automatically apply to Trinity SELT tests for UK immigration, which have separate rules and secure venues.

C.1 Examination structure

GESE is an individual Speaking and Listening examination conducted with a Trinity examiner. There are 12 grades from pre-A1 to C2, with indicative durations of 5 to 25 minutes. Tasks depend on the grade and may include conversation, topic discussion, interactive task, topic presentation and listening task.

C.2 Identification

- C.2.1. Candidates aged 18 or over must present an original and valid photo identification document accepted by the current Trinity Candidate Identity Documentation Policy, such as a passport, photo driving licence or eligible identity card. The list and conditions in the Trinity policy in force on the examination date prevail.
- C.2.2. Candidates under 18 must present an accepted photo document; if they do not have one, identity may be confirmed by the examination centre under the Trinity procedure. Copies of documents are not accepted.
- C.2.3. If the document is not presented or is rejected, the Candidate may not be permitted to take the examination or the examination may be invalidated, without an automatic refund.

C.3 Examination day and recording

- C.3.1. The Candidate may not bring mobile phones, laptops, watches or other devices into the oral examination room.
- C.3.2. The examination may be audio/video recorded for quality assurance, monitoring, standardisation, investigations and protection of assessment integrity. Recordings are confidential and are not made available to the Candidate or centre.
- C.3.3. For certain grades, the Candidate must prepare the topic and documents required by the syllabus. Memorised or mechanically recited material may affect performance and raise authenticity concerns.

C.4 Special arrangements

The request must be submitted with the registration and, where possible, at least 28 days in advance, together with the required supporting documents. Trinity decides the approved arrangements.

C.5 Results, certificates and retakes

- C.5.1. For standard GESE sessions, results are normally available in approximately 48 hours and certificates in approximately four weeks. These periods are indicative and may vary depending on the session and validation.
- C.5.2. A provisional result is not final until validated by Trinity. Digital certificates, where issued, may be sent directly to the Candidate through the Trinity platform.
- C.5.3. After the result is released, the Candidate may retake the examination at the next available session on payment of a new fee, with no mandatory minimum waiting period unless Trinity provides otherwise.

C.6 Enquiries about results and Appeals

- C.6.1. An enquiry about a result must be submitted to Trinity, directly or through EECentre, within 12 weeks of receiving the result. For GESE, the relevant service is normally a clerical check or results review; re-mark is intended for written examinations.
- C.6.2. Trinity may increase, reduce or maintain the result. Trinity does not provide additional individual feedback through the procedure.
- C.6.3. If the applicant is dissatisfied with the outcome of the review, an Appeal may be submitted within 14 days of the decision being communicated, in accordance with the Trinity procedure and fee.

ANNEX D — ÖSD

Applicable rule

The version of the ÖSD Prüfungsordnung and Durchführungsbestimmungen published at the time of registration applies. Module structure and permitted materials differ by examination and level.

D.1 Examinations and modules

EECentre may organise, in accordance with the calendar, ÖSD KID A1, KID A2, Zertifikat A1, A2, B1, B2, C1 and C2 and other authorised variants. Some examinations have written/oral modules, while ÖSD Zertifikat B1 has the modules Lesen, Hören, Schreiben and Sprechen, which may be certified individually in accordance with ÖSD rules.

D.2 Identification and conduct

- D.2.1. The Candidate must present an original, valid official photo identification document. Identity is checked before the components and may be checked again during the examination.
- D.2.2. The oral component is assessed by authorised ÖSD examiners and, depending on the examination centre, may be audio or video recorded for documentation and quality-assurance purposes.
- D.2.3. Objections concerning the conduct of the examination must be submitted in writing to the person responsible for the centre immediately after the examination. A much later complaint may no longer be capable of verification.

D.3 Dictionaries and permitted materials

Level	General ÖSD rule
A1, A2, B1	Dictionaries are not permitted.
B2	A printed monolingual or bilingual dictionary may be permitted.
C1, C2	A printed monolingual dictionary may be permitted for preparation for the written and oral components.
All levels	Electronic dictionaries, speech-synthesis devices and online access are prohibited.

The Candidate must check the session instructions. The specific rules in the Durchführungsbestimmungen prevail over the indicative table.

D.4 Retaking the examination

- D.4.1. An examination or module may be retaken an unlimited number of times, subject to a new registration and fee. For examinations with a single written module, the Reading, Listening and Writing subtests cannot be combined separately where the level rules require the entire written module to be retaken.
- D.4.2. If the Candidate does not pass, ÖSD recommends a period of at least four weeks before a retake. EECentre may determine the available dates and does not guarantee a session on a particular date.

D.5 Results, inspection and appeal

- D.5.1. The Candidate has the right to request inspection of the answer and evaluation form within four weeks of issue of the certificate or communication of a fail result. Inspection takes place at the centre under supervision; documents may not be copied, photographed or handed to the Candidate.
- D.5.2. An appeal against the assessment must be submitted to ÖSD Headquarters within the same four-week period and must state reasons. At the publication date, ÖSD specifies a processing fee of EUR 35, refunded if the appeal is upheld; the current amount communicated by ÖSD prevails.
- D.5.3. The mere fact that a few points were missing is not, in itself, sufficient grounds for reassessment. ÖSD decides whether there are grounds for a new assessment.

D.6 Certificates and duplicates

- D.6.1. Unclaimed ÖSD certificates may be returned to ÖSD Headquarters six months after issue. Subsequent recovery may require additional time and costs.
- D.6.2. A duplicate for a lost certificate may normally be requested for a fee within a maximum of five years of issue of the original, through the centre where the examination was taken or directly from ÖSD in exceptional cases.
- D.6.3. ÖSD certificates are, in principle, valid indefinitely, although institutions and authorities may require a recently issued certificate.

ANNEX E — ADMINISTRATIVE FEES AND OPTIONAL SERVICES

To avoid displaying amounts that may become outdated, the exact amount of each fee is displayed before ordering on the registration platform, in the Candidate's account or in the offer/payment link sent by EECentre. No optional fee is payable without prior notice to the applicant.

E.1 Examination fees — by provider, country and currency

The amounts below are those published for the academic year 1 September 2026–31 August 2027 and may be updated for future registrations. The EUR, RON and MDL schedules are independent commercial price lists and are not automatic conversions of one another. On eecentre.eu, fees are published and payments are accepted exclusively in EUR. For payment in RON, registration and payment must be completed on eecentre.ro; for payment in MDL, on eecentre.md. No automatic conversion is made between the schedules. The applicable price is the one displayed on the website used and accepted by the Customer before payment.

Cambridge English

Romania

Romania examination fees — EUR (separate commercial schedule published on eecentre.eu):

Examination	Paper-based	Paper-based with headphones	Digital
Starters	90	95	95
Movers	90	95	95
Flyers	90	95	N/A
A2 Key (for Schools)	105	110	110
B1 Preliminary (for Schools)	125	130	130
B2 First (for Schools)	170	175	175
C1 Advanced	175	180	180
C1 Advanced (intensive/bilingual)	160	165	165
C2 Proficiency	190	195	200
TKT / Module	85	N/A	90
DELTA Module 1	280	N/A	290

Romania examination fees — RON (separate commercial schedule published on eecentre.ro):

Examination	Paper-based	Paper-based with headphones	Digital
Starters	435	460	470
Movers	435	460	470
Flyers	435	460	N/A
A2 Key (for Schools)	525	540	550
B1 Preliminary (for Schools)	625	640	650
B2 First (for Schools)	845	860	870
C1 Advanced	865	880	890
C1 Advanced (intensive/bilingual)	800	815	825

Examination	Paper-based	Paper-based with headphones	Digital
C2 Proficiency	950	970	980
TKT / Module	410	N/A	450
DELTA Module 1	1400	N/A	1450

Republic of Moldova

Republic of Moldova examination fees — EUR (separate commercial schedule published on eecentre.eu):

Examination	Paper-based	Digital
Starters	80	80
Movers	80	80
Flyers	80	80
A2 Key (for Schools)	110	110
B1 Preliminary (for Schools)	115	115
B2 First (for Schools)	160	160
C1 Advanced	170	170
C2 Proficiency	180	180
TKT / Module	110	110
DELTA Module 1	265	265

Republic of Moldova examination fees — MDL (separate commercial schedule published on eecentre.md):

Examination	Paper-based	Digital
Starters	1500	1500
Movers	1500	1500
Flyers	1500	1500
A2 Key (for Schools)	2000	2000
B1 Preliminary (for Schools)	2100	2100
B2 First (for Schools)	3000	3000
C1 Advanced	3200	3200
C2 Proficiency	3400	3400
TKT / Module	2000	2000
DELTA Module 1	5000	5000

Serbia and Montenegro

Serbia & Montenegro examination fees — EUR only:

Examination	Fee (EUR)
Pre A1 Starters	100
A1 Movers	100
A2 Flyers	100
A2 Key for Schools	110
B1 Preliminary for Schools	130
B2 First for Schools	175
C1 Advanced	180
C2 Proficiency	200
TKT (per module)	90
DELTA Module 1	290

Trinity GESE

Romania

Trinity GESE fees valid exclusively for sessions organised by EECentre in Romania, expressed in RON, for the academic year 1 September 2026–31 August 2027.

Examination	Paper-based — Official Fee (RON)
Trinity GESE Grade 1	300
Trinity GESE Grade 2	350
Trinity GESE Grade 3	400
Trinity GESE Grade 4	450
Trinity GESE Grade 5	450
Trinity GESE Grade 6	450
Trinity GESE Grade 7	580
Trinity GESE Grade 8	580
Trinity GESE Grade 9	580
Trinity GESE Grade 10	800
Trinity GESE Grade 11	800
Trinity GESE Grade 12	800

Fee description	Fee (RON)
Late Entry Fee	160
Administrative withdrawal/rescheduling fee	60

ÖSD

Romania

ÖSD fees valid exclusively for sessions organised by EECentre in Romania, expressed in RON, for the academic year 1 September 2026–31 August 2027.

Examination / Module	Fee (RON)
A1	550
A1 written	450
A1 oral	250
A2	600
A2 written	500
A2 oral	250
ZB1 (complete examination)	800
ZB1 (per module)	300
ZB2	850
ZB2 oral	330
ZB2 written	670
ZC1	900
ZC1 oral	350
ZC1 written	700
KID A1	550
KID A1 oral	250
KID A1 written	450
KID A2	600
KID A2 oral	250
KID A2 written	500

Fee description	Fee (RON)
Late entry	150
Administrative withdrawal/rescheduling fee	75
Duplicate certificate	150
Amendment fee (name/details)	150

Note: for levels taken as a complete examination (A1, A2, ZB2, ZC1, KID A1, KID A2), the “gesamt” fee is the fee for the entire examination (written component + oral component) and is more favourable than the sum of the separate component fees.

E.2 Administrative fees and discount schedule — by country

Romania

Fee description	Fee (EUR)	Fee (RON)
Late entry fee A2–C2 (Digital N/A)	N/A	N/A
Late entry fee YLE	30	150
Administrative withdrawal/rescheduling fee	15	75
Results Enquiry — Stage 1	50	250
Results Enquiry — Stage 2 A2 Key & B1 Preliminary	110	550
Results Enquiry — Stage 2 B2 First & C1 Advanced	160	800
Results Enquiry YLE	70	350
Certifying Statement / duplicate certificate	200	1000
YLE replacement certificate fee	70	350
Name amendment fee after the registration deadline	10	35
Certificate amendment fee more than six months after the examination	60	300
Uncollected certificate fee after 60 days from notification	15	55

Discount / condition	Amount (EUR)	Amount (RON)
Retaking the same examination within one year of the first examination	30%	30%
One parent/legal guardian is employed as a teacher	40	200
A sibling has taken a Cambridge examination with EECentre within the previous six months	40	200
Teacher taking the examination as a candidate	40	200

Republic of Moldova

Fee description	Fee (EUR)	Fee (MDL)
Late entry fee A2–C2 (Digital N/A)	N/A	N/A
Late entry fee YLE (Digital N/A)	35	600
Administrative withdrawal/rescheduling fee	15	250
Results Enquiry — Stage 1	50	900
Results Enquiry — Stage 2 A2 Key & B1 Preliminary	125	2300
Results Enquiry — Stage 2 B2 First & C1 Advanced	175	3300
Results Enquiry YLE	70	1300
Certifying Statement	240	4500
YLE replacement certificate fee	80	1500
Name amendment fee after the registration deadline	10	150
Certificate amendment fee more than six months after the examination	110	2000

Fee description	Fee (EUR)	Fee (MDL)
Uncollected certificate fee after 60 days from notification	15	210

Discount / condition	Amount (EUR)	Amount (MDL)
Retaking the same examination within one year of the first examination	30%	30%
One parent/legal guardian is employed as a teacher	40	770
A sibling has taken a Cambridge examination with EECentre within the previous six months	40	770
Teacher taking the examination as a candidate	40	770

Serbia and Montenegro

Administrative fees for Serbia and Montenegro are identical, in EUR, to the schedule applied in Romania.

Fee description	Fee (EUR)
Late entry fee A2–C2 (Digital N/A)	N/A
Late entry fee YLE	30
Administrative withdrawal/rescheduling fee	15
Results Enquiry — Stage 1	50
Results Enquiry — Stage 2 A2 Key & B1 Preliminary	110
Results Enquiry — Stage 2 B2 First & C1 Advanced	160
Results Enquiry YLE	70
Certifying Statement / duplicate certificate	200
YLE replacement certificate fee	70
Name amendment fee after the registration deadline	10
Certificate amendment fee more than six months after the examination	60
Uncollected certificate fee after 60 days from notification	15

Discount / condition	Amount (EUR)
Retaking the same examination within one year of the first examination	30%
One parent/legal guardian is employed as a teacher	40
A sibling has taken a Cambridge examination with EECentre within the previous six months	40
Teacher taking the examination as a candidate	40

E.3 General fee-information rules

Service	When it may apply	How the applicant is informed
Late registration	Only if the provider and session permit it	Fee displayed before confirmation
Transfer to another session	Subject to provider conditions and availability	Written confirmation and payment link
Medical withdrawal / processing	If the applicable policy permits a refund or transfer	The retained amount is communicated before the request is resolved
Correction of name / details	After the reporting deadline or after the certificate is issued	Provider fee + any administrative fee
Enquiry on Results / appeal	Cambridge, IELTS, Trinity or ÖSD, according to the relevant annex	Current fee in the account or payment link

Service	When it may apply	How the applicant is informed
Certifying Statement / duplicate / additional TRF	At the Candidate's request and within the provider's time limit	Provider fee, courier and processing
Certificate archiving / de-archiving	After the free collection period	Fee displayed before the search and handover
Courier delivery	When physical-document delivery is requested	Courier charge communicated before dispatch

E.4 IELTS fees

IELTS fees

The IELTS test fee, Enquiry on Results (EOR) fee and One Skill Retake (OSR) fee must be checked exclusively in the IELTS account created at registration. The fees displayed in the account are the official fees valid at the time of the request.

EECentre administrative service	Fee (EUR)
Transfer requested fewer than 5 days before the test	30
Withdrawal requested fewer than 5 days before the test	30
Name amendment after the test date, subject to IDP/Cambridge approval	30
Issue of an additional TRF	30
TRF de-archiving after expiry of the free collection period	10

These administrative fees apply to services processed by EECentre for IELTS sessions in Romania, the Republic of Moldova, Serbia, Montenegro and Bulgaria. For transfers and withdrawals, the EUR 30 fee applies only to requests registered fewer than five calendar days before the test date; EECentre does not charge this fee for earlier requests. EECentre does not charge for a name amendment made before or on the test day. A physical TRF may be collected in person or dispatched by courier within ten days of issue; after that period it may be archived for security reasons.

On eecentre.eu, IELTS fees are published and paid exclusively in EUR. A Candidate or Customer wishing to pay in RON must use eecentre.ro; for payment in MDL, eecentre.md must be used. These fee schedules are independent and are not converted automatically.

ANNEX F — MODEL WITHDRAWAL FORM

This model is completed and submitted only if the Customer wishes to exercise a statutory or contractual right of withdrawal. Use of the model is not mandatory; any unequivocal statement submitted within the applicable period is sufficient.

To	EUROPEAN EXAMINATIONS CENTRE SRL, 65 Sfinții Voievozi Street, ground floor, unit P1, Sector 1, Bucharest 010965; contact@eecentre.eu
I, the undersigned	
I hereby give notice that I withdraw from the contract concerning	
Examination / level	
Candidate's name	
Order / payment date	
Consumer's address	
Date	
Signature (paper form only)	

Note: The refund and any proportionate amount retained for services already provided are determined under applicable law, the time of the request and the examination rules.

APPLICABLE OFFICIAL DOCUMENTS AND SOURCES

The following list identifies the official documents consulted for version 1.1. Providers may update them; the current version communicated to the Candidate at registration applies.

Cambridge English

Cambridge English Regulations — updated April 2026

Summary Regulations for Candidates — updated April 2026

[Enquiries on Results and Appeals](#)

[Results Service for Candidates](#)

IELTS / IDP

[IELTS cancellations, refunds, transfers and re-marks](#)

[IELTS test terms and conditions](#)

IDP IELTS Romania — Transfer and Cancellation Policy

IDP IELTS Romania — Request a remark

[IELTS One Skill Retake](#)

[IELTS results and TRF/eTRF](#)

Trinity College London

[Graded Examinations in Spoken English \(GESE\)](#)

Candidate Identity Documentation Policy for English Language Exams — version 0.6, February 2026

[Enquiries about results](#)

[Appeals](#)

ÖSD

[ÖSD Examination Regulations — English](#)

[ÖSD Frequently Asked Questions](#)

[ÖSD Downloads — regulations and exam-specific implementation rules](#)

EECentre and legislation

EECentre Privacy Policy

Regulation (EU) 2016/679 — GDPR

Government Emergency Ordinance No. 34/2014 on consumer rights

Note: Regulation (EU) 2016/679 (GDPR) applies to EECentre operations in Romania and Bulgaria and to cross-border processing to which it applies. Government Emergency Ordinance No. 34/2014 applies under Romanian law. For candidates in the Republic of Moldova, Serbia, Montenegro and Bulgaria, EECentre also complies with mandatory local legislation on data protection, distance contracts and consumer rights. Application of these Regulations does not limit any mandatory rights granted to the Candidate or Customer by the competent jurisdiction.

Document control

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• Contact: contact@eecentre.eu