

Terms and Conditions for Individual Exam Bookings

Cambridge English Examinations

CBE Languages Exam Centre NL155

Last updated: 6 May 2026

These Terms and Conditions apply to individual candidates booking and paying online for a Cambridge English examination through CBE Languages (“CBE”, “we”, “our”, or “us”). Cambridge English is part of Cambridge University Press & Assessment. By registering for an examination and completing payment, the candidate confirms that they have read, understood, and accepted these Terms and Conditions.

1. About CBE Languages

CBE Languages is certified to organise and administer Cambridge English examinations for individual candidates and groups.

2. Registration and Payment

- 2.1 A booking is confirmed only when the online registration form has been completed, full payment has been received, and these Terms and Conditions have been accepted.
- 2.2 Candidates are responsible for submitting complete and accurate information, including their legal name exactly as shown on their ID, date of birth, email address, exam level, format, date, and location.
- 2.3 CBE Languages is not responsible for errors caused by incorrect information submitted by the candidate.
- 2.4 Full payment must be made online at the time of booking. All fees are listed in euros (€) unless otherwise stated and include exam entry and administration costs.
- 2.5 Any bank charges, currency conversion fees, or transaction costs charged by the candidate’s payment provider are the candidate’s responsibility.
- 2.6 CBE Languages may refuse or cancel a booking if registration details are incomplete or inaccurate, payment is not received, the candidate does not comply with exam regulations, there are insufficient candidates, or circumstances beyond our control prevent the exam from taking place.

3. Confirmation and Exam Information

- 3.1 After successful registration and payment, candidates will receive a confirmation email.
- 3.2 Further exam details, including the schedule, reporting time, and venue information, will be sent by email before the exam date.

3.3 Candidates are responsible for checking their email, including spam or junk folders, being available for all scheduled exam components, and arriving on time with valid identification.

4. Candidate Identification

4.1 Candidates must bring a valid, original identity document to the examination, such as a passport or national identity card.

4.2 The name on the identity document must match the registration details.

4.3 Candidates who cannot provide acceptable identification will not be allowed to take the examination and may forfeit all fees paid.

5. Changes, Transfers, and Cancellations by Candidates

5.1 Exam fees are non-refundable once registration has been completed.

5.2 Refunds or credit notes may only be considered in exceptional circumstances, at the discretion of CBE Languages. Requests must be submitted in writing by email.

5.3 In cases of serious illness or medical emergency, candidates may request a credit note. A medical certificate or official supporting documentation may be required, and administrative fees may apply.

5.4 Requests to transfer to another exam session are subject to availability, Cambridge English regulations, relevant deadlines, and any applicable administration fee. Transfers after the registration deadline are not possible.

5.5 Candidates who do not attend the examination, arrive late, or miss the exam for personal, transport, or undocumented medical reasons are not entitled to a refund.

6. Changes or Cancellation by CBE Languages

6.1 CBE Languages may change the exam venue, date, or schedule where necessary.

6.2 Though unlikely, CBE Languages may cancel an exam session due to insufficient registrations, force majeure, or circumstances outside our reasonable control.

6.3 If CBE Languages cancels an exam session, candidates will be offered either a transfer to another available session or a refund of the exam fee paid.

6.4 CBE Languages is not liable for additional costs incurred by candidates, such as travel, accommodation, loss of income, or other indirect expenses.

7. Cambridge English Regulations

7.1 Candidates must comply with all Cambridge English and CBE Languages regulations and follow instructions given by invigilators and exam staff.

7.2 Malpractice, misconduct, or disruptive behaviour may result in removal from the exam, invalidation of results, reporting to Cambridge English, and/or exclusion from future exams.

7.3 Misconduct includes, but is not limited to, cheating, possession of unauthorised materials, use of mobile phones or electronic devices during the exam, impersonation, and abusive or disruptive behaviour.

7.4 Cambridge English may withhold results or certificates where malpractice is suspected.

8. Test Day Photos

8.1 Test Day Photos are compulsory for candidates taking B2 First (FCE), C1 Advanced (CAE), and C2 Proficiency (CPE).

8.2 The photo is taken on the day of the examination and is used by Cambridge English for security and identity verification.

8.3 Candidates taking these exams must consent to having their photo taken.

Candidates who refuse may not be allowed to sit the examination and may forfeit all fees paid.

8.4 Test Day Photos may be made available through Cambridge English secure result verification services for recognising organisations such as universities, employers, professional bodies, and government agencies.

8.5 Test Day Photos are processed in accordance with Cambridge English policies and applicable data protection legislation.

9. Special Requirements and Access Arrangements

9.1 Candidates requiring special arrangements due to a disability, learning difficulty, or medical condition must inform CBE Languages at the time of registration or as early as possible.

9.2 Supporting documentation may be required.

9.3 Requests are subject to Cambridge English deadlines and approval procedures.

10. Results and Certificates

10.1 Results are released by Cambridge English according to its official timetable. CBE Languages cannot guarantee exact result publication dates.

10.2 Certificates are issued under the authority of Cambridge English.

10.3 Candidates are responsible for keeping their contact details up to date.

10.4 CBE Languages is not responsible for delays caused by Cambridge English or postal/courier services.

11. Data Protection and Privacy

11.1 By registering, candidates consent to the processing of their personal data for exam administration, exam communication, compliance with Cambridge English requirements, and the issuing of results and certificates.

11.2 Candidate information may be shared with Cambridge English and authorised service providers where necessary for exam administration.

11.3 Personal data is processed in accordance with applicable data protection legislation, including the General Data Protection Regulation (GDPR).

12. Liability and Force Majeure

12.1 CBE Languages is not liable for delays or cancellations caused by circumstances beyond our reasonable control, technical failures outside our control, loss or damage to personal belongings, or indirect or consequential losses.

12.2 CBE Languages is not responsible for failure or delay caused by events beyond reasonable control, including natural disasters, pandemics, government restrictions, strikes, transport disruption, power failures, internet outages, or venue unavailability.

12.3 Nothing in these Terms and Conditions limits liability where such limitation is prohibited by law.

13. Governing Law

These Terms and Conditions are governed by the laws of the Netherlands. Any disputes shall be subject to the jurisdiction of the competent courts in the Netherlands.

14. Contact Information

For questions about registration, payment, or examinations, candidates may contact:

CBE Languages

Email: cambridge@cbelanguages.nl

Website: www.cbelanguages.nl/cambridge

Telephone: +31-(0)10-282-7820

15. Acceptance of Terms

By selecting the checkbox confirming acceptance of these Terms and Conditions and completing online payment, the candidate confirms that they:

- have read and understood these Terms and Conditions;
- have provided accurate registration information;
- agree to comply with Cambridge English and CBE Languages regulations; and
- understand the cancellation and refund policy.