



## NITC NO SHOW/CANCELLATION and REFUND POLICY

### Credits

NITC will issue a credit for no-shows or cancellations. Credits are valid for six (6) months from the original examination date and may be applied toward the next available examination.

- Credits are issued to the group or individual.
- Each credit may be used one time only.
- It is the responsibility of the group or individual to track credit usage and expiration.
- When submitting a new exam request, you must notify NITC of any applicable credits, including the name(s) and ID number(s) of the candidate(s).

### Example:

If a group schedules 30 examinations and only 27 candidates attend, a credit for 3 candidates will be issued upon request. This credit must be used within six months.

### Important:

Minimum candidate requirements still apply. For example, if a session requires a minimum of 10 examinees and only 9 candidates are present and test, the no-show cannot be used as a credit for a future session, as doing so would reduce the session below the minimum requirement. In this case, the session will be processed as having fewer than the minimum number of examinees, and applicable processing fees will be applied.

### Refunds

Refund requests must be submitted in writing and are subject to approval by the Executive Director.

- Approved refunds are issued at 50% of the examination fee(s).
- Full refunds will only be granted in cases of uncontrollable events, such as:
  - Severe weather
  - Airline flight cancellations
  - Other verified emergencies

### Cancellations / No-Shows

Candidates who:

- Cancel after the stated deadline, or
- Fail to appear for their scheduled examination will forfeit all application fees and will not be eligible for a refund.