2020 CANCELLATIONS & REFUNDS

A cancellation notice must be made in writing to dentalinfo@wreb.org.

It is the Candidate’s responsibility to ensure that a cancellation notice is received in the WREB office by the appropriate deadline date as outlined below. Once an applicant has submitted an application, the following refunds and cancellation policies apply.

- **First Cancellation Deadline:**
  Approximately six (6) weeks before the first day of the clinical exam, the Candidate will receive a full refund, minus a $250 processing fee per exam*
- **Between Cancellation Deadline & Final Deadline:**
  Within six (6) weeks of the first day of the clinical exam, and before the final deadline date the Candidate receives a 50% refund*
- **Final Deadline:**
  After the Final Deadline, the Candidate receives no refund

*If Candidate has taken the CTP Exam, an additional $500.00 fee will be withheld from the refund amount.

Deadlines for each exam can be found on the Dental Exam Schedule on wreb.org.

**Important:** If the required proof of qualification is not in the WREB office by the Final Deadline date, the Candidate will forfeit their place in the exam and receive no refund.

## CTP Exam Cancellation, Rescheduling, & Extensions

To cancel and/or reschedule CTP appointments, Candidates must refer to Prometric’s cancellation policy, [https://www.prometric.com/wreb](https://www.prometric.com/wreb)

If a Candidate fails to take the CTP exam within the designated timeframe, the Candidate will need to request an extension by emailing the WREB office at dentalinfo@wreb.org

Once approved, a $100.00 extension fee will be incurred.

## Medical Emergency Cancellation Policy

Exceptions may be made only in the case of a documented medical emergency occurring after the final deadline. In such cases, 50 percent of the exam fee may be transferred to a future exam within the next 12 months upon receipt of appropriate documentation of the medical emergency and approval by the WREB Board of Directors. Documentation of the medical emergency must be received within 30 days of the emergency occurring or a transfer of funds will not be considered.

A compromise policy has been adopted. Both WREB and the Candidate will incur a financial loss, but neither will have to bear 100 percent of the loss. The Candidate must submit documentation in one of the following ways:

1. A letter from the treating physician (typed on the physician’s letterhead stationery) mailed or emailed directly from the treating physician to WREB, attesting to the specific medical condition which results in the inability of the Candidate to attend the exam.
2. Records from the emergency room.
3. A copy of the death certificate of an immediate family member.

This documentation will be reviewed on a case-by-case basis by the WREB Board of Directors. If it is determined the documentation warrants an exception to the published cancellation policy, WREB will transfer 50 percent of the exam fee to a new exam scheduled within twelve months of the cancelled exam. No refunds or complete transfers to another exam will be considered.

## Opting in/out of Perio and Prosth Sections

**Opting IN:** If a Candidate enrolls into an exam without selecting the Periodontal and or Prosthodontic Section(s), and then wishes to enroll into either/both sections after they are enrolled, the Candidate will need to notify the WREB office in writing (email to dentalinfo@wreb.org) no later than the *Final Deadline*. If the request is not received by the Final Deadline, the Candidate will not be enrolled in the section(s) for the exam. The Candidate will then need to pay and enroll at a different exam site for that section.

**Opting OUT:** If a Candidate is enrolled in either the Periodontal and or Prosthodontic section(s) and wishes not to take or both sections, the Candidate is to notify the WREB office in writing no later than the *Final Deadline*. Please refer to the online schedule for this date.