2015 Refunds and Cancellations
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.

A written cancellation received in the WREB office:

- **Six weeks before** the first day of the clinical exam receives a full refund, minus a $250 processing fee per exam.
- **Within six weeks** of the first day of the clinical exam, and before the final deadline date receives a 50% refund.
- After the **Final Deadline** receives no refund.

Important: If the required proof of qualification is not in the WREB office by the final deadline date, you forfeit your place in the exam and receive no refund.

Computerized Exams:

- For fees paid to Pearson VUE, candidates must refer to Pearson VUE’s cancellation policy.
- For CTP retakes, the portion payable to WREB is non-refundable.

Timeframe extensions: If a candidate fails to take the CTP exam within the allotted timeframe and an extension is approved by WREB, a $100.00 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.

In the case of a medical emergency occurring after the final deadline, 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 (depending on the emergency) in one of the following ways: (a) a letter from the treating physician (typed on the physician's letterhead stationery and mailed 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); or (b) records from the emergency room; or (c) 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.