

Aptis ESOL - Terms and Conditions

Aptis ESOL Terms & Conditions

The following terms apply if the Product that you are purchasing is an Aptis ESOL Test in Uzbekistan:

The following Terms and Conditions apply to the Contract and form a legally binding part of the Terms.

By registering for an Aptis ESOL test in Uzbekistan you confirm that you have read and accept the Terms and Conditions set out in this document and that your personal data may be used for the purposes set forth in the Data Protection Notice.

1. How the Contract is formed

1.1. Registration to an Aptis ESOL exam in Uzbekistan can be made directly by the Test Taker with the British Council at [Aptis ESOL Test dates, fees, and locations](#).

1.2. Registration to an Aptis ESOL General, For Teachers or Advanced exam in Uzbekistan is allowed to test takers above 16 years old at the time of the test session.

1.3. By submitting a registration for an Aptis ESOL test with the British Council, you confirm that you are at least 18 years of age. If the person sitting the Aptis ESOL test is under 18 years of age, it is mandatory to record the contact details of the parent or legal guardian as part of the booking process. Likewise, it is mandatory to complete the corresponding consent form Parental consent form.

1.4. Full name and date of birth on your booking must match exactly with those in your Identification document. Failure to do so may result in you not being admitted into the test room nor entitled to a refund of fees.

1.5. When registering for Aptis ESOL you will be asked to provide the number of your Identification document. You can register with one of the documents listed below:

- a) National Identity Card
- b) Passport
- c) Biometric Residence Card

Documents must be **official, original, in full validity** on the day of the test, and **must contain a photo**.

As part of your check-in procedures on test day, you will be required to show the **original of the same ID document you used for registration**.

You are required to inform the British Council of any changes or incidents related to your identity document, (e.g., lost or theft) where possible, in advance of the test day. On the day of the exam, you must provide a copy of the police report as evidence of theft or loss, together with another approved original identification document in full validity (check points a) to c) above). Failure to do so may result in you not being admitted into the test room without entitlement to a refund of fees.

Please read carefully terms applicable to identification procedures on test day in Section 7.

1.7. Once you have completed your booking and payment, you will receive an Application and Payment Received mail.

1.8. Where a registration deadline is set for a specific test date, the British Council reserves the right not to accept registrations after the registration deadline.

1.9. Details regarding the Aptis ESOL test day will be provided in the description of the Aptis test as part of the online registration process and will be sent to you as part of the Confirmation of Entry email in accordance with clause 1.7.

1.10. Interpretation:

a) References to Parts are to the parts of these terms and, unless stated otherwise, references to clauses in a Part are to the clauses of that Part.

b) Any words following the terms including, include, in particular, for example or any similar expression are illustrative.

2. How to pay

2.1. Aptis ESOL exam fees for Aptis ESOL are displayed on the British Council Uzbekistan Website [here](#).

2.2. Aptis ESOL exam fees in UZS and are subject to change periodically. Any fee change will not affect any registration that has been confirmed by a Confirmation of Entry email.

2.3. You can pay through our online booking system, in cash at the bank, through payment applications such as Payme, Click, or through Demand Draft.

Payment can be made through any bank in the Republic of Uzbekistan to the following bank details:

- Account name: The British Council Office;
- Bank name: KDB Bank Uzbekistan Head Office;
- INN: 207066588;
- Account number: 2029 6000 9048 4475 4001;
- MFO: 00842

2.4. Please include the following in writing in the payment receipt: **[ID or Passport number/Aptis ESOL for Teachers or Aptis ESOL Advanced / surname / city / date of the test / registration reference number]** and send payment receipt to info@britishcouncil.uz.

IMPORTANT: The exam date must be indicated in the payment details.

Failure to quote your registration reference number provided in the automatic email received when you register **may delay your application process. This may lead to a change to your preferred test date or cancellation of your registration.**

2.5. Payment should be made **within 5 working days of your registration** (and no later than 5 working days prior to your examination date, if you have registered within 10 days of exam date).

IMPORTANT: You will NOT be entered for the exam unless full payment has been received.

2.7. When paying at the end of the month

On the penultimate business day of the month, the Bank accepts payments through UZS DUET cards until 13.00. The bank does not accept payments via UZS cards DUET on the last business day of the month. Please note that the Bank may not be able to accept payments in cash and via UZS debit cards on the first business day of the month if the last day of the previous month was a working day.

3. Cancellation by the British Council

3.1. The British Council may cancel the contract by giving you notice in writing (whether by email or otherwise) for any reason at any time prior to the test date. If the British Council cancels the contract pursuant to this clause 3.3, if:

a) you materially breach these terms. it will refund the full test fee paid by you for the Aptis ESOL test.

b) the British Council is unable to provide the Aptis ESOL test due to a reason beyond its reasonable control, e.g, unforeseen circumstances that may affect the availability of exam venues, or inability to reaching the minimum number of candidates to carry out the session.

3.2. If the British Council cancels the contract under clause 3.2 (a), the British Council will be entitled to retain (or be paid the balance of, as the case may be) the test fee paid by you in full, without prejudice to the right to claim corresponding damages and losses if applicable.

3.3. If the British Council cancels the contract under clause 3.1 (b), you will be entitled to choose one of these two options: i) to receive a full refund of the test fee; or ii) (subject to availability) to book an alternative exam session to complete the Aptis ESOL test.

If you choose option ii) and the test fee for the alternative test date is greater than the test fee for the cancelled test date, you will be required to pay the difference in accordance with those payment terms set out in clause 2 or otherwise agreed with the British Council.

If you choose option ii) and the test fee of the alternative test date is lower than the test fee for the cancelled test date, the British Council will refund to you the difference. You must notify the British Council in writing (see clause 17.1 below for the relevant contact details), of your preferred option

within fourteen (14) calendar days from the date of you being notified by the British Council that the contract has been cancelled. If we do not hear from you in the specified period, we will refund the sum due.

4. Cancellation by you

4.1 If you have registered for Aptis ESOL with the British Council, you can ask for a cancellation of your test by following the steps on the [Aptis ESOL Cancellation and Refunds](#). The British Council will process the cancellation request and, if applicable, a refund, in accordance with the deadlines and conditions established under clauses 4.2. to 4.8.

4.2. If you cancel the contract (your Aptis ESOL test registration) **within 14 calendar days after the date of confirmation of payment of your test fee and before the test day**, you will receive a reimbursement of your Aptis ESOL test fee and no administration costs will be deducted. Alternatively, you can request to transfer your entry to another available test date free of charge.

4.3. If you cancel the contract (your Aptis ESOL test registration) **outside the 14-day cancellation period, but no later than 2 working days prior to the test date**, you will receive a reimbursement of your Aptis ESOL test fee minus an administration fee. Alternatively, you can request to transfer your entry to another available test date upon payment of the same administration fee.

4.4. If you cancel your Aptis ESOL test registration **outside the 14-day cancellation period, but within 2 working days prior to the test date**, no refund or transfer will be issued, except in the case of certified illness or for compassionate reasons as established in clause 4.5.

Information about cancellations, refunds and refund fees can be found at [Cancellation and Refund Policy](#)

4.5. If you cancel due to special circumstances, such as serious health issues relating to you or your family up to second grade of kindship, or death of a relative up to second grade of kindship, a refund will be granted to you, provided you submit the relevant documents within 4 weeks of the test date, and only if they fully justify your absence on the test day. Your Aptis ESOL test fee will be reimbursed in full; provided the special circumstance applies, If you still wish to sit Aptis ESOL at a later date, you can also request a transfer to an available exam session free of charge.

4.6. For the purposes of accrediting the circumstances indicated in the previous clause 4.5, you will be required to provide supporting evidence describing the type of circumstances, severity and impact of said circumstances, date and length of the circumstances, date of the exam, and signature and stamp from medical or accredited practitioner or authority.

Examples of appropriate supporting documents are: Medical certificate, copy of public record, official letter or notice, hospital certificate, official statement from accredited professional, practitioner or authority, police report, obituary, funeral notice. This list is not exhaustive and only representative of the common circumstances which are eligible for Special Consideration.

The British Council reserves the right to reject an application should the supporting evidence not include the required information; medical citations without a full description of the circumstances as listed above will not be accepted, nor will applications which are evidenced by relatives.

4.7. The British Council will make any repayments due to you under this clause 4 without undue delay, and not later than 14 working days after it is informed about your decision to cancel the contract.

4.8. The British Council will make the repayment using the same means of payment as used for the initial transaction.

4.9. The British Council is under a legal duty to supply services that are in conformity with this contract. As a consumer, you can seek advice about your legal rights from the [Competition Promotion and Consumer Protection Committee](#) of the Republic of Uzbekistan.

5. Changes to the Aptis ESOL test or the exam session.

5.1 The British Council will ensure that the Aptis ESOL test is delivered in all material respects as described on British Council websites or otherwise. However, the British Council is entitled to make variations to the content and delivery of the Aptis ESOL test where said variations do not alter the Aptis ESOL test materially.

5.2. The British Council expects you to take reasonable care to satisfy yourself that the Aptis ESOL test will meet your needs. The British Council does not guarantee that you will obtain a specific result from an Aptis ESOL test.

6. Special arrangements

6.1 The British Council aims to ensure that all Test Takers are treated in a fair and objective manner and that the optimal conditions for the examination are given.

6.2. If you have special needs, such as modified versions of the test (Braille), auditory adaptations or others, you should contact the British Council at info@britishcouncil.uz at least **6 to 8 weeks before your exam date**.

You are required to provide medical certificate issued no more than two years before the date of the exam to support your request.

6.3. For the purposes of the provisions of the previous section 6.2., the request must be justified by a medical certificate compliant with the following requirements:

- a) Be legible, written in English, Uzbeki or Russian.
- b) Should state the name, qualification, collegiate number, and signature of a professional practitioner.
- c) Offer a clear description of Test Taker circumstances.
- d) Clearly explain how said circumstances justify the request for special arrangements.

6.4. The British Council will not process any special arrangement application, if the support documentation is not provided by the deadline and according to the requirements listed above.

6.5. If you suffer from a sudden medical emergency prior to the day of the test, you should notify the British Council immediately, so that an alternative solution can be sought. Note that the British

Council may not be able to offer alternative arrangements on the day of the test if such communication is not received in advance.

7. Test date regulations

7.1 The British Council will send session date information, including details of the test venue and session timetable, to the email that you have provided as part of the registration, approximately **5 calendar days before the test date**.

7.2. If you have registered less than 5 calendar days before the test date, the British Council will send you the exam schedule and venue information as soon as possible before the day of the exam.

7.3. If you do not receive such notification within the deadlines mentioned in 7.1 and 7.2, you should contact the British Council as a matter of urgency. In all cases, it is the candidate's responsibility to acknowledge receipt of the relevant information in advance of the test day.

7.4. You should arrive at least 30 minutes before the start time of the Aptis ESOL test. If you arrive late, you may be denied admission to the Aptis ESOL test session.

7.5. You must show your **official, original** and in **full period of validity** identity document (which must include a photo). We remind you of the documents accepted for identification purposes:

- National Identity card
- Passport
- Residence card (Biometric only)

Remember that you will have to provide the same ID document you used for registration.

7.6. No other documentation (e.g. driving licence) will be accepted for identification purposes.

7.7. If you do not bring an official, original, and valid identification document as specified in clause 7.5, or if the document provided is not the same one used when registering for Aptis ESOL, you will not be able to take the Aptis ESOL test and will not have the right to request a refund of the test fee.

7.8. If you are under 18 years of age you will be required to bring a consent form signed by your parent or legal guardian to leave the test centre upon completion of the Aptis ESOL test. Please contact the British Council to obtain a consent form.

7.9. Please do not bring any non-essential material to the Aptis ESOL test session. We remind you that electronic devices, including mobile phones, digital recorders, tablets, cameras etc. are prohibited in the test room, as well as all types of watches, including analogue devices.

7.10. If an incident occurs during the Aptis ESOL test session that you consider may have affected your work, you must inform the supervisor or invigilator of the Aptis ESOL test before you leave the test centre. You must also contact the British Council centre in writing no more than 12 hours after the Aptis ESOL test.

7.11. At the end of the Aptis ESOL test you should leave all Aptis ESOL test materials in the test room. If you attempt to remove any material from the test room, you will not receive your Aptis ESOL result or certificate.

7.12. You must behave according to the rules set out on the date of your Aptis ESOL test. Smoking and/or eating inside the test room is strictly prohibited. If you fail to behave appropriately, the British Council reserves the right to request you leave the test room.

7.13. All components of the Aptis ESOL test must be completed on the specified test date. It is not possible for you to sit test components on different dates.

8. Malpractice

8.1. You must not engage in any form of malpractice that could damage the integrity and/or safety of the Aptis ESOL test. Malpractice includes, but is not limited to, the following:

8.1.1. Attempts to copy in any way, including copying the work of another Test Taker or using notes of any kind or any device.

8.1.2. Attempts to help another Test Taker.

8.1.3. Impersonating another Test Taker or having another Test Taker impersonate you.

8.1.4. Interrupting the Aptis ESOL test in any way.

8.1.5. Using inappropriate language during the test or in writing and speaking test components.

8.1.6. Altering the data contained in the Aptis ESOL Certificate.

8.1.7. Using memorised script.

8.1.8. Bringing cribs/notes into the test centre in any form.

8.2. It is strictly prohibited to share any Aptis ESOL test material or content, either inside or outside the exam venue. This includes all texts, questions, and themes from any section of the text, for any test version and in any format.

8.3. If you share any Aptis ESOL exam material or content in any public context to others – i.e., through social media as Facebook, Telegram, WhatsApp or similar, – you will have your results withdrawn and may be banned from taking Aptis ESOL again in the future.

8.4. If you are involved in any type of malpractice, you may not be allowed to complete the Aptis ESOL test. If you are found to have been involved in malpractice once results have been published, your results may be cancelled, and your Aptis ESOL Certificate may be withheld.

8.5 The British Council reserves the right to temporarily ban any test taker from registering for and taking future Aptis ESOL tests, without prejudice to any remaining legal responsibilities that you may incur.

9. Results

9.1. Your Aptis ESOL test result will be issued between 48 and 72 hours (excluding weekends and public holidays) after the date of the test and will be sent to you by e-mail.

9.2. Results release may be delayed, if the British Council decides that a revision or investigation of any aspect associated with Aptis ESOL test registration, test administration or suspected malpractice. Test results may be withheld if any irregularity is found. In exceptional circumstances, the British Council reserves the right to request that a test taker repeats any of the Aptis ESOL test components.

9.3. You can request a re-mark of your Aptis ESOL test for any reason. This is known as an Enquiry on Results or EOR. Only the re-marking of the entire test, not individual components, can be requested. Re-marked test results are considered final.

9.4 EOR requests may be made by you as the test taker or your parent/legal guardian at any point up to eight weeks after the test date.

9.5. Information about the EOR service including the EOR fee can be found at [Results and certification](#). A new Aptis ESOL certificate is only published and EOR fee reimbursed, if the overall CEFR level increases after the test is re-marked. Should this be the case, you will be asked to return the previous original certificate before a new one can be issued. Any costs incurred in sending this certificate, whether by post or other means, are borne by you as the Test Taker.

10. Aptis ESOL Certificate

10.1. Your Aptis ESOL certificate will be printed within 10 working days of your test date.

10.2. If you have taken Aptis ESOL in Tashkent, your certificate will be available for collection from the British Council at the address below from 10 working days after your test date.

British Council

2nd Floor, Block A
International Business Centre
107B, Amir Temur Street,
Tashkent, 100084, Uzbekistan

Working hours: Monday to Saturday from 09.00 - 17.30

10.3. If you have taken Aptis ESOL at a location outside Tashkent, your Aptis ESOL certificate will be sent to you by courier delivery.

Delivery via courier can take up to 14 working days from the test date.

10.4. You will be issued with a single Aptis ESOL certificate in pdf format. We recommend you safely store this original PDF copy, which may be presented or sent by post to receiving institutions, as required.

10.5. While Aptis ESOL certificates do not have an expiry date, the result on the certificate shows the language skills demonstrated at a specified level on a particular date.

Therefore, your Aptis ESOL results can be verified for a maximum of 3 years, in line with British Council Data Retention policies.

10.6. You may request up to two Aptis ESOL certificate duplicates within three years of the original certificate issue date.

Certificate duplicate fee: 5% of the exam fee per copy, irrespective of the format requested.

10.7. Duplicate requests must be submitted by the certificate holder (the test taker whose name appears on the certificate) or stated guardian to info@britishcouncil.uz

10.8. You can send a copy of their Aptis ESOL certificate to a receiving institution, if you wish. In this case, the British Council recommends that you contact the receiving institution where you wish to send your certificate, to confirm terms of acceptance, before sending.

11. Data protection

The following applies with regard to **Data Protection**:

11.1. The Controller of this personal data processing activity is the British Council: 2nd Floor, Block A, International Business Centre, 107B, Amir Temur Street, Tashkent, 100084, Uzbekistan.

11.2. We process data for the following purposes:

11.2.1 The administration of exams, including registration, payment and test delivery; investigations on malpractice and communications with the test taker, or their parent/guardian, if the test taker is under 18. We keep data used for these purposes for a period of five years.

11.2.2 To manage special needs requirements. The test taker, or their parent/guardian if the test taker is under 18, can voluntarily provide medical evidence about the test taker's condition to allow us to make relevant exam arrangements on the test day. We will keep this information until exam results are issued.

11.2.3 Occasionally, we may also use your personal information to conduct surveys on customer satisfaction in relation to the service provided.

11.2.4 For research purposes and review of assessment content or to design new materials. The British Council may occasionally use voice recordings from listening tests and written test responses, conveniently anonymised. In line with our corporate retention schedule, we will keep these recordings for up to 10 years.

11.2.5 To keep you informed, about British Council products, activities and services, if so requested. We will remove your information from our marketing lists when you unsubscribe from them.

11.3. Lawful basis for the processing of personal data:

11.3.1. The administrative tasks and communications related to the exam are legitimised by the delivery of the contracted service. The omission of any required personal information may impact on the delivery of such contracted services.

11.3.2. Processing of medical Information relevant to test adaptations for candidates with special needs is legitimised by test taker's written consent, or written consent from parents or legal tutors for test takers under 18 years old.

11.3.3. We rely on our legitimate interest to conduct satisfaction surveys in order to improve our product offer; the analysis, always anonymised, of exams already carried out for the development and continuous improvement of our products; and finally, for the investigation of cases, possible or proven, of malpractice during the exam.

11.3.4. For promotional communications about our products and services based on test taker consent through the ticking of the relevant box during the registration process.

11.4. Recipients of your personal data:

11.4.1. British Council main establishment, for purposes exclusively related with our activity. Detailed information about our data protection policy is available at [Data Protection](#) on britishcouncil.org

11.4.2 Occasionally, test taker data, as well as test results, may be shared with partner institutions, such as universities or education centres through which test taker registration was formalised, for their own legitimate purposes, as per section.

11.4.3 Local and corporate service providers that process data for the purposes described in section 11.2, under our contractually established instructions, including the obligation to adopt technical and organisational measures to ensure the security of such data.

11.4.4 The British Council adheres to the law of the Republic of Uzbekistan "On personal data", dated July 2, 2019, No. ZRU-547 (<https://lex.uz/docs/4396428>).

11.5 Your rights when you provide your data:

11.5.1. You have the right to access your personal data; to request correction of any inaccuracies in that information and erasure when the data is no longer necessary for the purposes for which it was collected. Also, to request restriction or to object to the processing of your data.

11.5.2 You are also entitled to withdrawing your consent at any time for any of the purposes for which you were asked to provide consent. Note that this shall not affect the lawfulness of the processing based on the consent provided prior to your withdrawal.

11.5.3 You can exercise your rights by contacting us at info@britishcouncil.uz, for which you will be required to accredit your identity. We have a period of one month after date of receipt to address your request. You can also request protection of your national data protection regulator, in Uzbekistan, the state personalization centre.

12. Safeguarding

12.1. The British Council is the United Kingdom's international organisation for cultural relations and educational opportunities. In our work we meet many children and adults who are potentially at risk

for a variety of reasons. We aim to create a safe environment in which no child or adult will experience harm or exploitation during their contact with us. We will, where reasonably practicable, both follow relevant UK and International laws and standards, as well as ensuring local legal compliance.

13. Your obligations

13.1. You must:

- a) At all times behave with honesty, integrity and show courtesy, consideration and respect to others when undertaking the Aptis ESOL test.
- b) Prepare for the Aptis ESOL test as reasonably required by the British Council.
- c) Attend or otherwise access all sessions and other activities which form part of the Aptis ESOL test (subject to absence for medical or other agreed reasons).
- d) Respect the confidentiality of all information that you acquire in connection with the Aptis ESOL test.

13.2. The British Council reserves the right to refuse admission or deny you access to the Aptis ESOL test (including requiring you to leave any test centre) if your behaviour is considered disruptive, likely to cause damage, nuisance, offence or injury, is in breach of venue rules and regulations, the terms of these Terms & Conditions of, if applicable, the Privacy policy, or is otherwise unacceptable.

The British Council may, occasionally, have to conduct security searches to ensure the safety of other test takers, and/or the test centre (and you hereby consent to this). The unauthorised use of photographic and recording equipment and any form of online duplication of any Aptis ESOL test is prohibited. The use of photographic and recording equipment and any form of online duplication of any Aptis ESOL test is strictly prohibited.

14. Intellectual property

14.1. The copyright and all other intellectual property rights in all Aptis ESOL tests shall remain the sole and exclusive property of the British Council and its licensors. You undertake that you will not copy or permit the copying of Aptis ESOL tests or distribute the Aptis ESOL tests via internet or intranet or disclose or permit the disclosure or sell or hire the same to third parties.

14.2. The British Council does not allow test takers, test centres or Partner institutions to see or review the answers of the marked Aptis ESOL tests in any instance of the marking process and/or as part or after an Enquiry into Results.

15. The British Council's liability to you

15.1. Nothing in the terms shall limit or exclude the British Council's liability (or the UK Charity's liability) for death and/or personal injury caused by the negligence of the British Council or the UK Charity or any of their employees, agents or subcontractors, for fraudulent misrepresentation and any other liabilities which cannot as a matter of law be limited and/or excluded.

15.2. Subject to clause 15.1, the British Council and the UK Charity do not accept responsibility and expressly exclude liability for any loss or damage to your property that occurs where the British Council is delivering the Aptis ESOL test. When taking the Aptis test, you should take particular care not to leave any valuables (including mobile devices, tablets, or laptops) unattended at any time. Your personal belongings will be left in a designated area, and you will not be able to access them until the end of the Aptis ESOL test.

15.3. Neither the British Council nor the UK Charity will respond to you under any circumstances (whether for breach of contract, negligence, breach of statutory duty or otherwise) to the extent permitted by law, for any:

a) Losses that were not foreseeable to both you and the British Council and/or the UK Charity when the contract was formed.

b) Losses that were not caused by any breach on the part of the British Council.

c) Loss of profit, loss of business, business interruption or loss of business opportunity arising under or in connection with the contract.

15.4. Subject to clauses 15.1, 15.2 and 15.3, the British Council's liability in connection with the contract will be limited to the test fee paid by you for the Aptis ESOL test purchased under that contract.

15.5. The British Council will take all necessary measures to provide a continuous service, but the British Council cannot be held responsible for interruptions caused by circumstances beyond our control. If the Aptis ESOL test, the registration process or the results publication process is interrupted, cancelled, or delayed, we will ensure a normal service is resumed as soon as possible. The liability of the British Council in such circumstances will be limited to reimbursement of the test fee or postponement or change of the test date.

16. Other terms

16.1 The British Council may transfer the contract (in whole or in part), or subcontract or delegate the delivery of Aptis ESOL test in any manner at its sole discretion to: i) any separate entity controlled by the British Council or otherwise forms a part of the British Council group of entities; or ii) any provider of outsourcing or third-party services that is engaged under a service contract to provide services to the British Council.

16.2. The contract is personal to you and so you cannot transfer any or all your rights or obligations under these Terms to another person without the prior written consent of the British Council.

16.3. The British Council intends to rely upon these Terms and any other terms or policies referred to in the online customer journey as being the entire contract between you and the British Council in relation to the Aptis ESOL test. To avoid any misunderstandings about the content of the contract,

please make sure that you ask for any changes, or additions, to the terms of the contract be put in writing by a British Council representative.

16.4. If the British Council does not insist immediately that you do anything you are required to do under these terms, or if the British Council delays in taking steps against you in respect of you breaching this contract, this will not mean that you do not have to do those things and it will not prevent the British Council taking steps against you at a later date.

16.5. Each of the clauses of these terms operates separately. If any court or relevant authority decides that any of them are unlawful or unenforceable, the remaining clauses will remain in full force and effect.

16.6. The British Council hopes to make your experience of dealing with the British Council an excellent one and welcomes your comments, suggestions and details of satisfaction or dissatisfaction. If you have any comments or complaints in relation to the Contract, please contact us at info@britishcouncil.uz or via [British Council complaints](#)

16.7. The British Council may contact you or provide a notice referred to in this contract by sending you an email to the nominated email address provided by you during the registration process.

17. Questions and comments

17.1. If you have any questions, comments, or enquiries about the contract or the Aptis ESOL test, please contact us at info@britishcouncil.uz.