

Situations may arise where you are unable to attend a test you have booked. Should this occur, you may be able to cancel or reschedule your test and/or apply for a refund of the test fee.

The NZ Transport Agency incurs costs every time a test is cancelled or rescheduled or a test fee is refunded. For example, if you cancel a test with less than two working days notice, the Transport Agency must still pay the company contracted to provide driver testing services – even if your cancelled test slot is not taken by another applicant.

The driver licensing system operates on a ‘user pays’ basis. This means that:

- where a test is rescheduled, you will be charged a reschedule fee of \$16.40.
- where a test is cancelled and the test fee is refunded, a \$16.40 fee will be deducted from the amount being refunded.

You can cancel a test at any time.

However, you can only reschedule your test if you are giving more than two working days notice, excluding the day of the booked test, weekends and national statutory holidays.

Rescheduling your test

You can only reschedule your test if you are giving more than two working days notice. Examples are shown in the table below:

Date of existing test booking	Latest date to reschedule	Comment
Monday 6th	Wednesday 1st	Thursday 2nd and Friday 3rd provide the two working days notice.
Friday 10th	Tuesday 7th	Wednesday 8th and Thursday 9th provide the two working days notice.
Friday 8th	Monday 4th (where Wednesday 6th is a national statutory holiday)	Tuesday 5th and Thursday 7th provide the two working days notice.

When you reschedule your test, you will be charged a \$16.40 rescheduling fee (the fee is reduced if you reschedule online at www.nzta.govt.nz/online).

labelling="Section-Header">Cancelling your test with more than two working days notice****

If you cancel with more than two working days notice, your options are:

- rebook your test at a later time, at which time a fee of \$16.40 will be charged (the fee is reduced if you book online at www.nzta.govt.nz/online).
- complete this form (DL13) and apply for a refund. A \$16.40 fee will be deducted from the test fee being refunded. Another test fee will be required should you later rebook your test.

labelling="Section-Header">Cancelling your test with less than two working days notice****

If you cancel with less than two working days notice, you’ll need to pay another test fee when you rebook your test.

You can apply for a refund of the test fee from your cancelled test, however the law states that you’re entitled to a refund of the test fee only if another applicant takes the test slot that you have vacated. If your refund application is approved, a \$16.40 fee will be deducted from the test fee being refunded.

All other refund applications, where your test slot has not been taken by another applicant, will be assessed on a case-by-case basis. There is no legal entitlement to a refund, and a refund should not be expected. The law does not provide for a refund to be granted in the case of inconvenience or hardship.

Make sure you provide as much supporting information as possible with your refund application.

Privacy information

The information requested is required for the NZ Transport Agency (and its agents) to process your application for a refund, and to maintain the Driver Licence Register. Collection of this information is authorised by clause 15 of the Land Transport (Driver Licensing and Driver Testing Fees) Regulations 1999. If you don’t provide all the information requested, your application may be delayed or declined.

The Transport Agency (and its agents) will hold, store, use, and disclose any personal information collected on this form in accordance with the Land Transport Act 1998 and the Privacy Act 1993 (parts 10A and 11, in particular, which authorise the disclosure of this information in certain circumstances). The Transport Agency (and its agents) may also use this information to communicate with you for the purposes of processing your refund, sending you driver licensing reminders, notifications, and information, or to contact you for feedback on our services.

To assist in keeping the Electoral Roll up-to-date, the Electoral Enrolment Centre operates an authorised information matching programme with the Transport Agency under s263B of the Electoral Act 1993.

To keep the Driver Licence Register up-to-date, the Transport Agency also operates an authorised information matching programme with Births, Deaths and Marriages. Please refer to the Privacy section of our website for more information.

You are entitled to access, and request the correction of, any readily retrievable personal information held about you by the Transport Agency. You can do so by writing to us at Private Bag 11777, Palmerston North 4442 or by emailing us at info@nzta.govt.nz.