

ASCM Inclement Weather, Natural Disaster and Geopolitical Event Policy

Safety is of utmost priority for our certification candidates. If the test center at which you have scheduled your exam is closed due to severe weather, natural disaster or geopolitical event, Pearson VUE will notify you via email or phone to assist you in rescheduling your exam (at no additional cost). If you do not hear from [Pearson VUE](#) within 24 hours prior to your scheduled appointment, please call [Pearson VUE](#) to confirm if your test center is closed. Please note that there may be a delay in notification to prepare, respond, or evacuate due to conditions. As always, there is no fee to reschedule you if your test center is closed.

Test centers determine if they remain open based on the conditions in or near the test center and not where candidates reside. Please note that if you reside in an area that is experiencing severe weather, national disaster or geopolitical event and are unable to keep your appointment time, call Pearson VUE immediately.

If your test center remains open, then your appointment will remain active and you are expected to arrive as scheduled.

- If you wish to keep your scheduled appointment, please arrive at least 15 minutes before your appointment time with the appropriate ID in order to be admitted.
- If your test center remains open but you still wish to reschedule your appointment to a later date/time, you must do so at least 24 hours prior to your scheduled appointment time. There is a \$45 USD charge for online reschedules or a \$55 USD charge for reschedules over the phone (this includes a \$10 phone charge).
- If your test center remains open but you do not wish to keep your scheduled appointment and have not rescheduled at least 24 hours prior to your scheduled appointment, your exam authorization will be placed in a no show/absent status, your authorization will be consumed, and your exam fees forfeited. No portion of your exam fee will be refunded.

Important Note: If you are unable to access the test center at which you have scheduled your exam because of severe conditions that have significantly impacted your route, please contact [Pearson VUE](#) immediately to determine if you are able to obtain an emergency reschedule. However, general traffic, roadblocks, or road detours do not qualify as part of this policy.

All candidates are expected to review their traffic route prior to their scheduled exam date. ASCM recommends that you leave early to avoid any traffic issues or to review your route prior to your appointment so you are familiar with the area and location where you have scheduled your exam. If you do not arrive on time for your scheduled appointment, your exam authorization will be placed in a no-show/absent status, your authorization will be consumed, and your exam fees forfeited. No portion of your exam fee will be refunded. If your testing center is closed on the day of your scheduled exam there may be a chance that Pearson VUE can assist you with a reschedule for later that same day, however, there is no guarantee.

ASCM is not able to provide you with any information regarding test center closures. We encourage you to contact [Pearson VUE](#) directly for assistance.