



# Refunds Policy

For

**Solomon Islands Immigration Division**

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## **Executive Summary**

The Solomon Islands Immigration Division enforces a strict, non-refundable policy for fees processed through its Online Visa Application Portal System. Fees cover administrative processing costs rather than the application outcome; therefore, visa refusals, withdrawals, or applicant errors do not qualify for a return of funds. Refunds are exceptionally rare and strictly limited to technical system errors, duplicate transactions, or overpayments. Applicants bear full responsibility for verifying eligibility and ensuring application accuracy prior to submitting payment.

## **Introduction**

This policy outlines the financial terms and user responsibilities governing the Solomon Islands Online Visa Application Portal System. It establishes clear expectations regarding the non-refundable nature of immigration application fees. By utilizing this digital portal, applicants formally acknowledge that fees are collected to review and handle documentation, and that payment submission constitutes an agreement to these binding terms.

## **Scope**

This policy applies universally to all users, visa applicants, sponsors, and nominators utilizing the Solomon Islands Online Visa Application Portal System. It covers all transaction categories processed through the portal, detailing the specific circumstances under which payments are final, the narrow exceptions where refunds may be evaluated, and the formal procedures required to lodge a refund request.

## **Legislation**

The Solomon Islands Immigration Division maintains ultimate statutory authority and final decision-making power over all visa applications, fee collections, and refund assessments. Operating under national immigration frameworks and the Financial Management Regulations, the division structures these guidelines to ensure institutional transparency, administrative fairness, and consistent regulatory compliance across all digital processing channels.

## **Policy Vision**

We aspire to secure Solomon Islands borders and to play our part in protecting our people and economy.

## **Policy Mission**

The Immigration Division will continue to work on strengthening and modernizing the nation's defences against all border threats through structured reforms, digitization and strategic partnering.

## Policy Principles or Values

- **Integrity** – commitment to honesty.
- **Good Governance** – commitment to enhancing and maintaining the rule of law in an environment of transparency and accountable decision-making.
- **Professionalism** – to demonstrate competence and skills suited to our roles and responsibilities
- **Leadership** – influence others into action by doing what is right the first time and all times through all of the above values.
- **Trust & Respect** – confidence in officers’ sense of unity and dignity.

## Refund Policy

**Important Notice: Most fees paid through the Online Visa Application Portal System are NOT refundable.**

### Key Principle

When you pay a fee, you are paying for **processing your application**, not for the outcome.

This means the fee covers the cost of reviewing and handling your application, regardless of whether it is approved or refused.

### No Refunds Will Be Given If:

- Your visa is refused
- A nomination is refused
- A sponsorship is unsuccessful
- You change your mind
- You apply for the wrong visa
- You do not meet eligibility requirements
- Your application is incomplete
- You provide false documentations
- You withdraw your application

## Uploaded Documents and Applications

- Decisions are based on your application and documents
- If your application is unsuccessful due to incorrect or incomplete information, **fees will not be refunded**

## **What This Means for You**

You are responsible for making sure your application is complete and correct before paying.

### **Important Warning**

**Before you pay: Make sure you meet all requirements. Fees will not be refunded if your application is unsuccessful.**

## **When Refunds May Be Considered**

Refunds may only be considered in limited situations, such as:

- Duplicate payment (paid more than once for the same service)
- System error (technical problem caused incorrect payment)
- Overpayment (paid more than required)

## **How to Request a Refund**

You must:

1. Submit a written request
2. Provide:
  - Full name
  - Reference number
  - Payment date
  - Reason
3. Attach supporting documents

## **Timeframes**

- Submit requests as soon as possible – within 5 days
- Late requests may not be accepted – More than one week

## **How Refunds Are Processed**

- Approved refunds will usually be made to the original payment method
- Processing time may vary depending on the payment provide

## **Final Decision**

The Solomon Islands Immigration Division makes the final decision.

## **What This Means for You**

- Check eligibility before applying
- Ensure your application is correct
- Understand that fees are generally not refundable
- Refunds are rare and limited

## **Final Note**

These policies are designed to ensure:

- Transparency
- Fairness
- Clear expectations

By using the System, you agree to these policies and your responsibilities as a user.

## **Contact**

If you have questions about these Terms of Service:

Relevant Officer or Business Unit

Email: [immigration.visas@commerce.gov.sb](mailto:immigration.visas@commerce.gov.sb)

Phone: (+677) 22856, (+677) 25081, (+677) 25082, (+677) 25083

Online Form: <https://immigration.gov.sb/contact-us/>