



# Terms of Service

For

**Solomon Islands Immigration Division**

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## Executive Summary

These Terms of Service govern the legal relationship between applicants and Solomon Islands Immigration regarding the use of the Online Visa Application Portal System. The System enables users to manage accounts, submit applications, upload documents, pay fees, and track visa statuses. Users bear full responsibility for the accuracy of their data, account security, and eligibility verification prior to financial commitment. Submission and payment do not guarantee visa approval, and fees are generally non-refundable. The department disclaims liability for user errors, system downtime, or technical delays. Fraudulent activity, including providing false information or documents, will result in visa refusal, account termination, and potential legal prosecution. Terms may be updated at any time without prior notice.

## Introduction

Welcome to the Solomon Islands Immigration Online Visa Application Portal System ("the System"). This platform is designed to streamline the visa procurement process for international travellers, sponsors, and employers. Access to and use of the System is strictly conditional upon your acceptance of, and compliance with, these Terms of Service. By creating an account, transmitting data, or initiating payments, you enter into a legally binding agreement with Solomon Islands Immigration. Please review these terms comprehensively before proceeding with any transaction.

## Scope

These Terms of Service apply to all individuals, corporate entities, registered sponsors, and third-party agents who access or utilize the System. The operational scope of this agreement encompasses:

- **Portal Actions:** Account creation, profile maintenance, and application tracking.
- **Data Transmissions:** Text input fields, uploaded supporting documentation, and embedded personal metadata.
- **Financial Transactions:** The electronic payment of processing fees via approved gateways.
- **System Interactions:** Digital access parameters, user security compliance, and platform resource availability.

## Legislation

The enforcement of these terms operates under the statutory authority of Solomon Islands Immigration, Financial Management Act and National laws. Portal usage and application evaluations are governed by the following frameworks:

- **The Immigration Act 2012 (*Immigration Division, Ministry of Commerce, Industry, Labour and Immigration*):** Section 91(1) of the Act allows Minister to declare

Immigration to make decision and facilitating visas electronically. Dictates the legal criteria for visa eligibility, conditions of entry, and the absolute authority to refuse or cancel visas based on incorrect or misleading information.

- **Solomon Islands Penal Codes (*Ministry of Justice and Legal Affairs*):** Mandates strict legal penalties, application forfeiture, and potential prosecution for the submission of fraudulent documents or identity theft.
- **Public Finance Management Regulations (*Ministry of Finance and Treasury*):** Establishes the legal framework governing the collection of administrative fees, processing-only cost recovery, and non-refundable revenue structures.
- **Cyber Security Policy (*Ministry of Communication & Aviation*):**

## 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.

## Terms of Service

By using the Online Visa Application Portal System ("the System"), you agree to these Terms of Service.

Please read them carefully before creating an account, submitting an application, or making a payment.

## What the System Allows

You can use the System to:

- Create an account

- Submit visa applications
- Upload documents
- Pay fees
- Track application status

## **Your Responsibilities**

It is your responsibility to:

- Provide accurate and truthful information
- Upload correct documents
- Check eligibility before applying
- Keep your login details secure

## **Uploaded Documents**

- Documents must be accurate and relevant
- Documents may contain additional personal information
- All content will be used to assess your application

## **What This Means for You**

Your application is assessed based on everything you submit, and it may affect the outcome of your application.

## **Important Things to Know**

- Application submission does not guarantee approval
- Payment does not guarantee approval
- Incorrect information may result in refusal or cancellation

## **Payments**

- Fees must be paid before processing
- Fees are for processing only
- Fees are generally non-refundable

## **Before You Apply or Pay**

Before using the System:

- Check eligibility

- Ensure you have selected the correct visa or service
- Ensure information is correct
- Upload all required documents
- Read the Refund Policy

### **System Availability**

- The System may not always be available
- Maintenance or technical issues may occur
- Access may be temporarily interrupted without notice

### **Errors**

- You must check all details before submitting
- We are not responsible for user errors or the provision of incorrect information by you

### **Security**

You must:

- Keep your account username and password secure
- Not share access to your account with others

### **Fraud and Misuse**

Do not:

- Provide false information
- Upload fraudulent documents
- Misuse the System

This may lead to:

- Application refusal
- Loss of access
- Legal action

### **Liability**

We are not responsible for:

- Losses caused by system downtime

- Delays due to technical issues
- Errors made by users

## **Changes to Terms**

We may update these terms at any time.

The latest version will always be available on our website.

## **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/>