SojournHub

# Refund policy

SojournHub Software Ltd, a private company limited by shares registered in England and Wales (company number 17518523, incorporated 13/10/2026). Registered office: 124 City Road, London, EC1V 2NX, United Kingdom. SojournHub Software Ltd is not VAT registered. Privacy, legal and complaints contact: Matthew Silvester, CEO, support@sojournhub.io.
Refunds and other help: support@sojournhub.io. Payment questions: billing@sojournhub.io.

## Contents

1 Your statutory rights
2 How the fee is paid
3 Outcome A. Authority refuses before the approval event
4 Outcome B. You withdraw before the approval event
5 Outcome C. A fault on your side
6 Outcome D. Negligence
7 Outcome E. After the approval event
8 A worked example

## 1 Your statutory rights

1.1 Where the law gives you a cooling-off right, that right comes first. Other mandatory remedies stay available after a cooling-off period ends.

## 2 How the fee is paid

2.1 The deposit is 20% of the professional fee. The 80% balance is due at the approval event for your route. For MM2H, that event is the Conditional Letter of Approval. Government fees are separate, charged at cost, and collected before filing. If a government fee changes, you pay the difference. A quote is valid for 30 days.
2.2 Payment is by bank transfer to SojournHub's bank account, in the currency of your quotation (US dollars, British pounds or euros), using the payment reference shown for that payment. US dollar quotations include the processing fee in section 7.
2.3 Before the approval event, you will never owe more than you have already paid for our service, except government or third-party costs you agreed to in your quote. If those costs go up, we tell you before paying them.

## 3 Outcome A. Authority refuses before the approval event

3.1 A. If the authority refuses before the approval event, the 80% is not payable. Our admin team reviews the refund based on the work completed on your case and on unrecoverable third-party costs already paid. Any administrative fee stated in your quote is included in that review and retained only to the extent lawfully due, without counting the same work or cost twice. Work completed and unrecoverable third-party costs already paid are taken into account, and what remains of the deposit is refunded within 14 days of the refusal being confirmed. Government and third-party costs that are already spent and not recoverable are not refunded by us. If we recover any of those costs, we pass the recovered amount on to you.


SojournHub is not a government agency. Approval is never guaranteed. SojournHub Software Ltd, a private company limited by shares registered in England and Wales, company number 17518523, incorporated 13/10/2026. Registered office: 124 City Road, London, EC1V 2NX, United Kingdom. Not VAT registered. No VAT is charged.

## 4 Outcome B. You withdraw before the approval event

4.1 B. If you withdraw before the approval event, the 80% is not payable. The deposit is reviewed the same way: any administrative fee stated in your quote is included in the total lawful deduction, without counting the same work or cost twice; work completed on your case and evidenced unrecoverable third-party costs are reviewed, and what remains is refunded within 14 days. Unspent government money is refunded within 14 days. Money already spent and not recoverable is not refunded.

## 5 Outcome C. A fault on your side

5.1 C. If the case is refused or stopped because of a clearly defined fault on your side, the deposit is reviewed the same way as in B: work completed and unrecoverable third-party costs already paid are taken into account, and what remains of the deposit is refunded within 14 days.
5.2 A fault on your side means the information or documents you gave were false or incomplete, you missed a deadline we told you about in writing, or you did not respond for 30 days after two reminders.

## 6 Outcome D. Negligence

6.1 D. If it is shown that we or your appointed professional were negligent and that caused the case to fail, we refund all professional fees you paid. The refund is made within 14 days. If negligence is not shown, outcome A applies before the approval event, and outcome E applies after the approval event. These outcomes do not limit the remedies that mandatory law gives you for services not supplied as agreed or for a breach of the agreement.

## 7 Outcome E. After the approval event

7.1 E. Once the approval event has been reached and the 80% balance has fallen due, the professional fee is not refunded for a later refusal or a failed endorsement alone. For MM2H, that event is the Conditional Letter of Approval. Government and third-party costs already spent, and not recoverable, are not refunded by us. If we recover any of those costs, we pass the recovered amount on to you. This outcome does not remove the duties we still owe, including completing the agreed endorsement steps and returning your original documents, and it does not limit mandatory legal rights or remedies for services not supplied as agreed.

## 8 A worked example

8.1 Example only. Worked example in USD. These aren't real fees; fees are confirmed in your personalised quote. The professional fee is USD 100. The deposit is USD 20 after you accept the quote and sign the service agreement. USD 80 is due at the approval event. If the authority refuses before the approval event, or that approval event is not reached for reasons attributable to the authority, the balance is not payable.


SojournHub is not a government agency. Approval is never guaranteed. SojournHub Software Ltd, a private company limited by shares registered in England and Wales, company number 17518523, incorporated 13/10/2026. Registered office: 124 City Road, London, EC1V 2NX, United Kingdom. Not VAT registered. No VAT is charged.