SojournHub

Terms and Conditions

Version 1.7 | Effective date 01/11/2026
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Version 1.7
These Terms explain how you may use Sojournhub.io and its application workspace, how quotations and paid services are agreed, and what you can expect from us and appointed professionals. They apply to international customers, subject to the mandatory laws and consumer protections that apply to each transaction.

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1 About SojournHub

1.1 SojournHub operates Sojournhub.io and its customer application workspace. In these Terms, “SojournHub”, “we”, “us” and “our” refer to the provider of the services described in your accepted quotation and service agreement. The laws of England and Wales govern these Terms, as set out below.
1.2 SojournHub Software Ltd, a private company limited by shares registered in England and Wales (company number 17518523, incorporated 13/10/2026), is the provider. SojournHub Software Ltd is not VAT registered. Privacy, legal and complaints contact: Matthew Silvester, CEO, support@sojournhub.io.
1.3 Registered office: 124 City Road, London, EC1V 2NX, United Kingdom.
1.4 You can contact us through the Contact page at https://sojournhub.io/contact or the website support-ticket function. Use the contact details published there for customer support, cancellations and complaints, and write formal notices to support@sojournhub.io. For time-sensitive matters, include your

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case reference and relevant deadline. Do not assume that a message sent to an unverified social-media account has reached the case team.
1.5 “You” means the person using the platform or purchasing services. A “consumer” is a person entitled to applicable consumer protection for the transaction; describing an account as a business account does not remove rights that the law gives its user. A “professional partner” is the professional or organisation we appoint to perform the agreed regional services. An “authority” is the relevant government, consular, immigration or other decision-making body.
1.6 We welcome enquiries from customers worldwide. Our current focus is visa and migration services for Southeast Asia. We may add further destinations, but a service is offered only where we can lawfully provide it and identify an appropriately authorised professional for the relevant jurisdiction and route. A country appearing in general website information is not a commitment that we can accept every case there.

2 What these Terms cover

2.1 These Terms govern website access, accounts and our general customer relationship. We make them available before account registration and ask you to accept them affirmatively when creating an account or otherwise entering a contract with us. Browsing public pages does not order a paid service. The date and version of each contractual acceptance are recorded. A case-specific service agreement and accepted quotation describe the purchased services, applicants, contracting providers, charges, payment stages and any country-specific conditions. Together, those documents form the contract for that case.
2.2 Mandatory law takes priority. Next, any expressly agreed amendment applies to the matters it changes; an applicable country schedule and the case service agreement govern case-specific legal and service obligations; the accepted quotation governs agreed scope, amounts and payment milestones; and these Terms govern the remaining matters. A quotation cannot silently remove cancellation rights, liability protections or other legal terms. A material departure must be explicit and accepted before commitment.
2.3 Our Privacy Notice and Cookie Policy explain data practices; acceptance of these Terms is not blanket consent to data processing, marketing or optional cookies. A linked refunds or complaints page cannot reduce rights in your contract. Rules published after you agree a case do not retrospectively amend it.
2.4 Professional partners also require a separate partner agreement. These customer Terms do not set their commission, payout, exclusivity, employment status or commercial relationship with us.

3 Our role and the professional partner's role

3.1 SojournHub contracts with you to deliver the visa services described in the accepted quotation and service agreement. We coordinate the case through our platform and appoint regional lawyers, immigration consultants or other appropriately authorised professionals to perform the work requiring their local expertise and permissions. They make submissions under their own applicable licences or authorisations; those permissions are not represented as licences held by SojournHub.
3.2 Our administration team selects the professional it considers suitable for the destination, visa route and your circumstances. We carry out due diligence on professional history and credentials, retain licensing records and expiry dates, and require applicable professional authorisation and insurance to remain current. Case assignment is restricted to the jurisdictions and visa categories for which the professional is appropriately authorised. Due diligence is a suitability check, not a guarantee of a particular outcome.
3.3 We identify the appointed professional and relevant authorisation before regulated casework begins.

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We remain responsible to you for the performance of the services we contract to supply, including work carried out through our appointed professionals, subject to section 17 and applicable law. Their own professional duties and regulatory responsibilities also continue. A required local engagement, declaration or authority form will be explained before signature and will not silently remove SojournHub's contractual obligations.

3.4 Administrative staff and professional partners must declare relevant conflicts of interest. Our leadership team reviews those conflicts and determines whether disclosure, informed consent, reassignment or declining the work is appropriate. We will not proceed with an assignment where professional rules prohibit it.

3.5 Neither SojournHub nor the platform is a government agency. Browsing the website does not establish a lawyer-client relationship. Personalised regulated advice and submissions must be undertaken by an appropriately authorised professional. We do not claim that every consultant is a lawyer or that one professional can handle every visa route.

3.6 If a professional leaves the platform, loses the necessary authorisation or fails to maintain required insurance, we will disable their access as appropriate, stop unauthorised work and arrange a controlled handover. We will explain material effects on your case and take reasonable steps to protect documents and agreed deadlines. Reinstatement requires satisfactory verification, not merely a request to reopen an account. A partner's departure does not end SojournHub's obligations to you. If we cannot provide a suitable replacement, the termination and refund provisions apply.

4 Information and automated assistance

4.1 Public visa pages, comparisons, checklists, estimated timings and automated or AI-assisted responses provide general information. They are not a government decision, a guarantee of eligibility or a substitute for the professional review required for your case. Rules can change, and eligibility depends on your circumstances and the authority's current requirements.

4.2 Automated tools can make mistakes or omit relevant information. Ask your assigned professional to confirm important requirements, costs and deadlines before acting. AI output alone will not constitute your authorisation to submit an application, accept a quotation or make a payment. We remain responsible for the reasonable care and skill required in our own contracted services.

4.3 Our current offering is visa application and migration support. We do not currently offer or endorse separate travel, accommodation, property, investment, insurance, recruitment or other ancillary services. Requirements involving such matters may be explained as part of a visa case, but that does not constitute a separate advisory or sales service. Our services do not include advice on tax residence, investment suitability, insurance suitability, property acquisition, employment rights or legal disputes. Immigration permission does not by itself establish permission to work, freedom from tax or a right to permanent residence or citizenship.

5 Accounts and family applications

5.1 To hold an account or buy services, you must be at least 18 and have legal capacity to enter the relevant contract. A parent or lawful guardian may arrange services for a minor. An adult account holder may coordinate a family or group case but must have authority to provide information and act for each other applicant.

5.2 The principal applicant is responsible for obtaining and maintaining permission to provide another applicant's information and coordinate their application, and must tell us promptly if that permission is withdrawn or disputed. We may rely on that confirmation where reasonable and lawful, request evidence, or obtain permission directly where needed. This responsibility does not remove our own data-protection, safeguarding or professional obligations. Each adult applicant must personally provide

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any consent, declaration, signature or professional authority required from them. The payer may differ from the applicant, but paying does not itself authorise access to confidential application records.
5.3 Provide accurate account details, protect your sign-in methods, follow reasonable security checks and tell us promptly about suspected unauthorised access. We will not make you automatically responsible for every action on a compromised account regardless of fault. Your responsibility is determined by the circumstances and applicable law.
5.4 Use the approved workspace access and delegation functions. Do not share passwords to give relatives, advisers or colleagues access. Tell us promptly if your authority to act for someone changes.

6 From application profile to paid work

6.1 Browsing the website, creating an account and requesting a quotation are free. A separately booked pre-deposit consultation is chargeable under section 10; requesting a quotation alone does not authorise that charge. There is no subscription or automatic renewal of your account or visa service.
6.2 The standard application process is as follows, subject to the applicable route and agreed case terms.
6.3 An application case and any earlier paid consultation are separate service contracts unless expressly combined. Each carries its own applicable disclosures and cancellation rights. A payment link, payment attempt or uploaded document does not prove that an authority has received or approved an application.
6.4 1. You create profiles for the principal applicant and each additional applicant, select the route and submit the profiles for review. This requests a quotation; it is not a government application.
6.5 2. Our administration team assigns an appropriately authorised professional. An itemised quotation and service agreement identify SojournHub, the appointed professional, services, applicants, exclusions, total price, deposit, payment milestones and cancellation terms.
6.6 3. You review and approve the quotation and sign the service agreement. You then pay a deposit of 20% of the professional fee. 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. Government and third-party fees are not part of that deposit.
6.7 4. The paid application contract is formed when we have received your signed service agreement, recorded your acceptance of the quotation and received the required confirmed deposit against that valid offer. We send a confirmation and copies of the agreed documents that you can retain. The confirmation records the formation date and document versions; an administrative delay in sending it does not postpone the formation date. Payment without the necessary agreement, or after an expired quotation, is not permission for us to impose unagreed terms. We will resolve such a payment promptly or refund it if the case cannot be agreed.
6.8 5. Our standard work-start point is completion of these three steps: quotation acceptance, a signed service agreement and a confirmed deposit. There is no separate early-start option in the workspace. These steps do not waive mandatory customer rights or replace any express-request or waiting-period requirement imposed by applicable law.
6.9 6. The professional prepares and publishes a document checklist for each applicant. Document collation becomes available after deposit confirmation and checklist publication. Paying the deposit does not mean a checklist is already ready.
6.10 7. The professional reviews the supplied documents, obtains required signatures and submission authority, and submits through the authorised route. Submission evidence and material status updates are recorded. The next steps depend on the authority's decision and may include conditional approval requirements, final payment and passport or pass endorsement.

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7 Quotations, charges and currencies

7.1 The accepted quotation identifies the total price or, where a cost cannot reasonably be fixed, its calculation basis or estimate. It separates our fees, professional fees, official charges, applicable taxes and third-party costs, and states which amounts are included, separately collected or payable directly. Government fees are not our revenue merely because we arrange payment.

7.2 The professional fee is paid in two parts. You pay 20% after approving the quotation and signing the service agreement. The remaining 80% is due when the authority issues the approval event named on that quotation. For a route with conditional or in-principle approval, that letter is the approval event, not a later passport endorsement. Government and third-party fees are paid separately and in full when the authority or the third party requires them. They are not part of the 20% or the 80%, and they are not a percentage of the professional fee.

7.3 Once the approval event has happened, the 80% balance of the professional fee is due. Passport endorsement handling is included in the professional fee. Endorsement government charges are separate, as are dependants' visa charges. Only the authority can issue or endorse a visa. We will explain known deadlines and the consequences of delayed payment. SojournHub does not control the authority's decision and does not claim an unrestricted right to retain a passport.

7.4 If the authority refuses before the approval event, or that event is not reached for reasons attributable to the authority, the 80% balance 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, including any administrative fee stated in your personal quotation only to the extent lawfully due, without counting the same work or cost twice. If the application is refused because information or documents you supplied were false or missing, the refund follows the same review. If you decide not to proceed before the approval event, the refund follows the same review. Certification, translation and other third-party costs are extra and itemised. We do not add a handling fee for work that is already included. No amount is recovered twice.

7.5 We may change the standard deposit for future quotations, but the deposit and payment milestones in an existing accepted contract do not change without a lawful, expressly agreed variation. Deposits are advance payments credited against the agreed charges; they are not automatically non-refundable.

7.6 Fees already included in a package must not be charged again. Additional applicants, renewals, appeals, repeat submissions, translations, certifications, medical examinations, insurance, courier charges, sponsorship and post-approval work are included only where expressly stated. We will explain proposed additional work or unavoidable official charge changes and obtain agreement before incurring additional discretionary costs. If a material change cannot be agreed, cancellation and settlement rights apply.

7.7 The quotation states the invoice and settlement currency. Any website currency conversion is indicative unless expressly fixed in the contract. Your bank or payment provider may use a different rate or impose disclosed charges. We do not add an undisclosed currency margin or payment surcharge. Mandatory taxes and lawful charges will be shown before commitment; any later legally required adjustment must be explained.

7.8 Quotations in US dollars include a processing fee of 2% of the quotation total, which covers the bank and currency costs of receiving US dollar payments. It is shown on the quotation as its own line before you accept, and it is added to each payment in proportion: the deposit, each item requested separately and the final balance. The deposit remains 20% of the professional fee; the processing fee is charged on top of it. The processing fee is non-refundable. Quotations in British pounds or euros carry no processing fee.

7.9 Fixed deposits, property purchases, investment capital and financial eligibility thresholds are not

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ordinary consultancy fees. If a case requires a refundable bond or funds payable to a third party, the contract must identify the recipient, ownership, purpose and release or refund conditions. Do not send those funds to us unless a lawful and expressly documented arrangement authorises that payment.

8 Payments and billing records

8.1 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. Do not pay a professional's personal account or changed bank details without verification through a previously established SojournHub contact channel.
8.2 Government and third-party fees are accounted for separately from the professional fee. They do not increase the professional fee you approved and they are not a percentage of that fee. We remain your point of contact for billing, refunds and accounting for funds received by us.
8.3 An account balance is a record of charges, payments and refunds. It is not represented as a bank account, deposit product or escrow service. No protection or safeguarding arrangement is promised unless it is expressly described and actually applies. A payment processor's involvement does not change the identity of the contracted service provider or remove that provider's obligations.
8.4 Tell us promptly about a billing error, duplicate payment or disputed amount and provide available evidence. Undisputed amounts remain payable. You retain lawful payment-dispute and chargeback rights; contacting us first is encouraged but is not a condition of exercising those rights. Refunds and chargebacks will be reconciled to prevent duplicate recovery.
8.5 An overdue undisputed payment may delay the affected stage after notice and a reasonable opportunity to resolve it. We will explain known time-sensitive consequences. There are no subscription charges, recurring-payment mandates, stored-card charges or automatic renewal fees under our current service. A future visa renewal is a new, separately quoted service and requires a new contract before work begins. No late-payment interest is introduced by these Terms.

9 Documents, deadlines and submission

9.1 You must provide truthful, complete and authentic information, keep passports and relevant documents valid, and notify the professional of material changes, including immigration history and circumstances relevant to eligibility. You must review the completed application and supply required signatures before submission. We and the professional remain responsible for the checks and care we have agreed to perform.
9.2 Upload only the documents requested for the relevant applicant through approved channels. Do not send unnecessary medical, financial or identity information in public messages. We may ask for corrections or supporting evidence where reasonably required. We may refuse to submit material reasonably believed to be false or unlawful, explaining the issue where lawful.
9.3 The application service normally concludes when the agreed visa or pass endorsement is completed, or when the authority formally refuses the application and we have communicated the outcome and completed the associated case closure. There is no automatic appeal, renewal or continuing advisory retainer. Any later renewal or other new service requires a new agreement before work begins.
9.4 The case agreement identifies responsibility for monitoring deadlines during the engagement. You remain responsible for complying with your immigration conditions, while we remain responsible for deadline-management duties we accept. Ending ordinary application work does not extinguish accrued claims, refunds, document-return duties or any sponsorship or other duty that must continue under applicable law or an express programme commitment. Where a route requires continuing sponsorship, its provider, duration and fee treatment must be expressly documented before the case is accepted.
9.5 Send original documents only after written instructions identify the recipient, purpose, required items

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and return arrangements. You may arrange a reputable tracked courier yourself or use our nominated DHL courier option where available. You pay the disclosed outward and return shipping costs. Any insurance, compensation limit or special handling requirement must be checked before dispatch; passport-replacement costs and consequential losses may not be fully covered by a carrier.
9.6 The appointed professional must exercise reasonable care as custodian of originals. SojournHub accepts responsibility for loss or damage caused by negligence or breach of our obligations, including negligent custody by a professional we appoint to perform our services. Transit claims depend on the courier contract, the cause of loss and applicable law. We do not guarantee that a courier will accept every claim, and carrier terms do not exclude our own non-excludable responsibility or our responsibility for negligent packing, addressing, instructions or dispatch where we undertake those tasks. Report missing documents promptly so protective action and any carrier claim can be considered.

10 Support, consultations and meetings

10.1 Our email and website support-ticket channels accept messages 24 hours a day, seven days a week. This describes access to the channels, not continuous live staffing. Support replies are handled Monday to Friday, 9:00 to 17:00 Malaysia time (UTC+8). A working day in these Terms means Monday to Friday in Malaysia time; response times are targets, not guarantees. Professional partners are typically available from 9 am to 5 pm, Monday to Friday, in their local time zone; their displayed availability and confirmed bookings apply.
10.2 You may contact your assigned professional through workspace messaging and arrange a video appointment. Immediate attendance or an unscheduled video response is not guaranteed. Escalate service concerns using the contact details on our Contact page or through a website support ticket and include your case reference and any known deadline. A support ticket is not an emergency service or a guarantee that an authority's deadline will be extended.
10.3 Online consultations booked before payment of the application deposit are chargeable. The fee, scope, appointment time, cancellation terms and any rescheduling or no-show charge are disclosed before you book, and payment is required before the meeting begins. Statutory cooling-off and early-performance rules apply where relevant. A paid initial consultation is not automatically credited against a later application fee unless your quotation expressly says so.
10.4 After the required application deposit is received, consultations concerning the active contracted case are included without a separate consultation fee. Each meeting is limited to 40 minutes and up to two customer connections plus the professional partner, for a maximum of three connections. Further work outside the contracted scope and services requested after the case closes require a new quotation. A technical failure does not automatically count as a chargeable no-show.
10.5 We use video and audio recordings of online consultations for security, quality assurance and internal staff training, subject to the following safeguards. Where a meeting is to be recorded, participants will receive notice before recording begins explaining the type of recording, purposes, access, retention and relevant rights. We obtain any consent or agreement required by the participants' applicable laws. Participation, payment or acceptance of these Terms is not blanket permission for recording or unrelated reuse. Where optional training use relies on consent, that choice is separate from necessary case administration and a reasonable non-recorded alternative will be offered where required. Identifiable case material is not authorised for general-purpose AI model training by this clause. The recording and retention arrangements are described in the Privacy Notice.
10.6 Do not record or transcribe another participant without prior notice and the permission required by law. We use reasonable care to operate the platform but cannot promise uninterrupted availability. If an outage affects a deadline we have undertaken to manage, we will take reasonable steps to provide an alternative channel and protect the case.

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11 Decisions by authorities and changes to programmes

11.1 Only the relevant authority can grant, refuse, condition, delay or revoke a visa or permission. Professional engagement, payment or submission does not guarantee approval, admission at the border, a particular validity period or renewal. Processing estimates are not promised completion dates unless an express commitment concerns a stage within the provider's control.
11.2 If rules change materially, we will explain the effect on the agreed service when we become aware of it and propose the available next steps. You are not obliged to buy an unagreed alternative service. A refusal or rule change does not by itself prove provider fault, but it does not erase responsibility for negligent work, missed agreed deadlines or breach of contract.
11.3 Avoid making irreversible travel, property, employment or investment commitments solely in anticipation of approval. This advice does not exclude compensation that you are legally entitled to recover for our breach.

12 Cancellation and refunds

12.1 You may ask us to cancel by a clear message from the Contact page, a support ticket, or the cancellation control in your workspace. Give your name and your case or quote reference. You do not need a special form of words. Closing an account on its own is not a clear instruction to cancel a service. We will ask if it is unclear.
12.2 Where the law gives you a cooling-off right, that right comes first. Other mandatory remedies stay available after a cooling-off period ends.
12.3 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.
12.4 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.
12.5 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.
12.6 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.
12.7 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.
12.8 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.

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12.9 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.
12.10 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.
12.11 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.
12.12 Worked example, using 100 units so no real fee is shown. The professional fee is 100 units and the deposit is 20 units. Before the approval event, Admin reviews the work completed and evidenced unrecoverable costs. Let X be the total lawful deduction from the deposit, including the quoted administrative fee without counting the same cost twice; X is no more than 20. The refund is 20 minus X and the 80 balance is not payable. Mandatory customer rights remain available. A refusal after the approval event follows the separate after-approval outcome.

13 Additional consumer protections across borders

13.1 UK and EU or EEA distance service contracts
13.2 Where the applicable distance-selling rules give you a right to cancel, you may normally cancel a service contract within 14 calendar days after the day it is concluded without giving a reason. The pre-contract information and confirmation will identify the actual period and any lawful exception. If required cancellation information is missing, the period may be extended by law. A longer mandatory period takes priority.
13.3 Our standard process starts work after quotation acceptance, the signed service agreement and the confirmed deposit; it does not offer a separate early-start choice. Those steps do not by themselves waive cancellation rights or establish a separate express request where the law requires one. Applicable express-request and waiting-period requirements still apply. If you cancel during a statutory cancellation period, any charge for services supplied during that period is limited to the proportionate amount lawfully due, based on the agreed total price, and only where the legally required information and request have been provided. If those conditions are not met, we will not deduct charges the law prohibits. No fixed cancellation charge overrides this rule. Separately incurred third-party costs are not automatically deductible if the law does not permit the deduction.
13.4 You lose the statutory service cancellation right through full performance during that period only where all legal conditions are met, including your prior express request or consent and acknowledgment of the loss of that right after full performance. Merely paying, opening a checklist, accepting website terms or starting document collection is not full performance of the entire consultancy service. The treatment of a genuinely separate digital-content supply, if offered, requires its own lawful disclosures and consent.
13.5 We refund money due under a statutory withdrawal without undue delay and within the applicable legal time limit, normally 14 days after notice. You can use the cancellation request form below, but it is optional. Where applicable law requires an online withdrawal function, we will make it available during the withdrawal period and confirm receipt in a form you can retain.

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13.6 Australian consumers
13.7 Where Australian Consumer Law applies, our services come with guarantees that cannot be excluded. You retain the applicable rights concerning due care and skill, fitness for a disclosed purpose, timely performance and remedies. For a major service failure you can cancel the relevant service contract and obtain a refund for the unused portion, or compensation for its reduced value, and compensation for other reasonably foreseeable loss or damage. For a failure that is not major, you are entitled to rectification within a reasonable time and, if that does not occur, the further remedies the law provides. These rights are not limited by our discretionary refund policy.
13.8 Consumers in other countries
13.9 Nothing in these Terms removes mandatory consumer, privacy, payment-dispute or court-access rights applicable where you live or where the service is supplied. A destination-country service agreement does not, merely by choosing that country's law, eliminate protections that another applicable law makes mandatory. Local rights apply in addition to any contractual protection that is more favourable to you.

14 Acceptable use and intellectual property

14.1 Use the platform lawfully and only for purposes connected with genuine enquiries, applications and agreed services. Do not impersonate another person, submit fraudulent documents, harass users or staff, introduce malicious software, circumvent access controls, misuse another applicant's information, or interfere with platform security or availability. Do not scrape confidential case data or reproduce protected platform content for resale without permission.
14.2 You may access the platform and download your own case materials for their intended purpose. We or our licensors retain rights in the website, software, branding and original platform materials. Government forms, third-party materials and professional documents may carry their own lawful restrictions. Nothing prevents fair use, legal reporting or another use permitted by mandatory law.
14.3 You retain your rights in the material you provide. You give us a limited, non-exclusive licence to store, copy, transmit and adapt its format only as necessary to operate the platform, provide the agreed services and meet lawful retention obligations. This is not a right to sell your application documents, publish your identity or use sensitive case materials for unrelated advertising or AI training. Any separate lawful use requires its own transparent basis and permissions where required.
14.4 If reviews or testimonials are enabled, they must reflect genuine experiences and not expose another person's confidential information. We may remove unlawful or abusive content using fair moderation procedures. We will not suppress an honest negative review merely because it is critical, or require a non-disparagement promise as a condition of a refund.

15 Privacy, confidentiality and third-party services

15.1 Our Privacy Notice, linked in the website footer, explains the personal data we process, purposes, recipients, international transfers, retention and available rights. Our Cookie Policy, also linked in the website footer, explains cookies and related choices. The applicable notice is provided before the relevant data is collected. Detailed hosting, supplier, recording and retention arrangements are explained in that notice. Privacy enquiries: privacy@sojournhub.io.
15.2 Applications can involve passports, family information, financial records and health or criminal-history information. We restrict access to people who require it for an authorised purpose and use appropriate safeguards. A professional or authority may act as a separate data controller; where applicable, their identity and notice will be provided. Sharing data across borders must comply with applicable law and is not authorised solely by accepting these Terms.
15.3 Payment, video, hosting and other suppliers may have terms applicable to their own services. We

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will disclose terms you need to accept before using the relevant feature. Their involvement does not remove our responsibility for our own services. Third-party links do not mean we control or endorse all their content.
15.4 Information shared with a lawyer may be subject to professional confidentiality, but use of a shared platform does not itself create legal privilege. The professional should explain any effect of sharing privileged material with administrators or other participants before that sharing occurs.

16 Suspension, account closure and termination

16.1 We may restrict access or pause affected services where reasonably necessary to address fraud, serious misuse, a security incident, a legal prohibition or a material breach. Except where urgent action or law prevents notice, we will explain the reason and give a reasonable opportunity to put the matter right. Restrictions will be proportionate and may be reviewed by contacting us through our Contact page or website support-ticket function.
16.2 Either party may terminate an affected service for a material breach that remains unremedied after a reasonable written cure period, normally 14 calendar days. Immediate termination is permitted where the breach cannot reasonably be remedied or continuing would be unlawful. We will not use account closure to avoid refund, record-delivery or other accrued obligations.
16.3 Before a non-urgent closure, we will provide a reasonable opportunity to obtain your documents and case records, subject to legal confidentiality and access restrictions. Where safe and lawful, necessary records and a route to urgent case assistance remain available during suspension. We will cooperate reasonably in transferring a case to an authorised replacement professional. Lawful retention obligations can continue after closure, as explained in the Privacy Notice.
16.4 Termination settles charges and refunds under sections 12 and 13 and the applicable case agreement. It does not cancel an authority's decision or automatically withdraw a government application. Formal withdrawal from a programme may need separate instructions and official steps. Provisions intended to continue, including payment reconciliation, confidentiality, intellectual property and dispute rights, survive to the extent appropriate.

17 Responsibility and limits of liability

17.1 We will perform our services with reasonable care and skill and fulfil the commitments in the applicable contract. We do not exclude responsibility merely because a partner, processor or software tool is involved. Our responsibility for appointed professionals is described in section 3; their separate professional regulation does not remove our obligations as your contracted service provider.
17.2 Nothing excludes or limits liability for fraud or fraudulent misrepresentation, death or personal injury caused by negligence, or any liability or remedy that cannot lawfully be excluded or limited. These Terms do not remove consumer guarantees, required service standards or statutory remedies. A general information disclaimer does not defeat an express contractual promise or a representation on which the law allows you to rely.
17.3 For consumers, we are responsible for losses caused by our breach where recoverable under the applicable law, including reasonably foreseeable loss. We are not responsible for loss attributable solely to an authority's independent decision or your own actions where we have not caused or contributed to it. No general monetary cap is imposed on consumer claims by these website Terms.
17.4 For business customers only, and only to the extent lawful and subject to the preceding protections, neither party is liable for indirect or consequential loss of profit, revenue, business opportunity or goodwill. Any monetary cap must be expressly agreed in a separate business service agreement; there is no automatic zero-fee or nominal cap under these Terms. Each party must take reasonable steps to mitigate loss. No general customer indemnity for visa refusal or ordinary platform use is imposed.

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17.5 We maintain professional indemnity and cyber insurance for our business activities and require appointed professionals to maintain the insurance required for their work. Insurance does not guarantee that every event is covered and does not replace or reduce the contractual and statutory rights described above.

18 Events beyond reasonable control

18.1 A party affected by an event beyond its reasonable control must notify the other as soon as reasonably practicable, explain the effect, take reasonable mitigating steps and resume affected work when possible. Relief applies only to obligations actually prevented; it does not excuse avoidable failings, reasonable contingency duties or money already due for properly performed work.
18.2 If a material interruption continues for 30 consecutive calendar days, either party may end the services that have not been performed, by notice, subject to any earlier right the law requires. Refunds then follow the cancellation and refund rules in these Terms. A change in programme rules does not let us add a charge you have not agreed. 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.

19 Complaints and disputes

19.1 Please send complaints using the contact details on our Contact page or through a website support ticket with your case reference, a description of the issue and the outcome sought. We aim to acknowledge a complaint within five working days and provide a substantive response within 20 working days, or explain why more time is needed and when we expect to respond. These targets do not extend statutory deadlines.
19.2 Where a complaint concerns an appointed professional, SojournHub will investigate and coordinate the response rather than require you to resolve our contractual responsibilities with the professional alone. You remain free to contact an applicable professional regulator or dispute-resolution body. We will provide information about any alternative dispute-resolution scheme we are legally required to identify and whether we are obliged or willing to participate.
19.3 Complaining to us is not a prerequisite to using a regulator, payment provider, court or other statutory remedy. These Terms impose no mandatory arbitration, class-action waiver or shortened statutory claim period. Nothing restricts urgent relief or a legally protected collective claim.

20 Governing law and courts

20.1 Subject to mandatory rights, the laws of England and Wales govern these website Terms and our platform relationship. For business customers, the courts of England and Wales have exclusive jurisdiction unless a separately agreed service contract provides otherwise for that contract.
20.2 For consumers, the choice of law does not deprive you of mandatory protections under the law that would apply without that choice. You may bring proceedings in any court that applicable consumer-jurisdiction rules permit, including your home courts where those rules provide that right. We will bring proceedings against you only in courts permitted by those rules.
20.3 Mandatory destination-country immigration law and professional rules continue to govern local submissions and regulated work. Any necessary local professional engagement or country schedule must be explained before acceptance and cannot silently remove SojournHub's obligations under this contract.

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21 Changes and general provisions

21.1 We may update these Terms for legal requirements, security or changes to future services. We will display the version and effective date, give reasonable advance notice of material changes where practicable, and obtain renewed agreement where required. Existing paid cases remain governed by their accepted terms unless a lawful change is expressly agreed or required by law. You may stop using free account features if you do not accept prospective changes; this does not forfeit rights under existing cases.

21.2 We may transfer our business or contract only where this is lawful and does not reduce your contractual protections. We will give required notice and obtain consent where needed. A change in the business structure, place of incorporation or operator does not silently change your contracting party, governing law or refund rights.

21.3 If a provision is unenforceable, the remaining provisions continue so far as lawful and workable; the invalid provision is not automatically rewritten to maximise our protection. A delay in enforcing a right is not a permanent waiver. These Terms do not exclude pre-contract information or representations that applicable law makes binding.

21.4 English is the current website language. Any required local-language disclosures or translations must be supplied for the relevant market. An English-language preference does not override mandatory language requirements or remedies for a misleading translation.

21.5 Optional cancellation request form

21.6 Complete and send this form only if you wish to cancel. Any other clear cancellation statement is also acceptable.

21.7 To: SojournHub, using the contact details at https://sojournhub.io/contact or the website support-ticket function.

21.8 I/We give notice that I/we cancel my/our contract for the following service: _____

21.9 Contract date: _____ Case or quotation reference: _____

21.10 Customer name: _____

21.11 Customer contact details: _____

21.12 Customer signature, only if submitted on paper: _____

21.13 Date: _____

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