



Refund Policy

Ocyana Global Migration Pvt Ltd

1. Consultation Fees

We offer free consultations for the first few clients as part of our launch initiative. Once this limit is reached, all clients will be required to pay a non-refundable consultation or service initiation fee (starting from LKR 30,000) to proceed further with their application process.

2. Lock-in Fee Policy

To begin your journey with us, a lock-in fee is required after the initial consultation. This confirms your commitment and secures your place in our client processing queue. Once paid, our team immediately begins working on your case — providing tailored advice, document guidance, and step-by-step support. For this reason, the lock-in fee is non-refundable, even if you decide not to continue later. This policy helps protect the value of our time and effort, and ensures we only work with serious, committed applicants.

3. Adjustment Toward Visa Fees

The good news is: your lock-in fee is not lost. If you proceed with your full visa application or migration process through us, the lock-in fee will be fully adjusted against your final service invoice (such as visa processing or application handling fees). This ensures fairness and rewards serious clients who complete the process with Ocyana.

4. Service Cancellation

If the client decides to cancel the process after the lock-in payment but before completing the full migration service, no refund will be issued. Exceptions (only in special documented cases such as serious medical emergencies) will be reviewed on a case-by-case basis but are not guaranteed.

5. No Guarantee Disclaimer

Please note that while we provide professional guidance and complete support, visa decisions are made solely by the respective embassies or immigration authorities. Payments made to Ocyana are for consultation, documentation, and application support services, not for visa approval guarantees.