



### Requesting a Refund from UKVI

To request a refund of your Visa Fee through Visa4UK you should:

1. Sign into your Visa4UK account using your email address and password;
  2. Select the option 'View Appointment' for your application;
  3. Select the option 'Cancel Appointment';
  4. Select 'Yes' in the following confirmation dialogue box;
  5. Select the option 'View Payment' for your application;
  6. Scroll down to '7. Request Refund' and select the option 'Request Refund';
  7. Explain your reason(s) for requesting a refund in the area provided and then select the option 'Apply for refund'.
- Receiving your refund may take up to **28 working days**. If you have not received a response to your refund request by then, please raise this once more here.

### Requesting a Refund from Access UK (DCJ)

NOTE: ENSURE you have selected the correct link for the application to be refunded)

To request a refund of your Visa Fee you should:

1. Sign into the original Access UK application resume link and enter your password. (This is an email that is sent to the customer on starting an application). This will display the original 'Payment Successful' screen.
2. Click on 'Save and Continue' to final tasks option. This will display the 'What to do next' screen.
3. Scroll down the page to 'Cancel your application and request a refund'. This will display the page called 'Cancel your visa and get a refund'
4. Click on the hyperlink 'find out about refunds'
5. Select the appropriate option for question 'Why are you asking for a refund?'
6. Click 'I understand that by applying for a refund, my visa application will be cancelled' and then click 'cancel visa' button.
7. A confirmation screen will be displayed advising that a refund request has been sent.
8. An email confirmation will also be sent to the email address associated to the application advising a refund request has been submitted.

### Requesting a refund before biometrics:

If you wish to withdraw your application (before biometrics) you will find the refund button at the last page of the application providing options. If you are unable to do so via the Access UK portal, please contact the International Enquiry Service and they will forward your request to the relevant department to process your refund.

### Requesting a Refund from VFS Global

If you are eligible for a refund of your VFS service fee, you must request your refund through our website. To initiate this request, please [click here](#). Here, you will see a drop-down menu entitled Quick Links. Select "Refund" and enter your GWF number and Last name. After submitting these details, your refund request will be submitted.

Please note that applicants who purchased Priority Visa service through the VFS payment gateway will only be eligible for a refund if the visa has not yet been processed. A refund cannot be granted after the visa decision has been completed. To see if you are eligible for a refund, please [click here](#).

### Requesting refund from Immigration Health Surcharge (IHS):

You don't need to do anything to get an IHS refund – it is automatically paid to the account or card you made the payment with.

You usually get your refund within 90 days of getting a decision on your visa application. It can take longer if you [appeal](#) or ask for an [administrative review](#) after your visa application is refused.

You won't get a refund if your visa application's successful but you don't come to the UK or you leave before your visa ends.

Further information is available at <https://www.gov.uk/healthcare-immigration-application/refunds>