

## Australia ETA Application Pack

Thank you for requesting an application pack for an Australia ETA.  
Please complete these three sections and then return the application pack and all supporting documents to The Travel Visa Company:

- 1 Checklist of the documents required
- 2 Visa application form(s)
- 3 Delivery and payment details

**PLEASE NOTE:**

This ETA is valid for 1 year and allows multiple entries of up to 3 months at a time into Australia.


If you are over the age of 75 please contact one of our travel visa specialists on 01270 250 590.

- 1 ✓ **Here is a checklist of the documents you will need to provide:**
  - AUSTRALIA ETA APPLICATION FORM** – Please find enclosed. This must be fully completed.
  - CLIENT DECLARATION FORM** – Please find enclosed. This must be fully completed.


**2 Please fully complete the enclosed visa application form(s).**

- It is important to carefully read through the requirements for the visas and complete all forms in BLOCK CAPITALS with a black pen.
- All application forms **must** be printed single-sided. Application forms printed double-sided **WILL NOT** be accepted.
- All application forms need to be posted to us along with your application pack and supporting documents.

If you have any queries regarding your application or would like any assistance when completing the forms, please contact us and one of our team will be happy to assist. Our office opening hours are Monday to Friday 9:00am – 5:30pm.

 Telephone  
**01270 250 590**

 Email:  
[enquiries@thetravelvisacompany.co.uk](mailto:enquiries@thetravelvisacompany.co.uk)

 Address:  
The Travel Visa Company Ltd  
The Quadrangle, Crewe Hall  
Weston Road, Crewe, Cheshire  
CW1 6UY

*If visiting our offices, please book an appointment.*

**3 ✓ Please select the service options you require and provide your delivery and payment information. Prices shown are per person.**

	Visa Type	Priority	Processing Time	Service Fee	VAT	TOTAL
<input type="checkbox"/>	Priority	1	1-2 days*	£20.83	£4.17	<b>£25.00</b>
<input type="checkbox"/>	Standard	2	3-5 days*	£15.83	£3.17	<b>£19.00</b>

\*Working days excluding postal days.

**If selecting *Priority 1* service please address to; The Travel Visa Company – Priority 1, The Quadrangle, Crewe Hall, Weston Road, Crewe, Cheshire, CW1 6UY**

✓ Please select which delivery option you would like to use.

	Delivery Type	Price
<input type="checkbox"/>	1st Class Post	£2.00
<input type="checkbox"/>	2nd Class Post	£1.00
<input type="checkbox"/>	Provide pre-paid envelope	£0.00
<input type="checkbox"/>	Email	£0.00

**PLEASE NOTE:**

When is your date of travel?

\_\_\_\_\_

Services	Price	Quantity	SUB TOTAL
Visa Option	£		£
Delivery Option	£		£
<b>TOTAL PAYABLE</b>			<b>£</b>

Please complete this table to calculate your total cost for all applicants.

**Delivery Information:**

Name: \_\_\_\_\_

Address: \_\_\_\_\_

\_\_\_\_\_ Postcode

Tel: \_\_\_\_\_

Email: \_\_\_\_\_

Please tick:

I agree for The Travel Visa Company Ltd. to debit me for the amount selected. Payments made upon submission of application are non-refundable.

**Payment Information:**



What is your preferred payment method?

Cheque       Postal Order

Credit/Debit Card

Card Number: \_\_\_\_\_

Expiry Date: \_\_\_\_\_ Security Code: \_\_\_\_\_

BACS      Reference: \_\_\_\_\_

*Cheques are to be made payable to The Travel Visa Company Ltd.*

Account Number: 71482068      Sort Code: 40-15-16

### First applicant details

**1. Passport Number:**

Nationality:

Date of Birth:  (DD/MM/YYYY)

Sex: Male  Female

Country of Birth:

Passport Issue Date:

Passport Expiry Date:

Passport Issue Authority (i.e. UKPA):

Surname (As shown in Passport):

Given Names (As shown in Passport):

Any other Names known by:

### Second applicant details

**2. Passport Number:**

Nationality:

Date of Birth:  (DD/MM/YYYY)

Sex: Male  Female

Country of Birth:

Passport Issue Date:

Passport Expiry Date:

Passport Issue Authority (i.e. UKPA):

Surname (As shown in Passport):

Given Names (As shown in Passport):

**3. Traveller eligibility questions**

Do you have an onward/return ticket?  
 Yes  No

Do any travellers have a criminal record?  
 Yes  No

Do any travellers hold citizenship for any other countries?  
 Yes  No

How would you like to receive confirmation?  
 Post  Email

Are any travellers over the age of 75?  
 Yes  No

**4. Type of ETA visa required**

Tourist ETA valid 1 year for multiple entry up to 3 mths	Business ETA valid 1 year for multiple entry up to 3 mths	Business ETA life of passport multiple entry up to 3 mths
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/> *

Date of travel:  (DD/MM/YYYY)

Length of stay:

Please tick to confirm you have read, fully understood and agree to the following:

I, the applicant, hereby certify that I have read, or have had read to me, all the questions and statements on this application and understand all the questions and statements on this application. The answers and information furnished in this application are true and correct to the best of my knowledge and belief.

Printed Name (BLOCK CAPITALS): .....

Date: ..... (DD/MM/YYYY)

**5. Contact Details**

Mobile Tel No:

Daytime Tel No:

Address to which ETA confirmation should be sent

Postcode

Email:

I accept that I should read and fully understand the Terms & Conditions shown on the website www.thetravelvisacompany.co.uk of The Travel Visa Company Ltd (hereafter referred to as 'the Company'). Before signing this declaration I am aware that if I do not fully understand any of the Terms & Conditions, I can ask any staff member of the Company, telephone [01270250 590] or email [enquiries@thetravelvisacompany.co.uk].

I am fully aware that the Company has no involvement in the visa assessment and decision-making process. Whether a visa is to be issued or not and what type of visa is issued, as well as its period of validity, number of entries and duration of stay shall be wholly up to the discretionary decision of the relevant Embassy, High Commission or Consulate General. I will fully accept any decision made by said Embassy, High Commission or Consulate General.

I agree to pay the application fee in full, which is non-refundable, to the Company, according to the price initially quoted to me by a registered company staff member, regardless of whether my visa is granted or not by the relevant Embassy, High Commission or Consulate General. If the Company have received and checked the documents, but have not yet submitted the application to the relevant Embassy, High Commission or Consulate General, upon cancellation the Company will debit an administration fee proportionate to the amount of work undertaken by staff members of the Company up to the point of cancellation. Also, I understand that if the Company is required to re-send any application documents, as a result of my own doing, I will be required to pay an additional fee per re-sent document.

I am fully aware that all time-frames quoted by staff members of the Company are predictions based upon experience and previous applications. Embassies can extend the processing time on individual applications at their discretion and the Company shall not be held responsible or liable for any delay experience during the application process. I am also aware that I might have to provide additional supporting documentation at the request of the relevant Embassy, High Commission or Consulate General.

I agree that I will carefully check all the information on the visa when I receive my passport/confirmation and I am aware that any queries about the visa should be addressed to a staff member of the Company immediately.

I understand that if I apply by post, or request return delivery by post of my processed application, the Company shall not be held responsible or liable for any delay, delivery to a wrong address, damage to or loss of the documents, as a result of the negligence of any mail service or company.

I agree that the Company shall not be responsible or liable for any consequences as shown below:

- a) The visa becoming invalid and cannot therefore be used as a result of my own fault or any act by a third party acting on my behalf; or,
- b) In the event that I am refused to board an aircraft or to enter my proposed destination due to my failure to check all the information printed on my visa; or,
- c) My visa can't be used due to any other reasons of my own doing; or,

In the event that I am refused to board an aircraft or to enter my proposed destination due to reasonable denial made by the authority concerned or an immigration officer.

PLEASE TICK TO CONFIRM AND AGREE TO THE FOLLOWING

➔  I have read, fully understood and agree to the Client Declaration and Terms & Conditions of The Travel Visa Company

Printed Name (BLOCK CAPITALS): \_\_\_\_\_ Date: \_\_\_\_\_  
(DD/MM/YYYY)

Please contact me with Travel Visa Company information       Please contact me with selected partner information

<b>How did you hear about us?</b> Search Engine: <input type="checkbox"/> Social Media: <input type="checkbox"/> Friend/Family Member: <input type="checkbox"/> TV/Radio: <input type="checkbox"/> Event: <input type="checkbox"/> Other: _____ Email Newsletter: <input type="checkbox"/>	<b>Referred from...</b> ABTA Number: <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <small>(if applicable)</small> Name of Organisation: _____ Store Location: _____ <small>(if applicable)</small>
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These terms and conditions, together with the Data Protection Policy, Privacy Policy, Website Terms of Use, Client Declaration Form and any other information brought to your attention before you submit your application, form the basis of your contract with The Travel Visa Company Limited, company number 07038677, whose registered address is Gloucester House, Church Walk, Burgess Hill, West Sussex RH15 9AS, hereafter "the Company", "we", "us", "our". Please read these carefully as they set out our respective rights and obligations, and all services offered and accepted are subject to these terms and conditions. References to "you" and "your" include all persons named on the visa application and for whom the visa application is to be made ("the User"). References to "Embassy" include embassies, consulates, High Commissions and Passport offices, as well as any third-party visa application agent. In these terms and conditions, unless the context otherwise requires, words in the singular shall include the plural and vice versa.

By instructing the Company to undertake services on your behalf, the User is deemed to have accepted these terms and conditions.

The services offered by the Company consists of but is not limited to the processing of visa applications and/or other documents for Users for the purposes of travel and tourism (including business use) ("Offered Service"). The Company is not an advisory service. 'Necessary Information' means the information required from a User to allow the Company to complete an online-application for a Visa, such information may include, but is not limited to, the Users name, address, holiday destination, and any other information which the Company considers necessary for the purposes of processing the User's visa application. The Service Charge per visa application is required to cover the cost of providing the Offered Service; payment of the Service Charge must be made by way of Cash, Cheque, Postal Order, Credit, Debit card or via the payment function provided on our Website, as approved by the Company. The Company will request payment of the Service Charge upon instruction by the User. Embassy fees and the availability of services are subject to change by the Embassy without prior notice to the Company and the Company cannot be held liable for this.

Upon submitting the Application form with the Necessary Information and making payment of the Service Charge, a contract will be formed between the User and the Company; such contract is subject to and governed by these Terms and Conditions. Because we begin preparing your visa application and performing the Offered Service upon receipt of your Application, once the contract has been created no refund is available, regardless of whether the visa application is successful or not.

The issue of visas is different from Country to Country. The processing of a visa is subject to the individual processing times set by each Embassy, the processing time quoted by the Company refers only to completion of the Offered Service. Embassies can also extend the processing time both generally and on individual applications at their discretion and with no prior notice to the Company. Fees and services may differ between the time the visa application order has been placed and the application has completed. The Company cannot be held liable for any delay experienced during the application process or increases in fees as a result, except for where such a delay and/or increase is a result of our negligence. The User is under an obligation to pay any increase in fees.

The Company reserves the right to select the most appropriate service available given the time constraints or other requirements specified by the User, the Company will not be held responsible for taking any steps which the Company considers as reasonable in fulfilling the instructions of the User (whether express or implied) and/or in the best interests of the User, and the User will be wholly responsible for any charges incurred for such services. The Company reserves the right to retain any and all visa application documents, including passports, until payment of all requested fees has been made in full by the User.

## Liability and Limitations

By instructing the Company for the provision of the Offered Service, the User accepts all requirements, restrictions and limitations of liability set out in all documentation forming the contract between the parties. We do not accept any responsibility if you cannot travel, or incur any other loss because you have not complied with any passport, visa, immigration requirements or health formalities. You agree to reimburse us in relation to any fines or other losses which we incur as a result of your failure to comply with any passport, visa, immigration requirements or health formalities. The Company cannot be held liable for any decision made by an Embassy with regards to a User's visa application, and the User accepts that the Company has no involvement in or control over the decision making process of the Embassy. The Company cannot accept any responsibility or be held liable for the actions of any Embassy in delaying or not issuing visas or any other failure or error on the part of the Embassy for any reason whatsoever nor can the Company be held liable for any expenses or delays incurred as a result.

The Company cannot be held liable for any of the following: a) incomplete applications forms; b) incorrectly or falsely completed applications forms; c) inaccurate or incomplete supporting documentation d) damaged documentation, including but not limited to damaged passports, photographs or application forms. The User is under an obligation to provide correct and accurate information to the Company and the Company cannot be held liable for any failure by the User to do so.

You are responsible for making yourself aware of any official warnings in regard to the safety of the countries and areas in which you will be travelling and to make your decisions accordingly. Save where the Company is negligent, the company will not be held liable for any loss or damage to any documents, including applications and passports which are in the possession of the Company. Third party delivery companies will be subject to their own terms and conditions. The Company cannot be held liable for any delay or failure on behalf of a third party delivery company in delivering the completed application to the User, for whatsoever reason.

Should the Company accept liability for the failure to obtain a requested visa, or return a requested visa to the User in a timely manner, the user's sole and exclusive remedy against the Company for damages is the return of any Service Charge actually paid by the User to the Company, minus any Embassy fees or third party delivery charges. Any claims for damages must be made to the Company, in writing, within 30 days of the notice of the refused visa application or return of delayed visa. Please note, we cannot accept any liability for any damage, loss or expense or other sum(s) of any description which on the basis of the

information given to us by you concerning your visa application prior to our accepting it, we could not have foreseen you would suffer or incur if we breached our contract with you (consequential losses); or (b) any business losses. We will not accept responsibility for services or facilities which do not form part of our agreement with you. We do not exclude liability for any cause of action, loss or damage prohibited by English law.

## Events Outside our Control

We will not be liable or responsible for any failure to perform, or delay in performance of, any of our obligations under these terms that is caused by an Event Outside Our Control.

An Event Outside Our Control means any act or event beyond Our reasonable control, including without limitation strikes, lock-outs or other industrial action by third parties, civil commotion, riot, invasion, terrorist attack or threat of terrorist attack, war (whether declared or not) or threat or preparation for war, fire, explosion, storm, flood, earthquake, subsidence, epidemic or other natural disaster, or failure of public or private telecommunications networks.

If an Event Outside Our Control takes place that affects the performance of Our obligations under these terms:

- (a) We will contact you as soon as reasonably possible to notify you; and
- (b) Our obligations under these terms will be suspended and the time for performance of our obligations will be extended for the duration of the Event Outside Our Control.

## Website

The User's use of the Website and or the Offered Service is on the strict understanding that the Website and or the Offered Service is not engaged in rendering advice and should not be relied upon when making any related travel or other decision. The information contained within the Website and or the Offered Service is provided without warranties expressed or implied relating to the accuracy, fitness for purpose, compatibility or security of any components of the Website and or the Offered Service. The Company does not guarantee uninterrupted availability of the Website and or the Offered Service.

The Company endeavours to ensure that all the information and prices displayed on the Website are accurate, however occasionally changes and errors occur and the Company reserves the right to correct prices and other details in such circumstances. You must check the current price and all other details relating to the Offered Service that you wish to book before submitting your Application form.

## Complaints

We will make all reasonable endeavours to ensure your visa application goes smoothly. However, in the rare event that you are not happy with the service you have received and wish to make a complaint, we request that you notify the Company of your complaint in writing as soon as possible, but in any event within 28 days of being notified of the outcome of your visa application. Please note, we are only able to deal with complaints received from the specific visa applicant. We will be unable to deal with any complaints received from individuals other than the visa applicant, except in cases where the applicant is a minor or is unable to pursue a complaint as a result of a disability.

Complaints should be marked for the attention of: Customer Service Manager at The Travel Visa Company Ltd, The Quadrangle, Crewe Hall, Weston Road, Crewe, Cheshire, CW1 6UY. We will endeavour to acknowledge receipt of your complaint within 14 days of receiving your written complaint and respond fully to your complaint within 28 days of receipt. Should we not be able to respond to you within these time periods, we will advise you accordingly. It is a condition of our acceptance of liability under these conditions that you notify any claim to the Company strictly in accordance with the complaints procedure set out in these conditions. It may affect your rights under this contract if you fail to do so.

## Data Protection

We process your personal data in accordance with the practices set out in our Privacy Policy, a copy of which can be found at: <http://www.thetravelvisacompany.co.uk/privacy>

## Severance

If any (singular or plural) provision of these Terms and Conditions is held to be invalid or unenforceable, such provision(s) shall be struck out and the remaining provisions shall remain in force. If any unlawful and/or unenforceable provision would be lawful or enforceable if part of it were deleted, that part will be deemed to be deleted, and the rest of the provision will continue in effect.

## Law and Jurisdiction

These Terms and Conditions and any agreement to which they apply are governed in all respects by English law. We both agree that any dispute, claim or other matter which arises between us out of or in connection with your contract, the Visa Application or the Offered Services will be dealt with by the Courts of England and Wales only.