

## China Tourist Visa Application Pack

Thank you for requesting an application pack for a China Tourist Visa.  
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:

The visa application can only be submitted 3 months before your proposed date of travel.

This visa is valid for 2 years and allows multiple stays of up to 90 days at a time into China.

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### ✓ Here is a checklist of the documents you will need to provide:

- CHINA VISA APPLICATION FORM** – Please find enclosed. This must be fully completed, signed and dated in the format [YYYY-MM-DD]. This is a draft copy that we will then transfer online.
- CHINA VISA DECLARATION FORM** – Please find enclosed. This must be signed and dated in the format [YYYY-MM-DD].
- PASSPORT** – Please ensure your passport has a minimum of 6 months validity with at least 2 blank visa pages.
- PASSPORT PHOTOCOPY** – Please provide a photocopy of your passport picture page on A4 paper.
  - +£1.00 per photocopy** – Please tick if you would like us to provide your passport photocopy.
- PREVIOUS VISA PHOTOCOPY** – Please provide additional photocopies for each page in your passport where you have held a previous visa for China.
  - +£1.00 per photocopy** – Please tick if you would like us to photocopy your previous visa(s).
- PHOTOGRAPH(S) x1** – The photograph(s) must be passport size, taken within the last 6 months, against a light background, printed on photographic paper, be full face and non-smiling [without sunglasses, a hat/cap or other head covering, unless the applicant wears such items because of their religious belief or ethnic background]. Please make sure your photograph(s) are clean and not damaged in any way. Please do not attach to the application form.
  - +£5.00 per person** – Please tick if you would like us to print your photograph(s). We have photography facilities at our offices in Crewe or you can provide us with a digital photograph (email to [photo@thetravelvisacompany.co.uk](mailto:photo@thetravelvisacompany.co.uk) quoting your name and type of visa).
- TRAVEL ITINERARY** – The embassy will require a copy of the hotel and flight booking. If visiting on a Cruise Ship a copy of the cruise itinerary is required. All booking confirmations/invitation letters **MUST** include all travellers' names.

- **INVITATION LETTER** – If visiting friends/family in China a letter of invitation is also required including a copy of their Chinese ID Card or passport photograph page and valid visa for China.
- **PROOF OF RELATION** – If visiting a family member, please also provide proof of the relation i.e. original birth certificate, original marriage certificate.
- **SELF DECLARATION LETTER** – If you currently or have previously served in the military, you will need to provide us with a self-declaration letter. This is a separate document stating that you only wish to travel to China for tourism purposes and not for military purposes. This will need to be dated, signed and addressed directly to the embassy.
- **COPY OF UK VISA** – If you hold a valid UK visa, please provide us with a copy.

**CLIENT DECLARATION FORM** – Please find enclosed. This must be fully completed.

**Key:**  Mandatory    — Dependant on purpose of travel     Add-on service (*fees apply*)

## 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 and Saturdays 09:00am – 4:00pm.



**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	Embassy Fee	Service Fee	VAT	TOTAL
<input type="checkbox"/> Multiple Entry	1	3 days*	£178.00	£67.50	£13.50	<b>£259.00</b>
<input type="checkbox"/> Multiple Entry	2	7 days*	£151.00	£48.33	£9.67	<b>£209.00</b>
<input type="checkbox"/> Multiple Entry	3	10 days*	£151.00	£40.00	£8.00	<b>£199.00</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"/> Royal Mail Special Delivery (before 09:00)	<b>£20.00</b>
<input type="checkbox"/> Royal Mail Special Delivery (before 13:00)	<b>£8.00</b>
<input type="checkbox"/> Provide pre-paid Special Delivery envelope	<b>£0.00</b>
<input type="checkbox"/> Premium Courier Service	<b>TBA</b>

**PLEASE NOTE:**

When is your date of travel?

\_\_\_\_\_

Do you require your passport back for any reason before the above date?

Yes  No

If yes, please state when:

\_\_\_\_\_

Services	Price	Quantity	SUB TOTAL
Visa Option	£		<b>£</b>
Passport Photocopy	£1.00		<b>£</b>
Previous Visa Photocopy	£1.00		<b>£</b>
Photographs	£5.00		<b>£</b>
Delivery Option*	£		<b>£</b>
<b>TOTAL PAYABLE</b>			<b>£</b>

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

*\*Maximum 4 passports per envelope.*

**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



<b>1.18 家庭住址</b> Home address		<b>1.19 邮政编码</b> Zip Code		
<b>1.20 电话/手机</b> Home/mobile phone number		<b>1.21 电子邮箱</b> E-mail address		
<b>1.22 婚姻状况 Marital status</b> <input type="checkbox"/> 已婚 Married <input type="checkbox"/> 单身 Single <input type="checkbox"/> 其他 Other(Please specify):				
<b>1.23 主要家庭成员</b> (配偶、子女、父母等,可另纸) Major family members (spouse, children, parents, et c., may type on separate paper)	姓名 Name	国籍 Nationality	职业 Occupation	关系 Relationship
<b>1.24 紧急联络人信息</b> Emergency Contact	姓名 Name		手机 Mobile phone number	
	与申请人的关系 Relationship with the applicant			
<b>1.25 申请人申请签证时所在的国家或地区 Country or territory where the applicant is located when applying for this visa</b>				

## 二、旅行信息 Part 2: Travel Information

<b>2.1 申请入境事由 Major purpose of your visit</b>	<input type="checkbox"/> 官方访问 Official Visit	<input type="checkbox"/> 常驻外交、领事、国际组织人员 As resident diplomat, consul or staff of international organization <input type="checkbox"/> 永久居留 As permanent resident <input type="checkbox"/> 工作 Work <input type="checkbox"/> 寄养 As child in foster care
	<input type="checkbox"/> 旅游 Tourism	
	<input type="checkbox"/> 交流、考察、访问 Non-business visit	
	<input type="checkbox"/> 商业贸易 Business & Trade	
	<input type="checkbox"/> 人才引进 As introduced talent	
	<input type="checkbox"/> 执行乘务 As crew member	
	<input type="checkbox"/> 过境 Transit	
<input type="checkbox"/> 短期探望中国公民或者具有中国永久居留资格的外国人 Short-term visit to Chinese citizen or foreigner with Chinese permanent residence status	<input type="checkbox"/> 与中国公民或者具有中国永久居留资格的外国人家庭团聚居留超过 180 日 Family reunion for over 180 days with Chinese citizen or foreigner with Chinese permanent residence status	
<input type="checkbox"/> 短期探望因工作、学习等事由在中国停留居留的外国人 Short-term visit to foreigner residing in China due to work, study or other reasons	<input type="checkbox"/> 长期探望因工作、学习等事由在中国居留的外国人 As accompanying family member of foreigner residing in China due to work, study or other reasons	
<input type="checkbox"/> 短期学习 Short-term study for less than 180 days	<input type="checkbox"/> 长期学习 Long-term study for over 180 days	
<input type="checkbox"/> 短期采访报道 As journalist for temporary news coverage	<input type="checkbox"/> 外国常驻中国新闻机构记者 As resident journalist	
<input type="checkbox"/> 其他(请说明)Other (Please specify):		
<b>2.2 计划入境次数 Intended number of entries</b>	<input type="checkbox"/> 一次(自签发之日起 3 个月有效) One entry valid for 3 months from the date of issue	
	<input type="checkbox"/> 二次(自签发之日起 3-6 个月有效) Two entries valid for 3 to 6 months from the date of issue	
	<input type="checkbox"/> 半年多次(自签发之日起 6 个月有效) Multiple entries valid for 6 months from the date of issue	
	<input type="checkbox"/> 一年多次(自签发之日起 1 年有效) Multiple entries valid for 1 year from the date of issue	
	<input type="checkbox"/> 其他(请说明) Other (Please specify):	
<b>2.3 是否申请加急服务 Are you applying for express service?</b> 注: 加急服务须经领事官员批准, 将加收费用。Note: Express service needs approval of consular officials, and extra fees may apply.		<input type="checkbox"/> 是 Yes <input type="checkbox"/> 否 No
<b>2.4 本次行程预计首次抵达中国的日期</b> Expected date of your first entry into China on this trip (yyyy-mm-dd)		

2.5 预计行程中单次在华停留的最长天数 <b>Longest intended stay in China among all entries</b>		<b>Days</b>
2.6 在中国境内行程（按时间顺序，可附另纸填写） <b>Itinerary in China (in time sequence, may type on separate paper)</b>	日期 <b>Date</b>	详细地址 <b>Detailed address</b>
2.7 谁将承担在中国期间的费用？ <b>Who will pay for your travel and expenses during your stay in China?</b>		
2.8 中国境内邀请单位或个人信息 <b>Information of inviter in China</b>	姓名或名称 <b>Name</b>	
	地址 <b>Address</b>	
	联系电话 <b>Phone number</b>	
	与申请人关系 <b>Relationship with the applicant</b>	
2.9 是否曾经获得过中国签证？如有，请说明最近一次获得中国签证的时间和地点。 <b>Have you ever been granted a Chinese visa? If applicable, please specify the date and place of the last time you were granted the visa.</b>		
2.10 过去 12 个月中访问的其他国家或地区 <b>Other countries or territories you visited in the last 12 months</b>		

### 三、其他事项 **Part 3: Other Information**

3.1 是否曾在中国超过签证或居留许可允许的期限停留？ <b>Have you ever overstayed your visa or residence permit in China?</b>	<input type="checkbox"/> 是 <b>Yes</b> <input type="checkbox"/> 否 <b>No</b>
3.2 是否曾经被拒绝签发中国签证, 或被拒绝进入中国？ <b>Have you ever been refused a visa for China, or been refused entry into China?</b>	<input type="checkbox"/> 是 <b>Yes</b> <input type="checkbox"/> 否 <b>No</b>
3.3 是否在中国或其他国家有犯罪记录？ <b>Do you have any criminal record in China or any other country?</b>	<input type="checkbox"/> 是 <b>Yes</b> <input type="checkbox"/> 否 <b>No</b>
3.4 是否具有以下任一种情形 <b>Are you experiencing any of the following conditions?</b> ①严重精神障碍 <b>Serious mental disorder</b> ②传染性肺结核病 <b>Infectious pulmonary tuberculosis</b> ③可能危害公共卫生的其他传染病 <b>Other infectious disease of public health hazards</b>	<input type="checkbox"/> 是 <b>Yes</b> <input type="checkbox"/> 否 <b>No</b>
3.5 近 30 日内是否前往过流行性疾病传染的国家或地区？ <b>Did you visit countries or territories affected by infectious diseases in the last 30 days?</b>	<input type="checkbox"/> 是 <b>Yes</b> <input type="checkbox"/> 否 <b>No</b>
3.6 如果对 3.1 到 3.5 的任何一个问题选择“是”，请在下面详细说明。 <b>If you select Yes to any questions from 3.1 to 3.5, please give details below.</b>	

3.7 如果有本表未涉及而需专门陈述的其他与签证申请相关的事项，请在此或另纸说明。

**If you have more information about your visa application other than the above to declare, please give details below or type on a separate paper.**

3.8 如申请人护照中的偕行人与申请人一同旅行，请将偕行人照片粘贴在下面并填写偕行人信息。**If someone else travels and shares the same passport with the applicant, please affix their photos and give their information below.**

偕行人信息 <i>Information</i>	偕行人 1 Person 1  粘贴照片于此 <i>Affix Photo here</i>	偕行人 2 Person 2  粘贴照片于此 <i>Affix Photo here</i>	偕行人 3 Person 3  粘贴照片于此 <i>Affix Photo here</i>
姓名 Full name			
性别 Sex			
生日 DOB(yyyy-mm-dd)			

#### 四、声明及签名 Part 4: Declaration & Signature

4.1 我声明，我已阅读并理解此表所有内容要求，并愿就所填报信息和申请材料的真实性承担一切法律后果。

**I hereby declare that I have read and understood all the questions in this application and shall bear all the legal consequences for the authenticity of the information and materials I provided.**

4.2 我理解，能否获得签证、获得何种签证、入境次数以及有效期、停留期等将由领事官员决定，任何不实、误导或填写不完整均可能导致签证申请被拒绝或被拒绝进入中国。

**I understand that whether to issue a visa, type of visa, number of entries, validity and duration of each stay will be determined by consular official, and that any false, misleading or incomplete statement may result in the refusal of a visa for or denial of entry into China.**

4.3 我理解，根据中国法律，申请人即使持有中国签证仍有可能被拒绝入境。

**I understand that, according to Chinese law, applicant may be refused entry into China even if a visa is granted.**

➡ 申请人签名

Applicant's signature: .....

日期

Date (yyyy-mm-dd): .....

注：未满 18 周岁的未成年人须由父母或监护人代签。Note: The parent or guardian shall sign on behalf of a minor under 18 years of age.

#### 五、他人代填申请表时填写以下内容 Part 5: If the application form is completed by another person on the applicant's behalf, please fill out the information of the one who completes the form

5.1 姓名 Name		5.2 与申请人关系 Relationship with the applicant	
5.3 地址 Address		5.4 电话 Phone number	
5.5 声明 Declaration 我声明本人是根据申请人要求而协助填表，证明申请人理解并确认表中所填写内容准确无误。 <b>I declare that I have assisted in the completion of this form at the request of the applicant and that the applicant understands and agrees that the information provided is true and correct.</b>			
代填人签名/Signature: .....		日期/Date (yyyy-mm-dd): .....	

# Declaration

I accept that I should read and, fully understand the Terms & Conditions shown on the website [www.visaforchina.org.uk](http://www.visaforchina.org.uk) of Chinese Visa Services Limited (Hereafter referred as the Centre), before signing this declaration I am aware that if I do not understand any of the Terms and Conditions, I can ask any counter staff at the Centre, telephone [ 0207 842 0960 ]or email [ [ukcentre@visaforchina.org](mailto:ukcentre@visaforchina.org) ]

I am fully aware that the Centre 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 to be 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 Chinese Embassy or the Consulate General and I will fully accept any decision made by the Chinese Embassy or the Consulate General.

I agree to pay the service fee, which is non-refundable, to the Centre according to its published tariff, regardless of whether my visa is granted or not by the Chinese Embassy or the Consulate General.

I am aware that I might have to provide additional supporting documentation or come to the Chinese Embassy or the Consulate General for an interview for the Visa Application purpose according to their request.

I understand that I could apply for the Visa about one month in advance of my entry into China. No application more than 3 months before my entry into China is allowed. I accept that if I wrongly apply more than three months before my entry the visa may expire too soon and be invalid on my date of travel.

I am fully aware that a Chinese visa is valid from the date of issue, not from the “Date of your first entry” as shown in the Application Form.

I agree that I will carefully check all the information on the Visa when I collect my passport. I am aware that any queries about the Visa should be addressed to the counter staff immediately.

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

I agree that the Centre 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 China 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.
- d) In the event that I am refused to board an aircraft or to enter China due to reasonable denial made by the authority concerned or an immigration officer.

Printed Name (in capital) :

Signature:

Date (YYYY-MM-DD):



I accept that I should read and fully understand the Terms & Conditions shown on the website [www.thetravelvisacompany.co.uk](http://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](mailto: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 & 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 & 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 & 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 & 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 & 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 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 have been made in full by the User.

We may apply a charge to cover the costs we incur in processing your means of payment. We will not apply any charges for payments made by way of debit card, cheque or bank transfers, but a charge for Visa, Mastercard and American Express cards may be applied where those payment methods are used.

## 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 & 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.

**Continued overleaf...**

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 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 Act 1998** – Our Data Protection Policy can be found at <http://www.thetravelvisacompany.co.uk/privacy>

## Severance

If any (singular or plural) provision of these Terms & 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 & 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.