

## Russian Visa Application Service

### Biometric Procedure - Important Information

Effective from 10<sup>th</sup> December 2014, all applicants who wish to apply for a Russian visa must do so in person at the Russian Visa Application Centres in London or Edinburgh. The Russian Embassy now requires fingerprint (biometric) information from all travellers; in the event of refusal to undertake the biometric procedure (fingerprints), the applicant will not be issued a visa.

The main objective of the new procedure is to improve the security of the visas issued in the context of preventing illegal migration, terrorism and other illegal activities

The only exceptions to this new rule are applicants under the age of 12 years and those applying for diplomatic or official visas.

#### IN LIGHT OF THE NEW REQUIREMENTS, THE TRAVEL VISA COMPANY LTD ARE PROVIDING THE FOLLOWING SERVICE –

- ✓ We will complete the Russian visa application form online from the draft copy enclosed.
- ✓ We will quality check the complete application and supporting documents, to minimise the risk of refusal at the application centre.
- ✓ We will arrange a personal 'meet and greet' in London with our Russian speaking specialist at the Visa Application Centre, at a convenient date and time (within the opening times of the application centre) for the client to sign the application form and assist with the fingerprinting process.
- ✓ We will make payment for the application to the Visa Application Centre on behalf of the client.
- ✓ We will collect the approved visa and passport from the Application Centre and return them, secured delivery, back to the client.

#### THE DOCUMENTS THAT WE REQUIRE FROM YOU –

- 1x Photocopy of the photo page of your British Citizen Passport (valid for at least 6 months after visa expiration date).
- A copy of all passport pages that have been stamped or have a visa attached.
- 1x Russian Visa Application Form per person (THIS IS A DRAFT COPY WHICH WE WILL THEN TRANSFER ONLINE).
- 1x Client Declaration Form (only one per travelling party required).

- 1x Pre-Paid Special Delivery Envelope (required for the secure return of your passport and visa).
- 1x The Travel Visa Company Service Fee – **£229.00** – (Payable by Cheque, Postal Order or Credit/Debit Card).

**Cheques/postal orders payable to: The Travel Visa Company Limited**

Post the completed application form and all other supporting documentation to:

**The Travel Visa Company Limited  
The Quadrangle  
Crewe Hall  
Weston Road  
Crewe  
Cheshire  
CW1 6UY**

If you have any queries regarding your application, please contact our office on 01270 250 590. Our office opening hours are Monday to Friday 9:00am – 5:30pm and Saturdays 9:00am – 4:00pm.

**\*\*Please note that the application form contained with this pack is a DRAFT COPY only. Once we have received your documents we will transfer your personal information to an online form and email or post you a final, printed copy to be signed.**

Russian visas are processed at the discretion of the Russian embassy. Additional information may be requested to support your application. We accept no responsibility for either rejection or any application failing to reach our office. We also recommend you obtain your visa before booking your flight.

Please allow 15 working days for processing (excluding postal days). Express services may be available at additional cost, please contact us for more information.

- It is important to carefully read through the requirements for visas and complete this application in block capital letters.
- Please note that payments made upon submission of application shall **NOT BE REFUNDED.**



# VISA APPLICATION

**IMPORTANT!** Please type or print using ballpoint

I declare that data supplied by me is correct and complete. I am aware that any false statements will lead to my application being rejected or to the annulment of a visa already granted and may also render me liable to prosecution under Russian law. I undertake to leave the territory of the Russian Federation upon the expiry of the visa, if granted. I understand that possession of a visa does not entitle its bearer to enter Russia. I will not seek compensation if I am refused to enter Russia.

**\*\* - not to be filled by holders of diplomatic and official passports**

<b>1. Nationality</b> (If you formerly had USSR or Russian citizenship, please indicate when and why you lost it) _____ _____ _____	<b>6. Purpose of visit</b> _____ <b>7. Category and type of visa</b> _____
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<b>2. Last name</b> (as in passport) _____	<b>8. Number of entries</b> Single entry <input type="checkbox"/> Double entry <input type="checkbox"/> Multiple entry <input type="checkbox"/>
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<b>3. First and middle names</b> (as in passport) _____	<b>9. Date of entry in Russia</b> _____ (dd/mm/yy)	<b>10. Date of departure from Russia</b> _____ (dd/mm/yy)
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<b>4. Date of birth</b> (dd/mm/yy) _____	<b>5. Sex</b> M <input type="checkbox"/> F <input type="checkbox"/>
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<b>11. Passport No</b> _____ <b>Issued by</b> _____	<b>Date of issue</b> (dd/mm/yy) _____ <b>Valid until</b> (dd/mm/yy) _____
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<b>12. Type of passport</b> diplomatic <input type="checkbox"/> official <input type="checkbox"/> tourist <input type="checkbox"/> other <input type="checkbox"/> please specify _____
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<b>13. Russian institution or organization to be visited?</b> (for tourists – name and reference number of the host tourist company, for businessmen – name of the host organization and town, for private persons – last name, first name, middle names and home address of the host) _____ _____
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<b>14. Itinerary</b> (places of visit) _____ _____
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<b>**15. Do you have a medical insurance valid in Russia?</b> yes <input type="checkbox"/> Please specify? _____ no <input type="checkbox"/>
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<b>16. Who will pay for your trip to and stay in Russia?</b> _____
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<b>17. Marital status</b> married <input type="checkbox"/> single (never married) <input type="checkbox"/> divorced <input type="checkbox"/> separated <input type="checkbox"/> widowed <input type="checkbox"/>
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<b>18. Spouse's full name</b> (if divorced or separated, please indicate maiden name if applicable) _____	<b>19. Spouse's date of birth</b> (dd/mm/yy) _____
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<b>20. Spouse's place of birth</b> _____
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<b>**21. Your father's full name</b> _____	<b>**22. Your mother's full name</b> _____
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<b>23. Have you ever been issued a Russian visa?</b> (When and where?) _____ _____
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<b>**24. Has your passport ever been lost or stolen?</b> yes <input type="checkbox"/> no <input type="checkbox"/>
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<b>**25. List all countries you have visited in the last ten years and indicate the year of visit</b> _____ _____	<b>**26. List all countries which have ever issued you a passport</b> _____ _____
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<b>**27. List your last two places of work, excluding the current one</b>	
<b>1. Name</b> _____ <b>Address</b> _____ <b>Your position</b> _____	<b>Phone number</b> _____ <b>Your chief's surname</b> _____ <b>Dates of joining – dismissal</b> _____ (mm/yy) _____ (mm/yy)
<b>2. Name</b> _____ <b>Address</b> _____ <b>Your position</b> _____	<b>Phone number</b> _____ <b>Your chief's surname</b> _____ <b>Dates of joining – dismissal</b> _____ (mm/yy) _____ (mm/yy)

**\*\* - not to be filled by holders of diplomatic and official passports**

**\*\*28. List all educational institutions you ever attended, except high schools**

1. Name	Address and phone number
Course of study	Dates of admission and graduation (mm/yy) (mm/yy)
2. Name	Address and phone number
Course of study	Dates of admission and graduation (mm/yy) (mm/yy)

<b>**29. List all professional, civil and charity organizations which you are / were a member of or cooperate / cooperated with</b>	<b>**30. Do you have any specialized skills, training or experience related to fire-arms and explosives or to nuclear matters, biological or chemical substance? If yes, please specify</b>

**\*\*31. Have you ever performed a military service? If yes, indicate the country, branch of service, rank, military occupation and dates of service**

**\*\*32. Have you ever been involved in an armed conflicts, either as a member of the military service or a victim? If yes, please specify**

**33. IMPORTANT! EACH APPLICANT MUST READ AND GIVE ANSWERS TO THE FOLLOWING QUESTIONS**  
A visa may be refused to persons who are within specific categories defined by the law as inadmissible to Russia.

Have you ever been arrested or convicted for any offence? yes <input type="checkbox"/> When? (dd/mm/yy) Where? no <input type="checkbox"/>
Have you ever been afflicted with a communicable disease of public health significance or a dangerous physical or mental disorder? Have you ever been a drug abuser or a addict? yes <input type="checkbox"/> no <input type="checkbox"/>
Have you ever been refused a Russian visa? yes <input type="checkbox"/> When? (dd/mm/yy) Where? no <input type="checkbox"/>
Has your Russian visa ever been canceled? yes <input type="checkbox"/> When? (dd/mm/yy) Where? no <input type="checkbox"/>
Have you ever tried to obtain or assisted others to obtain a Russian visa or enter Russia by providing misleading or false information? yes <input type="checkbox"/> no <input type="checkbox"/>
Have you ever overstayed your Russian visa or stayed unlawfully in Russia? yes <input type="checkbox"/> no <input type="checkbox"/>
Have you ever been deported from Russia? yes <input type="checkbox"/> When? (dd/mm/yy) Where? no <input type="checkbox"/>

**Your answer yes in item 33 does not automatically signify ineligibility for a visa. In this case you may be required to personally appear before a consular officer.**

**34. Name, address and phone number of a person or hotel in Russia that you plan to stay with**

**35. Has this application been completed personally by you? If no, indicate the person completing this application in item 36** yes  no

**36. Application completed:** Surname, first name  
Relationship to applicant  
Applicant's address



I agree to my personal data on this application form being processed and communicated to the appropriate Russian authorities for the issue of a visa.

Date (dd/mm/yy), applicant's signature

**37. Other names ever used** (maiden name, pen-name, holy orders, et..)

**38. Your permanent address, phone and fax number, E-mail**

**39. Place of birth** (If born in Russia, please indicate when and what country you emigrated to)

**40. Place of work or study, present position** (name, address, phone and fax numbers, E-mail)

**41. Are any of your relatives staying in Russia now?** (full name, relation degree, date of birth, permanent address)

# Client Order Form

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

**Telephone Number:** \_\_\_\_\_

**Email Address:** \_\_\_\_\_

**Postal Address:** \_\_\_\_\_

\_\_\_\_\_ **Post Code** \_\_\_\_\_

**Date of travel to Visa required country:** \_\_\_\_ / \_\_\_\_ / \_\_\_\_

**Do you require your passport for any reason before the above date?**      Yes       No

If yes, please specify the date you need your passport returned by: \_\_\_\_ / \_\_\_\_ / \_\_\_\_

**Full Name (Printed):** \_\_\_\_\_

**Applicant Signature:** \_\_\_\_\_      **Date:** \_\_\_\_ / \_\_\_\_ / \_\_\_\_



**ONLINE**

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:

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

<p><b>How did you hear about us?</b></p> <p>Search Engine: <input type="checkbox"/>    Social Media: <input type="checkbox"/>    Friend/Family Member: <input type="checkbox"/></p> <p>TV/Radio: <input type="checkbox"/>    Event: <input type="checkbox"/>    Other: _____</p>	<p><b>Referred from...</b></p> <p>ABTA Number: <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/></p> <p><i>(if applicable)</i></p> <p>Name of Organisation: _____</p> <p>Store Location: _____ <i>(if applicable)</i></p>
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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.