

# The Travel Visa Company

Proudly the preferred travel visa supplier for...



You **MUST** return this front page with your application.  
**Please RETURN TO:**

Postal applications  
The Travel Visa Company Limited  
Unit 2A, 2B, 2C, The Courtyard  
Regents Park, London Road  
Nantwich  
CW5 6LW

## ? SUPPORT

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.



Telephone  
**01270 904 907**



Email  
**ambassador@thetravelvisacompany.co.uk**

## Ambassador Cruise Line Ambience 2024 Grand Round the World Visa Application Pack

Thank you for requesting an application pack for Ambassador's 2024 Grand Round the World Cruise.

You **MUST** complete the following three sections and then return the application pack and all supporting documents to The Travel Visa Company:

- 1 Checklist of the documents required
- 2 Price breakdown and delivery options
- 3 Delivery and payment information

### PLEASE NOTE

**IMPORTANT:** This application pack has been designed for the use of British passport holders and all visa related information is specific to the requirements of British passport holders travelling on the 2024 Grand Round the World Cruise.

If you hold a passport from another country, please contact us to check your visa requirements.

British passport holders travelling on Ambassador's Ambience 2024 Grand Round the World Cruise are required to obtain visas for the following countries prior to travel:

- Australia
- New Zealand
- Kenya
- Sri Lanka

With this single application pack, travellers can apply for the required visas for all four of the above destinations.

**IMPORTANT** - We can only submit the visa application for Kenya and Sri Lanka within 3 months of your entry date into Kenya. Applications can be submitted to The Travel Visa Company at any point and we will submit your application to the Kenyan and Sri Lankan authorities at the appropriate time.



### SUPPORT

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.



Telephone  
01270 904 907



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

## 1 Checklist – each individual applicant **MUST** send us the following:

- COMPLETED APPLICATION FORM** – It is important to carefully read through the requirements for the visas and fully 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.
- COPY OF PASSPORT INFORMATION PAGE** – Please include a copy of the photograph/information page of your passport. Your passport must be valid for at least 6 months upon return to the UK.
- COPY OF PASSPORT FRONT COVER** – Please include a copy of your passport’s cover page.
- 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.
- AMBASSADOR CRUISE CONFIRMATION INVOICE** – Please provide a copy of your Ambassador cruise confirmation invoice which includes the full itinerary and your name(s).
- DECLARATION FORM** – Please find enclosed the declaration form pertaining to The Travel Visa Company Ltd. Each individual applicant **MUST SIGN AND DATE** a copy of our client declaration form (with the exception of children).

**!** Failure to provide us with these documents will result in delays to your application.

## 2 Price Breakdown – please select a delivery type:

	Australia Embassy Fee	New Zealand Embassy Fee	Kenya Embassy Fee	Sri Lanka Embassy Fee	TVC Service Fee	VAT	TOTAL
<input type="checkbox"/>	-	£23.50	£17.00	-	£99.17	£19.83	<b>£159.50</b>

	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

**IMPORTANT**

When is your date of travel?  
\_\_\_\_\_

Length of stay:  
\_\_\_\_\_ *Days*

**3 You MUST provide delivery and payment information:**

Delivery Information:

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

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

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

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

Payment Information:



What is your preferred payment method?

Credit/Debit Card

Card Holder: \_\_\_\_\_

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

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

PayPal – [paypal@thetravelvisacompany.co.uk](mailto:paypal@thetravelvisacompany.co.uk)

Cheque

BACS Reference: \_\_\_\_\_

Cheques are to be made payable to The Travel Visa Company Ltd.  
 Account Number: 68032405 Sort Code: 08-92-50

**EMAIL MARKETING**

We would like to keep in touch with you from time to time, in order to provide you with updates about the services that we offer, any special offers and also in relation in to any news that we feel may be of interest to you.

I would like to join The Travel Visa Company mailing list

**Please note: we do not share your data with any third parties.**

**Applicant Details**

Surname (As shown in Passport):

Given names (As shown in Passport):

Date of birth:

Country of birth:

Gender: Male  Female   
**Other** Please specify:

Nationality:

Passport number:

Passport issuing country:

Passport issuing authority:

Passport issuance date:

Passport expiry date:

Residential address:

Telephone number:

Email address:

Relationship status: Married  De Facto  Engaged   
 Divorced  Single  Widowed

National ID Number:

Have you ever been known by a different name?  
 Yes  No

**If yes** Other name(s):

Occupation:

**Applicant Details Continued**

Father's name:

Mother's name:

**Travel Details: Australia**

Date of arrival into Australia:

Length of stay:  Days

Do you have an onward/return ticket? Yes  No

Do you have a criminal record? Yes  No

Do you have a national identity card? Yes  No

**If yes**  
 Identification number:  
  
 Country of issue:  
  
 Surname as shown on card:  
  
 Given name(s) as shown on card:

Do you have any other identification documents? Yes  No

**If yes**  
 Identification number:  
  
 Country of issue:  
  
 Surname as shown on card:  
  
 Given name(s) as shown on card:

**Australia eligibility questions**

Have you ever been charged with any offence that is currently awaiting legal action? Yes  No

Have you ever been convicted of an offence in any country (including any conviction which is now removed from official records)? Yes  No

Have you ever been the subject of a domestic violence or family violence order, or any other order, of a tribunal or court or other similar authority, for the protection of another person? Yes  No

**IF** you have answered yes to any of the three questions above, you must provide the date and nature of the offence, full details of the sentence and dates of any period of imprisonment or other detention:

**Travel Details: Australia**

**Australia eligibility questions**

The applicant declares that they:

Has read and understands the information provided to them in this application. Yes  No

Has provided complete and correct information in every detail. Yes  No

Understands that if any fraudulent documents or false or misleading information has been provided in this application, or if any of the applicants fail to satisfy the Minister of their identity, the application may be refused and the applicant, and any member of their family until, may become unable to be granted a visa for a specified period of time. Yes  No

Understands that if documents are found to be fraudulent or information to be incorrect after the grant of the visa, this visa may be subsequently cancelled. Yes  No

Understands that if this application is approved, any person not included in this application will not have automatic right of entry to Australia. Yes  No

Will inform the Department in writing immediately as they become aware of a change in circumstances (including change of address) or if there is any change relating to information they have provided in or with this application, while it is being considered. Yes  No

Have read the information contained in the Australian Privacy Notice (Form 1442i found at the back of this application pack. Yes  No

Understand that the Department may collect, use and disclose the applicant's personal information (including biometric information and other sensitive information) as outlined in the Privacy Notice. Yes  No

Understand that if my visa ceases to be in effect and I do not hold another visa to remain in Australia at that time, I will be an unlawful non-citizen under the Migration Act 1958. As such, I will be expected to depart from Australia, and be subject to removal under the Migration Act 1958. Yes  No

**Travel Details: New Zealand**

Date of arrival into New Zealand:

DD MM YYYY

Length of stay:  Days

Do you currently hold a permanent residence visa (including residence return visa) issued by the Australian Government? Yes  No

Will you be staying in New Zealand? Yes  No (in transit)

Will you be travelling to New Zealand for medical consultation or treatment? Yes  No

Have you ever been deported, removed or excluded from any country? Yes  No

Are you currently prohibited from entering New Zealand following deportation from New Zealand in the past? Yes  No

Have you ever been convicted of any offence (in any country)? Yes  No

**If yes** Have you ever been convicted of an offence for which you were sentenced to five years or more imprisonment? Yes  No

**If yes** In the last 10 years have you been convicted of an offence for which you were sentenced to a prison term of 12 months or more? Yes  No

**Travel Details: Kenya**

Date of arrival into Kenya:

DD MM YYYY

Length of stay:  Days

Date of departure from Kenya:

DD MM YYYY

Name of entry port in Kenya:

Spouse name:

(If applicable)

Spouse telephone number:

(If applicable)

Next of kin name:

Next of kin telephone number:

Will you be returning to your country of residence?

Yes  No

**Travel Details: Kenya continued**

Countries visited in the last 3 months:

(Please list country name, entry and exit dates)

Have you previously visited Kenya? Yes  No

**If yes** Please list entry and exit dates:

Have you previously been denied entry into Kenya?

Yes  No

**If yes** Please detail why and when:

Have you previously been denied entry into any country?

Yes  No

**If yes** Please detail where, why and when:

Have you ever been convicted of any offence under any system of law?

Yes  No

**If yes** Please detail where, why and when:

**Travel Details: Sri Lanka**

Date of arrival into Sri Lanka:

  

Length of stay:  Days

Date of departure from Sri Lanka:

  

Port of Departure:

Do you currently have a valid residence visa for Sri Lanka?

Yes  No

**Travel Details: Sri Lanka continued**

Are you currently in Sri Lanka and possess an ETA?

Yes  No

Do you currently have a multiple entry visa for Sri Lanka?

Yes  No

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.

Print name (BLOCK CAPITALS): .....

(DD/MM/YYYY)

Date: .....



# Privacy notice

Form  
**1442i**

**Australian Government**  
**Department of Home Affairs**

The Department of Home Affairs (the Department) includes the Australian Border Force.

The *Privacy Act 1988* (Privacy Act) requires us to notify you of certain matters when we collect personal information about you. We have published our Privacy Policy, which contains information about our approach to complying with the Australian Privacy Principles (APPs) set out in the Privacy Act and, in particular, information about:

- how you may access personal information held by us about you
- how you can seek the correction of such information
- how you may make a complaint about a breach of the APPs
- how we deal with such a complaint.

Our Privacy Policy can be found at <https://www.homeaffairs.gov.au/access-and-accountability/our-commitments/privacy>

In addition, many of our forms that you may complete, relating to specific purposes, contain specific notices regarding our collection powers and what we do with your personal information (for example, forms under the *Customs Act 1901* for the collection of information regarding incoming passengers and crews of ships and aircraft arriving in Australia). You may also be provided a specific collection notice at the time you use a service or provide your personal information to the Department.

This *Privacy notice* is a statement of our collection powers, and it supplements the contents of those specific notices. It is published on our website at

<https://immi.homeaffairs.gov.au/form-listing/forms/1442i.pdf> and should be considered your notification of APP 5 matters.

## The Department – who we are/what we do

The Department is responsible for immigration and migration (including border security, entry, stay and departure arrangements for non-citizens); customs and border control (other than quarantine and inspection); citizenship; ethnic affairs; national security policy and operations; multicultural affairs; transport security; cyber policy co-ordination; critical infrastructure protection co-ordination; Commonwealth emergency management; arrangements for the settlement of migrants and humanitarian entrants; adult migrant education; all hazards relief, recovery and mitigation policy and financial assistance.

## Contact details

Full contact details can be found on our website at [www.homeaffairs.gov.au](http://www.homeaffairs.gov.au)

If you believe we have wrongly collected or handled your information, you can:

- complete the online feedback form at [www.homeaffairs.gov.au/feedback](http://www.homeaffairs.gov.au/feedback) or
- write to: The Manager  
Global Feedback Unit  
GPO Box 241  
Melbourne VIC 3001  
Australia

## Collection of personal information

### What is personal information?

The Privacy Act provides that personal information is information or an opinion about an individual who is reasonably identifiable (whether true or recorded in material form or not).

We also collect sensitive information which is a subset of personal information defined under the Privacy Act as information or an opinion, that is also considered personal information, about an individual's racial or ethnic origin, political opinions, membership of a political association, religious beliefs or affiliations, philosophical beliefs, membership of a professional or trade association, membership of a trade union, sexual orientation or practice, and criminal record. Sensitive information also includes health information and genetic information about an individual, and certain biometric information. Biometric information includes an electronic copy of your face, fingerprint, iris, palm, signature or voice.

Legislation which applies to the Department also specifically protects certain kinds of information that may also be personal information, such as personal identifiers (as defined in the *Migration Act 1958* and *Australian Citizenship Act 2007*), and Immigration and Border Protection information (as defined in the *Australian Border Force Act 2015*), amongst others.

For more information relating specifically to personal identifiers see form 1243i *Your personal identifiers* at <https://immi.homeaffairs.gov.au/form-listing/forms/1243i.pdf>

### Who will we collect your personal information from?

In most cases, we will collect your personal information directly from you or someone you authorise (for example, an agent or your doctor).

In some cases, it may be collected from you via an automated system. For example, we use SmartGate systems at international airports which collect your personal information (such as facial images) from you.

We also collect your personal information from a range of Commonwealth, state or territory government agencies (particularly law enforcement agencies) and foreign governments under various Australian laws and domestic or international agreements.

Personal information is also collected and used on our behalf by contracted service providers. Examples include advanced passenger processing by airlines for both outward and inbound flights, support services for immigration detainees, medical services and provision of the Adult Migrant English Program (AMEP). We require that all of our contractors comply with the Privacy Act whether they are located in Australia or overseas.



## Collection of your personal information that is required or authorised by law

We have a wide range of functions and powers relating to the collection, use and disclosure of personal information, most of which are set out in specific Commonwealth laws. In addition, we may generally collect personal information in accordance with the Privacy Act.

Below is an outline of the legislation we commonly collect personal information under.

### *Migration Act 1958* (the Migration Act)

We are authorised under the Migration Act to collect personal information, and in some circumstances personal identifiers (such as a person's fingerprints or handprints, photograph or signature, amongst other things). For example, these may be collected:

- for visa application purposes
- in connection with search and seizure powers under the Migration Act
- when an individual is entering or leaving Australia (for example, a passport or visa or evidence of identity).

### *Australian Citizenship Act 2007* (the Australian Citizenship Act)

We are authorised under the Australian Citizenship Act to collect personal information (including personal identifiers) in order to be satisfied that an individual meets citizenship requirements.

### *Immigration (Guardianship of Children) Act 1946* (the IGOC Act)

Under the IGOC Act, and its regulations, the Minister is the guardian of certain unaccompanied non-citizen minors who arrive in Australia without a parent or relative aged 21 years and over (known as IGOC Minors).

To assist in meeting guardianship responsibilities, the IGOC Act allows the Minister to delegate his/her guardianship powers and functions to officers in the Commonwealth or state/territory governments (referred to as 'IGOC delegates'). Willing and suitable persons or organisations can also be appointed 'custodians' of the IGOC Minors. In general, a custodian must provide for the welfare and care of a child who is in their custody. To ensure the welfare and care of children under the IGOC Act, the Department collects personal information about IGOC Minors and their custodians. Where necessary, and in accordance with the Privacy Act, the Department may disclose personal information to, and collect information from, state/territory authorities including child welfare agencies, IGOC delegates, custodians, parents, carers, relatives, and other Australian Government agencies.

### *Customs Act 1901* (Customs Act) and *Excise Act 1901* (Excise Act)

We collect a range of personal information under the Customs Act and Excise Act in our role of protecting Australia's borders and ensuring the collection of border revenue. This includes information relating to incoming passengers and crews of ships and aircraft.

### *Maritime Powers Act 2013* (Maritime Powers Act)

We are authorised under the Maritime Powers Act to collect personal information in the exercise of maritime powers. The powers support the enforcement of Australia's maritime related laws, including in relation to illegal foreign fishing, customs, maritime counter terrorism, migration, quarantine and drug trafficking, as well as international agreements and arrangements at sea.

### *Immigration (Education) Act 1971* (Immigration (Education) Act)

We, and AMEP providers on behalf of us, are authorised to collect a range of personal information to be satisfied that an individual meets AMEP eligibility requirements under the Immigration (Education) Act.

## Collection of your personal information under the Privacy Act

The Privacy Act recognises that personal (including sensitive) information may be collected by us under an Australian law – examples of which are above.

The Privacy Act also provides that personal information other than sensitive information can be collected if the information is reasonably necessary for, or directly related to, one of our functions or activities.

With respect to the collection of sensitive information, the Privacy Act permits collection of sensitive information by us in certain circumstances, including:

- if you consent and the information is reasonably necessary for, or directly related to, one of our functions or activities
- the collection is reasonably necessary for, or directly related to, one or more of our enforcement related activities.

## The purpose for which we collect your personal information

Our functions and activities are very wide, covering the functions listed at 'The Department – who we are/what we do' sections available on our website at

<https://www.homeaffairs.gov.au/about-us/who-we-are>

It would be impractical to list all the specific purposes for which we collect personal information, but these include the following purposes:

- visa and migration
- customs, excise and taxation
- refugee and humanitarian assistance
- settlement services
- Adult Migrant English Program
- border management
- visa compliance
- immigration status or detention
- citizenship
- law enforcement.

Your personal information will be used for this primary purpose or for a secondary purpose where permitted by the Privacy Act.

## The consequences if your personal information is not collected by the Department

If your personal information is not collected, we may not be able to process your application (such as your visa application), determine your eligibility for our services, or meet our statutory obligations, duty of care obligations or Australia's international commitments. This may result in you being denied entry to Australia, having applications refused or being ineligible for services (amongst other things).

## Disclosure of Personal Information

The personal information that we collect for the purposes of our functions and activities may be disclosed to third parties and other government organisations in a number of circumstances in accordance with the Privacy Act. Below are the most common categories.

### Disclosure to nominated representatives

You may nominate a person to whom we may disclose your personal information, such as a family member, migration agent, customs broker, sponsor or solicitor representing you.

## Authorised disclosure

We are, in certain circumstances, authorised or permitted under Australian law to disclose personal information, including to other Commonwealth and state and territory agencies.

The most important disclosure provisions in our portfolio legislation are Part 4A of the Migration Act, section 43 of the Citizenship Act and Part 6 of the Australian Border Force Act.

Examples include disclosures to assist in confirming your identity, verifying the authenticity of documents you have provided to us or another agency, or to undertake data matching or otherwise assist the agency to undertake its own compliance or other statutory functions.

## Disclosure to other government agencies

Government agencies we may disclose personal information to include but are not limited to:

- Services Australia, to administer the *Social Security Act 1991*, the *Child Support (Assessment) Act 1989* and *Child Support (Registration and Collection) Act 1988*
- Department of Social Services
- Department of Agriculture, Fisheries and Forestry, to manage Australia's biosecurity system and administration of the *Biosecurity Act 2015*, *Export Control Act 1982* and *Imported Food Control Act 1992*
- Therapeutic Goods Administration
- Department of Industry, Science, Energy and Resources
- Australian Sports Anti-Doping Authority to administer the National Anti-Doping Scheme
- Department of Education, to administer the *Education Services for Overseas Students Act 2000*
- Department of Employment and Workplace Relations to data match information about employment services and determine any impact of a proposed workplace component on the Australian labour market
- Department of Veterans' Affairs, to administer the *Veterans' Entitlements Act 1986*
- Australian Taxation Office, to administer the *Income Tax Assessment Act 1997* and other taxation legislation
- Fair Work Ombudsman, to administer the *Fair Work Act 2009*
- Department of Foreign Affairs and Trade, to administer the *Australian Passport Act 2005* and to obtain country information for protection visa processing, and in respect of any foreign passport you may be entitled to hold as a dual national
- Australian Electoral Commission, to administer the *Commonwealth Electoral Act 1918*
- Australian Bureau of Statistics, for the Multi-Agency Data Integration Project.

## Disclosure for enforcement related activities

We disclose personal information to Australian (Commonwealth, state and territory) and foreign enforcement agencies or bodies where it is reasonably necessary for an enforcement related activity conducted by or on behalf of a domestic enforcement body, including the prevention, detection, investigation and prosecution or punishment of a criminal offence.

Enforcement related activities also include to assist the preparation for, or conduct of, proceedings before any court or tribunal (including Coroners proceedings).

We disclose personal information to enforcement bodies such as:

- Commonwealth Ombudsman
- Office of the Australian Information Commissioner
- Australian National Audit Office

- Australian Human Rights Commission
- Fair Work Ombudsman.

## Disclosures relating to health and safety

Your personal information may be provided to governmental health agencies and medical providers in relation to visa considerations and the management of public health risks.

Your personal information may also be provided to Australian law enforcement agencies or emergency services where the disclosure is necessary to lessen or prevent a serious threat to the life, health or safety of any individual, or to public health or safety.

## Disclosure – other

Generally, we may disclose personal information to a range of bodies in accordance with the Privacy Act, including:

- education and employment agencies and bodies to assist those seeking to undertake training or study in Australia
- employer or labour supplier regarding migration status, work entitlements and your visa
- contracted service providers, including under the Humanitarian Settlement Program, Assisted Passage Program and Australian Cultural Orientation Program, and to determine eligibility and to deliver services under the Adult Migrant English Program
- United Nations High Commissioner for Refugees
- Australian and International Red Cross Societies
- state and territory correctional facilities to facilitate transfers and confirm immigration status
- state and territory child welfare agencies and organisations
- other embassies, high commissions and consulates
- agencies and contracted third parties for the purposes of research, investigation and analysis for policy and/or program development
- Australian government agencies, organisations and international organisations with a coordination role in major international events such as major sporting matches and international heads of state meetings
- councils, organisations and government officials with a role in citizenship and related awards and events
- licencing authorities to assist them assess your suitability to hold a licence.

## Disclosure to overseas recipients

Because of the nature of our functions and activities, we may also disclose personal information to overseas recipients.

In most cases, it will be disclosure to officials in/from your country of origin or of usual residence (unless you have made claims for protection against those countries and are awaiting the assessment of those claims to be finalised). We also disclose personal information to countries or organisations that have agreements with Australia. These include the United Kingdom, New Zealand, Canada and the United States of America, as well as the international organisations listed above under 'Disclosure – other'.

**Home page** [www.homeaffairs.gov.au](http://www.homeaffairs.gov.au)

**General enquiry line** Telephone **131 881** during business hours in Australia to speak to an operator (recorded information available outside these hours).  
If you are outside Australia, please contact your nearest Australian mission.

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 member of staff of the Company [telephone 01270 904 907] 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 I have 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 cannot 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.

To provide you with your chosen visa application services we, The Travel Visa Company Limited, need to collect certain information about you, which we do via this application process. We will also need to disclose the information that you give to us to the embassy and other relevant bodies who are required to receive the data as part of the visa application process.

Some of the information that we collect and need to give to the embassy or other relevant body can be considered 'special' due to its sensitive nature. This will be the case where you provide us with information relating to your health, race, religious or philosophical beliefs or relating to any trade union that you may be a member of.

We need to disclose your sensitive information to the embassy and other relevant bodies so that they can produce data to determine whether you can be granted a visa and, if so, to then grant the visa itself; however, we can and will only distribute your sensitive information if you are happy for us to do so.

### Consent to process your personal data

To perform your application, we will need to:

- Disclose information relating to your health, race, religious or philosophical beliefs or any trade union membership to the embassy of the country you are travelling to.

We will always treat all of the information that we receive from you with the utmost care. You can read about our data protection practices more generally in our privacy policy [www.thetravelvisacompany.co.uk/privacy](http://www.thetravelvisacompany.co.uk/privacy).

You are not under any obligation to agree to us or the above third parties using your sensitive information in the manner described above. However, if you do not agree, you will not be able to proceed with your booking as, without your consent, we will not be able to provide the visa application services you have booked and the above third parties will not be able to process, assess and action your application.

If you are happy to consent to our use of your sensitive information, you will also be able to withdraw your consent at any time. However, as this will prevent us from providing the visa application services you have booked and the above third parties from processing, assessing and actioning your application, we will be required to treat any withdrawal of consent as a cancellation of your application. As we will have performed services for you, no refund will be payable in such circumstances.

## IMPORTANT

I consent to The Travel Visa Company Limited processing my sensitive personal data, in accordance with the above statement, to provide me with my chosen visa application services and I have read, fully understood and agree to the Declaration and Terms & Conditions of The Travel Visa Company Limited.

Signature:

Date:

(DD/MM/YYYY)

Printed full name (BLOCK CAPITALS):

**A copy of the Declaration form  
MUST be signed and dated by  
each individual applicant.**

### Permission to contact another individual on your behalf

You should complete this section of the Declaration Form if you would like to give us permission to contact another individual on your behalf for this application. Please provide details if this individual below or call us on 01270 904 907:

Full name:..... Address:.....

Telephone:.....

Email:.....

Relationship to applicant:.....

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: Complaints Department 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.