

The Travel Visa Company

Your Dedicated, Worldwide Travel Visa Agency



REFERRED BY

i.e. Travel Agent / Tour Operator / Cruise Line / Search Engine / Repeat Customer / Friend / Other

You **MUST** return this front page with your application.

RETURN ADDRESS

The Travel Visa Company Ltd.

Unit 2A, 2B, 2C, The Courtyard
Regents Park, London Road
Nantwich, Cheshire
CW5 6LW



SUPPORT

If you have any queries or would like additional assistance when completing your application, please contact us and one of our team would be happy to assist.



Telephone: **01270 904 907**



Email: enquiries@thetravelvisacompany.co.uk

Canada Tourist Visa Application Pack

Thank you for requesting an application pack for a Canada Tourist Visa.

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 Service options
- 3 Delivery and payment information

PLEASE NOTE

Each individual applicant must complete their own application pack.

Bio-metrics may be required based on your nationality. If you are requested for bio-metrics an additional charge will be required.

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.

If disclosing a criminal record, please contact a member of our team for further advice.



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.

Don't forget, you can also book an appointment at our head office in Crewe to go through your paperwork with one of our travel visa specialists.



Telephone

01270 250 590



Email:

enquiries@thetravelvisacompany.co.uk



Address:

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

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

- ☐ **CANADA TOURIST VISA APPLICATION FORM (IMM5257E)** – Please find enclosed.
- ☐ **FAMILY INFORMATION FORM (IMM5645E)** – Please find enclosed.
- ☐ **USE OF A REPRESENTATIVE FORM (IMM5476E)** – Please find enclosed.
- ☐ **PASSPORT PHOTOCOPY** – A photocopy of the passport picture page provided on A4 paper. (*you will be asked to provide the original passport for visa issuance at some stage*)

- ☐ **VISA PHOTOCOPY** – You **MUST** provide photocopies of any visas/stamps inside your passport.
- ☐ **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. Your photos must have the applicant's full name written on the back.
 - ☐ **+£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 quoting your name and type of visa).
- ☐ **PROOF OF EMPLOYMENT** – This **MUST** be a letter from an employer, on company letterhead, including applicants name and confirming that the applicant is an employee. It **MUST** specify the applicant is travelling for a holiday and specify their proposed return to work date and also be signed by a supervisor or member of a human resources department.
- ☐ **PROOF OF FINANCIAL MEANS** - This **MUST** be shown as your last 4 months bank statements showing a minimum balance of £35.00 per day of stay. You **MUST** also supply your original last 3 payslips.
- ☐ **MARRIAGE CERTIFICATES** – **IF** you are married, you **MUST** provide a copy of your marriage certificate.
- ☐ **PROOF OF TRAVEL** – A copy of your flight and hotel booking confirmations.
- ☐ **UK VISA** – **IF** you are a non UK citizen, you **MUST** provide a copy of your UK residency visa or residence permit.
- ☐ **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 Service options – you **MUST** select a Delivery Type:

Visa Type	Processing Time	Embassy Fee	Appointment Fee	Service Fee	VAT	TOTAL
Visitor Visa	8-10 weeks*	£82.15	£85.00	£83.33	£16.67	£267.15

**Working days excluding postal days.*

	Delivery Type	Price
<input type="checkbox"/>	Royal Mail Special Delivery (before 09:00)	£20.00
<input type="checkbox"/>	Royal Mail Special Delivery (before 13:00)	£8.00
<input type="checkbox"/>	Provide pre-paid Special Delivery envelope	£0.00
<input type="checkbox"/>	Premium Courier Service	TBA

IMPORTANT

When is your date of travel?

Length of stay:

_____ Days

If you require your passport back before this date, please provide a passport return date:

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

Delivery Information:

Name: _____

Address: _____

_____ Postcode

Tel: _____

Email: _____

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 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.

Payment Information:



What is your preferred payment method?

☐ Credit/Debit Card

Card Holder: _____

Card Number: _____

Expiry Date: _____ Security Code: _____

☐ PayPal – paypal@thetravelvisacompany.co.uk

☐ Cheque ☐ Postal Order

☐ BACS Reference: _____

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

Account Number: 68032405 Sort Code: 08-92-50

How did you hear about us?

☐ Friend/Family

☐ Repeat Customer

☐ Trade Show/Event

☐ Website

☐ Search Engine

☐ Email Newsletter

☐ TV/Radio

☐ Travel Agent - ABTA Number: _____

Organisation: _____

Store Location: _____

Social Media - ☐ Facebook ☐ Twitter ☐ LinkedIn ☐ Instagram ☐ Pinterest ☐ Google+



APPLICATION FOR VISITOR VISA (TEMPORARY RESIDENT VISA)

If you need more space for any section, print out an additional page containing the appropriate section, complete and submit it with your application.

1 UCI	2 * I want service in	3 * Visa requested	OFFICE USE ONLY Validated
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PERSONAL DETAILS

1 Full name				
*Family name (as shown on your passport or travel document)	Given name(s) (as shown on your passport or travel document)			
2 Have you ever used any other name (e.g. Nickname, maiden name, alias, etc.) ? Family name				
<input type="checkbox"/> * No <input type="checkbox"/> * Yes Given name(s)				
3 *Sex	4 *Date of birth YYYY MM DD			
5 Place of birth * City/Town * Country or Territory				
6 *Citizenship				
7 Current country or territory of residence:				
Country or Territory	Status	Other	From	To
*	*		YYYY-MM-DD	YYYY-MM-DD
8 Previous countries or territory of residence: During the past five years have you lived in any country or territory other than your country of citizenship or your current country or territory of residence (indicated above) for more than six months? <input type="checkbox"/> * No <input type="checkbox"/> * Yes				
Country or Territory	Status	Other	From	To
			YYYY-MM-DD	YYYY-MM-DD
			YYYY-MM-DD	YYYY-MM-DD
9 Country or Territory where applying: Same as current country or territory of residence? <input type="checkbox"/> * No <input type="checkbox"/> * Yes				
Country or Territory	Status	Other	From	To
			YYYY-MM-DD	YYYY-MM-DD
10 * a) Your current marital status		b) (If you are married or in a common-law relationship) Provide the date on which you were married or entered into the common-law relationship ▶		
		Date YYYY-MM-DD		
c) Provide the name of your current Spouse/Common-law partner				
Family name		Given name(s)		

FOR OFFICE USE ONLY - DO NOT WRITE IN THIS SPACE

Applicant Name	Date of Birth
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PERSONAL DETAILS (CONTINUED)

11 a) Have you previously been married or in a common-law relationship? <input type="checkbox"/> * No <input type="checkbox"/> * Yes			
b) Provide the following details for your previous Spouse/Common-law Partner:			
Family name	Given name(s)		
c) Date of birth YYYY MM DD	d) Type of relationship	From YYYY-MM-DD	To YYYY-MM-DD

LANGUAGE(S)

1 *a) Native language/Mother Tongue	*b) Are you able to communicate in English and/or French?	c) In which language are you most at ease?
d) Have you taken a test from a designated testing agency to assess your proficiency in English or French? <input type="checkbox"/> *No <input type="checkbox"/> *Yes		

PASSPORT

1 * Passport number	2 * Country or territory of issue	3 * Issue date YYYY-MM-DD	4 * Expiry date YYYY-MM-DD
5 * For this trip, will you use a passport issued by the Ministry of Foreign Affairs in Taiwan that includes your personal identification number? <input type="checkbox"/> *No <input type="checkbox"/> *Yes			
6 * For this trip, will you use a National Israeli passport? <input type="checkbox"/> *No <input type="checkbox"/> *Yes			

NATIONAL IDENTITY DOCUMENT

1 Do you have a national identity document? <input type="checkbox"/> * No <input type="checkbox"/> * Yes			
2 Document number	3 Country or territory of issue	4 Issue date YYYY-MM-DD	5 Expiry date YYYY-MM-DD

US PR CARD

1 Are you a lawful Permanent Resident of the United States with a valid alien registration card (green card)? <input type="checkbox"/> * No <input type="checkbox"/> * Yes	
2 Document number	3 Expiry date YYYY-MM-DD

CONTACT INFORMATION

If submitting your application by mail: - All correspondence will go to this address unless you indicate your e-mail address below. - Indicating an e-mail address will authorize all correspondence, including file and personal information, to be sent to the e-mail address you specify. - If you wish to authorize the release of information from your application to a representative, indicate their e-mail and mailing address(es) in this section and on the IMM5476 form.						
1 Current mailing address						
P.O. box	Apt/Unit	Street no.	* Street name			
* City/Town	* Country or Territory		Province/State	Postal code	District	
2 Residential address Same as mailing address? <input type="checkbox"/> * No <input type="checkbox"/> * Yes						
Apt/Unit	Street no.	Street name			City/Town	
Country or Territory		Province/State	Postal code	District		
3 Telephone no. <input type="checkbox"/> Canada/US <input type="checkbox"/> Other						
Type		Country Code	No.	Ext.		
4 Alternate Telephone no. <input type="checkbox"/> Canada/US <input type="checkbox"/> Other						
Type		Country Code	No.	Ext.		
5 Fax no. <input type="checkbox"/> Canada/US <input type="checkbox"/> Other						
Country Code		No.	Ext.			
6 E-mail address						

Applicant Name

Date of Birth

DETAILS OF VISIT TO CANADA

1 a) Purpose of my visit		b) Other	
2	Indicate how long you plan to stay	* From YYYY-MM-DD	* To YYYY-MM-DD
		3 * Funds available for my stay (CAD)	
4 Name, address and relationship of any person(s) or institution(s) I will visit:			
* Name			
1	Relationship to me	* Address in Canada	
Name			
2	Relationship to me	Address in Canada	

EDUCATION

Have you had any post secondary education (including university, college or apprenticeship training)?				<input type="checkbox"/> * No	<input type="checkbox"/> * Yes
If you answered "yes", give full details of your highest level of post secondary education.					
1	From	Field of study	School/Facility name		
	YYYY MM To	City/Town	Country or Territory	Province/State	
	YYYY MM				

EMPLOYMENT

Give details of your employment for the past 10 years, including if you have held any government positions (such as civil servant, judge, police officer, mayor, Member of Parliament, hospital administrator, employee of a security organization). Do not leave gaps. If retired, not working or studying, please indicate. If you are retired, please provide the 10 years before your retirement.					
1	From	* Current Activity/Occupation	* Company/Employer/Facility name		
	* YYYY * MM To	* City/Town	* Country or Territory	Province/State	
	YYYY MM				
2	From	Previous Activity/Occupation	Company/Employer/Facility name		
	YYYY MM To	City/Town	Country or Territory	Province/State	
	YYYY MM				
3	From	Previous Activity/Occupation	Company/Employer/Facility name		
	YYYY MM To	City/Town	Country or Territory	Province/State	
	YYYY MM				

Applicant Name

Date of Birth

BACKGROUND INFORMATION**You must complete this section if you are 18 years of age or older.**

1	<p>a) Within the past two years, have you or a family member ever had tuberculosis of the lungs or been in close contact with a person with tuberculosis? <input type="checkbox"/> No <input type="checkbox"/> Yes</p> <p>b) Do you have any physical or mental disorder that would require social and/or health services, other than medication, during a stay in Canada? <input type="checkbox"/> No <input type="checkbox"/> Yes</p> <p>c) If you answered "yes" to question 1a) or 1b), please provide details and the name of the family member (if applicable).</p> <div style="border: 1px solid black; height: 60px; margin-top: 5px;"></div>	
2	<p>a) Have you ever remained beyond the validity of your status, attended school without authorization or worked without authorization in Canada? <input type="checkbox"/> No <input type="checkbox"/> Yes</p> <p>b) Have you ever been refused a visa or permit, denied entry or ordered to leave Canada or any other country or territory? <input type="checkbox"/> No <input type="checkbox"/> Yes</p> <p>c) Have you previously applied to enter or remain in Canada? <input type="checkbox"/> No <input type="checkbox"/> Yes</p> <p>d) If you answered "yes" to question 2a), 2b), or 2C please provide details.</p> <div style="border: 1px solid black; height: 80px; margin-top: 5px;"></div>	
3	<p>a) Have you ever committed, been arrested for, been charged with or convicted of any criminal offence in any country or territory? <input type="checkbox"/> No <input type="checkbox"/> Yes</p> <p>b) If you answered "yes" to question 3a) above, please provide details.</p> <div style="border: 1px solid black; height: 120px; margin-top: 5px;"></div>	
4	<p>a) Did you serve in any military, militia, or civil defence unit or serve in a security organization or police force (including non obligatory national service, reserve or volunteer units)? <input type="checkbox"/> No <input type="checkbox"/> Yes</p> <p>b) If you answered yes to question 4a), please provide dates of service and countries or territories where you served.</p> <div style="border: 1px solid black; height: 100px; margin-top: 5px;"></div>	
5	<p>Are you, or have you ever been a member or associated with any political party, or other group or organization which has engaged in or advocated violence as a means to achieving a political or religious objective, or which has been associated with criminal activity at any time? <input type="checkbox"/> No <input type="checkbox"/> Yes</p>	
6	<p>Have you ever witnessed or participated in the ill treatment of prisoners or civilians, looting or desecration of religious buildings? <input type="checkbox"/> No <input type="checkbox"/> Yes</p>	
<p>If you answered "yes" to any of questions 3 to 6 above, or upon request of a visa officer, you MAY BE REQUIRED to fill out IMM 5257 Schedule 1.</p>		

Applicant Name

Date of Birth

SIGNATURE

Citizenship and Immigration Canada (CIC), or an organization at CIC's request, may want to contact you in the future to ask you about any services you received from CIC prior to the application process (such as participation in an information forum), during the application process (including the application process itself as well as orientation or accreditation services), and services received after arriving in Canada (including settlement, integration and citizenship). CIC will use this information, along with the information provided by other individuals, for research, performance measurement or evaluation purposes. CIC will not use this information to make any decisions about you personally.

Do you consent to be contacted by CIC, or an organization at CIC's request, in the future? (Y/N)

☐ No☐ Yes

I consent to the release to Citizenship and Immigration Canada (CIC) and Canada Border Services Agency (CBSA) of all records and information for the purpose of processing my request that any government authority, including police, judicial and state authorities in all countries in which I have lived may possess about me. This information will be used to evaluate my suitability for admission to Canada or to remain in Canada pursuant to Canadian legislation.

I declare that I have answered all questions in this application fully and truthfully.

Signature of Applicant or Parent/Legal Guardian's for a person under 18 years of age.

Date: YYYY-MM-DD

**IMPORTANT NOTE:**

This application must be signed and dated before it is submitted by mail.

Do not forget to include photos, fees (if applicable) and any other documents required. Review the application guide for more information and verify that you have completed and provided all of the required documents as per the document checklist.

DISCLOSURE

Information provided to IRCC is collected under the authority of the Immigration and Refugee Protection Act (IRPA) to determine admissibility to Canada. Information provided may be shared with other Canadian government institutions such as, but not limited to, the Canada Border Services Agency (CBSA), the Royal Canadian Mounted Police (RCMP), the Canadian Security Intelligence Service (CSIS), the Department of Foreign Affairs, Trade and Development (DFATD), Employment and Social Development Canada (ESDC), the Canada Revenue Agency (CRA), provincial and territorial governments and foreign governments in accordance with subsection 8(2) of the Privacy Act. Information may be disclosed to or validated with foreign governments, law enforcement bodies and detaining authorities with respect to the administration and enforcement of immigration legislation where such sharing of information may not put the individual and/or his/her family at risk. Information may also be systematically validated by other Canadian government institutions for the purposes of validating status and identity to administer their programs.

Where biometrics are provided as part of an application, the fingerprints collected will be stored and shared with the RCMP. The fingerprint record may also be disclosed to law enforcement agencies in Canada in accordance with subsection 13.11(1) of the Immigration and Refugee Protection Regulations. The information may be used to establish or verify the identity of a person in order to prevent, investigate or prosecute an offence under any law of Canada or a province. This information may also be used to establish or verify the identity of an individual whose identity cannot reasonably be otherwise established or verified because of physical or mental condition. Canada may also share immigration information related to biometric records with foreign governments with whom Canada has an agreement or arrangement.

Depending on the type of application made, the information you provided will be stored in one or more Personal Information Banks (PIB) pursuant to section 10(1) of Canada's Privacy Act. Individuals also have a right to protection and access to their personal information stored in each corresponding PIB under the Access to Information Act. Further details on the PIBs pertaining to IRCC's line of business and services and the Government of Canada's access to information and privacy programs are available at the [Infosource website](#) and through the IRCC Call Centre. Info Source is also available at public libraries across Canada.



FAMILY INFORMATION

Type of application: ☐ Visitor ☐ Worker ☐ Student ☐ Other

Complete **ALL** names in English and in your native language (for example, Arabic, Cyrillic, Chinese, Chinese commercial/telegraphic code, Korean, or Japanese characters). Include **ALL** family members even if they are not accompanying you. If you need more space for any section, print out an additional page containing the appropriate section, complete and submit it with your application.

BEFORE YOU START, READ THE INSTRUCTION GUIDE, TYPE OR PRINT IN BLACK INK.

SECTION A

Full name	Relationship SEE NOTE 1	Date of birth Y M D	Marital status	Present address (If deceased give city and date)	Will accompany you to Canada? YES NO
		Country of birth		Present occupation	
	APPLICANT				
	SPOUSE OR COMMON-LAW PARTNER				<input type="checkbox"/> <input type="checkbox"/>
	MOTHER				<input type="checkbox"/> <input type="checkbox"/>
	FATHER				<input type="checkbox"/> <input type="checkbox"/>

NOTE 1: If no spouse or common-law partner is listed in Section A, read and sign below.

I certify that I do not have a spouse or a common-law partner. ►

Signature: _____

Date: _____

Year	Month	Day

SECTION B CHILDREN (Include ALL sons and daughters, including ALL adopted and step-children, regardless of age or place of residence)

Full name	Relationship SEE NOTE 2	Date of birth Y M D	Marital status	Present address (If deceased give city and date)	Will accompany you to Canada? YES NO
		Country of birth		Present occupation	
					<input type="checkbox"/> <input type="checkbox"/>
					<input type="checkbox"/> <input type="checkbox"/>
					<input type="checkbox"/> <input type="checkbox"/>
					<input type="checkbox"/> <input type="checkbox"/>
					<input type="checkbox"/> <input type="checkbox"/>
					<input type="checkbox"/> <input type="checkbox"/>

NOTE 2: If no children are listed in Section B, read and sign below.

I certify that I do not have any children, either natural or adopted. ►

Signature: _____

Date: _____

Year	Month	Day

SECTION C BROTHERS AND SISTERS (Include ALL brothers and sisters, ALL half-brother and sister and stepbrother and sister.)

Full name	Relationship	Date of birth	Marital status	Present address (If deceased give city and date)	Will accompany you to Canada? YES NO
		Y M D Country of birth		Present occupation	
					<input type="checkbox"/> <input type="checkbox"/>
					<input type="checkbox"/> <input type="checkbox"/>
					<input type="checkbox"/> <input type="checkbox"/>
					<input type="checkbox"/> <input type="checkbox"/>
					<input type="checkbox"/> <input type="checkbox"/>
					<input type="checkbox"/> <input type="checkbox"/>
					<input type="checkbox"/> <input type="checkbox"/>

SECTION D CERTIFICATION

I certify that the information contained on this document is complete, accurate and factual. I also realize that once this document has been completed and signed that it will form part of my Immigration Record and will be used to verify my family details on future applications.

► Signature: _____ Date:

Year	Month	Day

The information you provide on this form is collected under the authority of the *Immigration and Refugee Protection Act* to determine if you may be admitted to Canada as a temporary resident. It will be stored in Personal Information Bank CIC PPU 055, Visitor Case File. It is protected and accessible under the *Privacy Act* and the *Access to Information Act*.



ADDITIONAL FAMILY INFORMATION

Complete ALL names in English and in your native language (for example, Arabic, Cyrillic, Chinese, Chinese commercial/telegraphic code, Korean, or Japanese characters). If additional space is required attach a separate sheet.

BEFORE YOU START, READ THE INSTRUCTION GUIDE. TYPE or PRINT in black ink.

SECTION A

Name	Relationship	Date of birth <small>Day Month Year</small>	Place of birth	Marital status	Present address
	Applicant				
	Spouse or common-law partner <small>SEE NOTE 1</small>				
	Mother				
	Father				

NOTE 1: If no spouse or common-law partner is listed in Section A, read and sign below.

I certify that I do not have a spouse or a common-law partner, ex-spouse, or former common-law partner.

Signature

Day	Month	Year

Date

SECTION B CHILDREN (Include ALL sons and daughters, including ALL adopted and step-children, regardless of age or place of residence)

Name	Relationship <small>SEE NOTE 2</small>	Date of birth <small>Day Month Year</small>	Place of birth	Marital status	Present address

NOTE 2: If no children are listed in Section B, read and sign below.

I certify that I do not have any children, either natural or adopted.

Signature

Day	Month	Year

Date

SECTION C BROTHERS AND SISTERS (Including half - and step-brothers and sisters)

Name	Relationship	Date of birth <small>Day Month Year</small>	Place of birth	Marital status	Present address

SECTION D CERTIFICATION

I certify that the information contained on this document is complete, accurate and factual. I also realize that once this document has been completed and signed that it will form part of my Immigration Record and will be used to verify my family details on future applications.

Signature

Day	Month	Year

Date

The information you provide is collected under the authority of the *Immigration and Refugee Protection Act* to determine if you may be admitted to Canada as an immigrant. It will be stored in Personal Information Bank number EIC PPU 015. It is protected and accessible under the provisions of the *Privacy Act* and the *Access to Information Act*.



APPLICATION FOR A TEMPORARY RESIDENT VISA MADE OUTSIDE OF CANADA
DEMANDE DE VISA DE RÉSIDENT TEMPORAIRE PRÉSENTÉE À L'EXTÉRIEUR DU CANADA

I want service in: ☐ English ☐ French
Je veux être servi(e) en : ☐ Anglais ☐ Français

File - Référence

1 <input type="checkbox"/> Single entry visa(s) requested Visa(s) pour un seul séjour demandé(s) <input type="checkbox"/> Multiple entry visa(s) requested Visa(s) pour entrées multiples demandé(s) <input type="checkbox"/> Transit visa(s) requested Visa(s) de transit demandé(s)					
2		APPLICANT REQUÉRANT		SPOUSE OR COMMON-LAW PARTNER AND CHILDREN CONJOINT OU CONJOINT DE FAIT ET ENFANTS	
Family name Nom de famille					
First name Prénom					
Second name Autre prénom					
Relationship Lien de parenté		SELF LUI-MÊME			
Sex Sexe					
Date of birth Date de naissance		D - J M Y - A		D - J M Y - A	
Place of birth Lieu de naissance					
Citizenship Citoyenneté					
Passport no. N° de passeport					
Passport expiry date Date d'expiration du passeport		D - J M Y - A		D - J M Y - A	
Marital status État matrimonial					
Will accompany you to Canada? Vous accompagnera au Canada?		<input type="checkbox"/> Yes Oui <input type="checkbox"/> No Non		<input type="checkbox"/> Yes Oui <input type="checkbox"/> No Non	
3 The purpose of my visit to Canada is - Objet de ma visite au Canada					
<input type="checkbox"/> Tourism Tourisme <input type="checkbox"/> Business Affaires <input type="checkbox"/> Other (Provide details below) Autre (Précisez ci-dessous)					
4 Indicate how long you plan to stay in Canada Veuillez indiquer pour combien de temps vous planifiez de rester au Canada					
		From De		To À	
		D - J M Y - A		D - J M Y - A	
5 Funds available for my stay in Canada Je dispose, pour mon séjour au Canada, de					
		CDN \$ \$ CAN			
6 My current mailing address. All correspondence will go to this address unless you indicate your e-mail address below, thereby authorizing correspondence, including file and personal information, be provided to the specified e-mail address. If you wish to authorize the release of information from your case file to a representative, indicate their address below and on the form IMM 5476. Mon adresse postale actuelle. Toute la correspondance sera envoyée à cette adresse, sauf si vous fournissez une adresse de courriel, auquel cas la correspondance autorisée, y compris vos renseignements personnels, sera envoyée à cette adresse de courriel. Si vous désirez autoriser la transmission de renseignements concernant votre dossier à un représentant, indiquez son adresse ci-dessous et sur le formulaire IMM 5476.					
7 My residential address (if different from your mailing address) Mon adresse personnelle (si elle est différente de votre adresse postale)					
E-mail Courriel					
Telephone number Numéro de téléphone					
Fax number Numéro de télécopieur					

DO NOT WRITE IN THIS SPACE
ESPACE RÉSERVÉ

Officer - Agent

The information you provide on this form is collected under the authority of the *Immigration and Refugee Protection Act* to determine if you may be admitted to Canada as a temporary resident. It will be stored in Personal Information Bank CIC PPU 051, Foreign Temporary Resident Records and Case File. It is protected and accessible under the *Privacy Act* and the *Access to Information Act*.

Les renseignements fournis sur ce formulaire sont recueillis en vertu de la *Loi sur l'immigration et la protection des réfugiés* pour établir si vous êtes admissible au Canada à titre de résident temporaire. Ils seront versés au fichier de renseignements personnels CIC PPU 051, Dossier et fichier de résident temporaire. Ils sont protégés et accessibles en vertu de la *Loi sur la protection des renseignements personnels* et de la *Loi sur l'accès à l'information*.



AUTHORITY TO RELEASE PERSONAL INFORMATION TO A DESIGNATED INDIVIDUAL

Complete this form if you authorize Citizenship and Immigration Canada (CIC) and Canada Border Services Agency (CBSA) to release information from your case file to someone other than yourself.

If your spouse or common-law partner wishes to release personal information to the same designated individual, he or she should sign in the space provided. Your dependent children who are 18 years of age or older must complete their own copy of this form if they wish to authorize CIC and CBSA to release their information to a designated individual.

The individual you designate will be able to obtain information such as the status of your application and will be able to change your address if you move. However, he or she will **not** be a representative who can conduct business with CIC and CBSA on your behalf. If you wish to be represented, you must complete and submit form *Use of a Representative* (IMM 5476).

Choose one

- ☐ I authorize Citizenship and Immigration Canada and Canada Border Services Agency to release information from my case file to the following individual.
- ☐ I withdraw my authorization to release information from my case file to the following individual.

1. Your full name

Family name (Surname)
Given name(s)
Given name(s)

2. Your date of birth

Date (YYYY-MM-DD)

3. If you have already submitted your application:

Name of office where the application was submitted

Location of office

Type of application (permanent residence, extension of study permit, etc.)

4. Your Client Identification (ID) or Unique Client Identifier (UCI) number identification number (if known)

5. Your designated individual's full name

Family name (Surname)

Given name(s)

Given name(s)

6. Your designated individual's contact information

Name of firm or organization (if applicable)

Mailing address

City

Province/State/Territory

Country

Postal code/Zip

Country Code

Area Code and Telephone number

Country Code

Area Code and Fax number

E-mail address (if applicable)

7. Your declaration

- I understand the following statements, having asked for and obtained an explanation for every point that was not clear to me.

If you are giving your authorization

- I authorize Citizenship and Immigration Canada and Canada Border Services Agency to release information from my case file to the individual named above.
- I understand that this consent only allows the disclosure of my personal information and that of my dependent children under 18 years of age.
- I am aware that some information may not be released if it is subject to exemption under the *Privacy Act* or the *Access to Information Act*.
- I further authorize the designated individual to update the address listed in my file, as required.

If you are withdrawing your authorization

- I withdraw my authorization to release information from my case file to the individual named above.

Signature of applicant

Signature of spouse or common-law partner (if applicable)

Date (YYYY-MM-DD)

Date (YYYY-MM-DD)

If you have not yet submitted your application:
If you have already submitted your application:

Send this form along with your application to the office listed in your respective application kit.
Send this form to the office where you submitted your original application.

The information you provide on this form is collected under the authority of the *Privacy Act* and will be used in assessing your request according to the requirements of the Act. It will be retained in a Personal Information Bank identified in *Infosource*. It may be shared with other organizations in accordance with the consistent use of information under the *Privacy Act*. Under the *Privacy Act* and the *Access to Information Act* individuals have the right to protection of and access to their personal information. Details on these matters are available at infosource.gc.ca. *Infosource* is also available in Canadian public libraries.



USE OF A REPRESENTATIVE

You do not need to hire an immigration representative, it is your choice. No one can guarantee the approval of your application. All the forms and information that you need to apply are available free at www.cic.gc.ca.

A representative is someone who has provided advice or guidance to you prior to submitting your application, following the submission of your application, and/or someone who has your permission to conduct business on your behalf with Citizenship and Immigration Canada (CIC) and the Canada Border Services Agency (CBSA). You may have **one** representative only. If you appoint an additional representative, the previous representative will no longer be authorized to conduct business on your behalf and receive information on your case file.

- I am:
- ☐ appointing a representative. **Complete Sections A, B and D.**
- ☐ cancelling the appointment of a representative. **Complete Section A, C and D.**

SECTION A: APPLICANT INFORMATION

1. Your full name

Family name (Surname)

Given name(s)

2. Your date of birth

(YYYY-MM-DD)

3. If you have already submitted your application:

Name of office where the application was submitted

Location of office

Type of application

(permanent residence, extension of study permit, etc.)

4. Your Citizenship and Immigration Canada Identification number (if known)

Client Identification (ID) or

Unique Client Identifier (UCI) number

SECTION B: APPOINTMENT OF REPRESENTATIVE

- I authorize the following individual to serve as my representative and to conduct business on my behalf with Citizenship and Immigration Canada and Canada Border Services Agency.
- I authorize Citizenship and Immigration Canada and Canada Border Services Agency to release information from my case file and that of my dependent children under 18 years of age to my representative. This authorization is in accordance with the *Privacy Act*.
- I am aware that any information which would be subject to exemption, if I had the right of access under the *Privacy Act* or the *Access to Information Act*, will likely not be released.

5. Your representative's full name

Family name (Surname)

Given name(s)

6. Your representative: (choose one)

is UNCOMPENSATED and is a:

- ☐ family member or friend
- ☐ member of a non-governmental or religious organization
- ☐ member of the Immigration Consultants of Canada Regulatory Council (ICCRC), a Canadian provincial or territorial law society, or the *Chambre des notaires du Québec*
- ☐ other

is or will be COMPENSATED and is a member in good standing of:

- ☐ the Immigration Consultants of Canada Regulatory Council (ICCRC)

► Membership ID number

- ☐ a Canadian provincial or territorial law society

► Which province or territory?

► Membership ID number

- ☐ the *Chambre des notaires du Québec*

► Membership ID number

7. Your representative's contact information

Name of firm or organization (if applicable)			
Mailing address			
Postal code/ZIP			
Telephone number	Country code	Area code	Number
	()		
Fax number	Country code	Area code	Number
	()		
E-mail address (if applicable)			

By indicating your representative's e-mail address, you are hereby authorizing Citizenship and Immigration Canada to transmit your file and personal information to this specific e-mail address.

8. Your representative's declaration:

- I declare that the information in Section B is truthful, complete and correct.
- I understand and accept that I am the person appointed by the applicant to conduct business on the applicant or sponsor's behalf with Citizenship and Immigration Canada and Canada Border Services Agency.

Signature of representative

Party ID (if known)

Date

(YYYY-MM-DD)

SECTION C: CANCEL THE APPOINTMENT OF A REPRESENTATIVE

I withdraw my authorization for this person to serve as my representative, to receive information on my case file and to conduct business on my behalf with Citizenship and Immigration Canada and Canada Border Services Agency.

9. Your representative's full name

Family name (Surname)

Given name(s)

Name of firm or organization
(if applicable)
SECTION D: YOUR DECLARATION

10.

- I declare that I have fully and truthfully answered all questions on this form and any attached application (if applicable).
- I also declare that I have read and understood all the statements on this form, having asked and obtained an explanation for every point that was not clear to me.

Signature of applicant

Date

(YYYY-MM-DD)

Signature of spouse or common-law partner
(if applicable)

Date

(YYYY-MM-DD)

Warning! It is a serious offence to give false or misleading information on this form.

The information you provide on this form is collected under the authority of the *Immigration and Refugee Protection Act* and will be used in assessing your application according to the requirements of the Act. It will be retained in a Personal Information Bank identified in **Infosource**. The information may be shared with other organizations such as the Canada Border Services Agency (CBSA), the Royal Canadian Mounted Police (RCMP), the Canadian Security and Intelligence Service (CSIS), where there is an agreement or arrangement with a foreign government, in accordance with subsection 8(2) of the *Privacy Act*. Pursuant to the *Immigration and Refugee Protection Regulations*, the information may also be shared with a regulatory body that is responsible for governing or investigating the conduct of representatives, such as a provincial and territorial law society, the *Chambre des Notaires du Québec* and the Immigration Consultants of Canada Regulatory Council (ICCRC). Under the *Privacy Act* and the *Access to Information Act* individuals have the right to protection of and access to their personal information. Details on these matters are available at infosource.gc.ca and through the Citizenship and Immigration Call Centre. **Infosource is also available in Canadian public libraries.**



CONSENT FORM AND TERMS OF USE FOR RESIDENTS FOR SERVICES OF
VFS GLOBAL SERVICES PVT. LTD.

1. VAC service

VFS Global makes available Visa Application Centres (VAC) in London in order to provide a service designed to support better service to residents of those countries and permanent residents of Canada. VFS Global is a Contractor performing a number of functions on behalf of applicants related to temporary resident visa and permit applications, and applications for travel documents.

VFS Global charges for its services have been authorised by the Government of Canada.

2. Liability

VFS Global is not an agent of the Government of Canada. VFS Global is a completely independent entity, operating under the laws of the country where the services are provided and is solely responsible for the provision of its services.

3. Language of service

VFS Global shall provide the service and the website in English and French as required by Canada, and predominant local languages.

4. Agreement

As a user of VFS Global I understand and agree that:

I have read this document completely. My use of the services of VFS Global is to assist me with submitting my temporary resident visa or permit application, or application for travel documents to the Government of Canada, and is on the terms and conditions noted in this document.

The VFS Global will receive documents from me and collect personal information from me for use in applying to the Government of Canada for a Canadian visa, permit or travel document. On my Government of Canada application form there is a notice that describes the purpose for the collection of this personal information.

Alternatively, if indicated below, I give my consent to VFS Global indirectly collecting my documents and personal information from the person specified below.

My personal information may include my application form, supporting or other documents as required by the Embassy of Canada or the Consulate General of Canada. My personal information collected by VFS Global may also include my live photograph and my fingerprints, if this information is collected in support of my application. My personal information may also include information required by VFS Global for its records that may include limited application, identity, biographic and contact information necessary to provide the service and may, in some instances, include electronic records or data related to my application(s) or other documents that I provide.

In order to obtain the authorisation of the Government of Canada as a contractor, VFS Global has promised to respect principles of personal information confidentiality and protection adopted by various laws of Canada. Offices of VFS Global will make a copy of such principles available upon request.

Partnering Governments. Providing Solutions.



VFS.GLOBAL

EST. 2001

These documents and electronic information may be transmitted by the VFS Global among its VAC offices, if authorised by Canada. These documents and electronic information will be transmitted to the Embassy of Canada and the Government of Canada offices in Canada, as required to provide the service.

I understand that VFS Global will only collect, use, disclose and retain my personal information as required in its contract with the Government of Canada and for the purposes of providing my visa, permit or travel document application support services and biometric collection services, where applicable. The Government of Canada has prohibited VFS Global from using or disclosing my personal information for any other purpose unless I have provided a further consent in writing.

NAME (printed): _____

ADDRESS: _____

SIGNATURE: _____

DATE: _____

SIGNED AT: _____ (city, country)



Consent for Indirect Submission and/or Collection

VFS.GLOBAL

(to be completed ONLY if travel agent or person other than applicant themselves is submitting and/or collecting the visa application and decision) ^{EST. 2001}

I give my consent to the Canada Visa Application Centre in London UK (City, Country) to collect my documents from:

Name of Person to submit an application or collect the decision on my behalf:

Relationship to Applicant (if applicable): _____

Applicant Signature _____

Date _____

Declaration to be signed ONLY by applicants assisted by VFS Global staff with electronic application form

I received the assistance of VFS Global staff for data entry of my application information. I provided all information and responses required for the application. I have read the completed and printed application form and declare that the information provided is true and that the documents I am submitting in support of my application are genuine and have not been altered in any way.

Name: _____

Signature: _____

Date: _____

Applicant Details

Have you lived in Canada as a permanent resident or landed immigrant?

Yes ☐ No ☐

Are you a lawful permanent resident of the United States with a valid alien registration card (Green Card)?

Yes ☐ No ☐

Do you have proof of your relationship with the person who is inviting you to Canada?

Yes ☐ No ☐

Do you have a job in the country where you currently live?

Yes ☐ No ☐

Do you own a business in the country where you currently live?

Yes ☐ No ☐

Do you depend on someone for financial support?

Yes ☐ No ☐

Have you travelled to other countries in the previous 10 years?

Yes ☐ No ☐

Are you accompanying a family member that has status in Canada, or has recently been approved to come to Canada?

Yes ☐ No ☐

Have you ever committed, been arrested for, been charged with, or convicted of any criminal offence in any country?

Yes ☐ No ☐

Have you had a medical exam performed by an IRCC authorized panel physician (doctor) within the last 12 months?

Yes ☐ No ☐

In the past 10 years, have you given your fingerprints and photo (biometrics) for an application to come to Canada?

Yes ☐ No ☐

What is your marital status?

Applicant Details (Continued)

What is your province of destination in Canada? If visiting multiple provinces, select the one in which you will be spending most of your time.

What is the main purpose of your visit? Visit family, holiday, etc

If you have answered YES to any of these questions, please give an explanation below:

I accept that I should read and fully understand the Terms & Conditions shown on the website www.thetravelvisacompany.co.uk of The Travel Visa Company Ltd (hereafter referred to as 'the Company'). Before signing this declaration I am aware that if I do not fully understand any of the Terms & Conditions, I can ask any member of staff of the Company [telephone 01270 904 907] or email enquiries@thetravelvisacompany.co.uk.

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

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

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

I agree that I will carefully check all the information on the visa when I receive my passport/confirmation and I am aware that any queries 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.

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.