

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

G 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

Tel: +44 (0) 1270 904 907 enquiries@thetravelvisacompany.co.uk www.thetravelvisacompany.co.uk





China Working (Z) Visa Application Pack

Thank you for requesting an application pack for a China Working (Z) Visa.

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



Checklist of the documents required



Service options

Appointment, delivery and payment information

PLEASE NOTE

Due to limited to appointments at the application centre, we recommend that you apply for this visa as soon as you have booked your trip to China.

This visa will require applicants to attend an appointment at the Chinese visa application centre. You will be required to submit fingerprint (biometric) information at the application centre. Visitors to China whose fingerprints do not match may be denied entry. In the event of refusal to undertake the fingerprint (biometric) procedure, the applicant will not be issued a visa.

In order to obtain for a working visa (Z) you will need to have already obtained a Work Permit issued by the Chinese government. The process of obtaining a Work Permit involves the legalisation of certain documents by the Chinese Embassy or Consulate.

The Travel Visa Company do offer a service for document legalisation. For more information see our China document legalisation application pack or email china@thetravelvisacompany.co.uk.

The Travel Visa Company Ltd are providing the following service:

- We will quality check the completed application and the supporting documents to minimise the risk of refusal at the application centre
- ✓ We will complete the China visa application forms online from the draft copy enclosed.
- We will arrange an appointment for you to appear at the Chinese visa application centre, at a convenient date and time (within the opening times of the application centre).

This is an application and pre-checking service and does not guarantee a visa. All visas are issued at the discretion of the Embassy. Applicants are required to pay the Embassy fee upon submitting their application in person.

) **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: <u>china@thetravelvisacompany.co.uk</u>

Address:



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

Tel: 01270 250 590 | Fax: 01270 250 029 enquiries@thetravelvisacompany.co.uk www.thetravelvisacompany.co.uk





INSTITUTE OF Travel & Tourism CENTRE OF EXCELLENCE



	CHINA VISA APPLICATION FORM – Please find enclosed. You MUST fully complete every section of the application form. Your application will be delayed if the application form is incomplete. This is a draft copy that will be transferred online. Once the online form has been completed, a copy will be printed and returned to you for the required signature. You MUST then take this with you to the application centre.
	CHINA VISA DECLARATION FORM – Please find enclosed. This MUST be signed and dated.
	PASSPORT PHOTOCOPY – A photocopy of your passport picture page on A4 paper. The passport MUST be valid for at least 6 months from the date of issue, have two blank visa pages and be undamaged.
]	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).
	PREVIOUS VISA PHOTOCOPY – Photocopies for each page in your passport where you have held a previous visa for China.
	WORK PERMIT LETTER – you MUST provide your work permit letter that has been issued by the Chinese government.
1	CLIENT DECLARATION FORM – Please find enclosed. This must be fully completed.







<u>company</u>

Service and Delivery Type – you **MUST** select a Visa Type and Delivery Type:

Service Type	Priority	Processing Time (excl. embassy processing)	Service Fee	VAT	TOTAL
Pre authorisation, Submission & Appointment	1	72 hours*	£148.50	£29.70	£178.20
Pre authorisation, Submission & Appointment	2	15 days*	£80.00	£16.00	£96.00

*working days/hours excluding postal days

?

You should apply at least **6-8 weeks** prior to travel as there can be a long waiting time for appointments at the application centre. You also need to allow time for the application centre to process your application.

lf selecting 'Priority 1' service, please address to; "**The Travel Visa Company** – **Priority 1, China Department**".

Delivery Type	Price	I
1st Class Post	£2.00	١
2nd Class Post	£1.00	-
Provide pre-paid envelope	£0.00	L
Email	£0.00	-

IMPORTANT
When is your date of travel
Length of stay:
Days

3) You **MUST** provide appointment, delivery and payment information:

APPOINTMENT	The availability of appointn	The availability of appointments is at the discretion of the Chinese Application Centre.			
	sa Application Centre would r your appointment? ster 🗌 Edinburgh	Preferred day of appointment: Mon Tue Wed Thu Fri Preferred time of appointment: AM PM			
Please state any date 4 weeks	Due to limited to appointments at the application centre, we recommend that you apply for this visa as soon as you have				
APPOINTMENT AMENDMENT FEE		Please note: An additional fee of <u>£10.00</u> (incl. VAT) will be charged if you would like to amend the date or time of your appointment.			

ABTA

PARTNER

Tel: 01270 250 590 | Fax: 01270 250 029 enquiries@thetravelvisacompany.co.uk www.thetravelvisacompany.co.uk





for the avelvisa™ company

Delivery Information:

Name: Address:			 What is your preferred payment method? Credit/Debit Card 		
Tel: Email:		Postcode	Card Holder: Card Number: Expiry Date: Security Code:		
	 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. 		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		
	w did you hear about us? Website Friend/Family Search Engine Repeat Customer Email Newsletter Trade Show/Event TV/Radio Store Location: Store Location: Google+				

Payment Information:

VISA

VISA

MasterCard PayPal









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Section 1	Section 4
Personal Information	Passport Details
Surname: (as showin in passport)	Type of passport/travel document:
Middle name(s): (as showin in passport)	Ordinary Official Service Special Diplomatic Other
(as showin in passport)	If Other Please specify:
First name(s): (as showin in passport)	
	Passport/travel document number:
Other name(s): (if applicable)	
Name written in native language: (if applicable)	Issuing country:
	Place of issue:
Date of birth: DD MM YYYY	Issuing authority:
Gender: Male Female	Issue date: DD MM YYYY
Marital status:	Expiration date: DD MM YYYY
Section 2	Section 5
Place Of Birth	Lost Or Stolen Passport/Travel Document
Country/Region:	Have you ever lost a passport/travel document or had one stolen?
Province/State:	If Yes Assport/travel document number:
City:	
	Country/region:
Section 3	Where was it lost/stolen:
Nationality And Residence	
Nationality:	When was it lost/stolen:
Former nationalitiy: (if applicable)	
	If you have had more than one passport/travel document lost or stolen, please provide the above details on a seperate sheet of
National ID number: (if applicable)	paper, or word document, and attach to this application.
Other nationalities: (if applicable)	
	Section 6
	Visa Details
ID number of other nationalities: (if applicable)	Service: Express Standard
	Validity of visa: Months
Other permanent resident countries/regions:	Max duration of stay:
	Entries: Single Double Multiple
Have you ever held Chinese nationality? Yes No	Section 7
If Yes Chinese name (in Chinese):	Work Details
	Current occupation:
Former Chinese name (in Chinese):	
Last Chinese passport number:	Annual income:









Section 8	
Work History	(most recent first)
Company Name:	
Address:	
Date From:	DD MM YYYY Date To: DD MM YYYY Telephone:
Supervisor Name:	Supervisor Telephone:
Position:	Duty:
Company Name:	
Address:	
Date From:	DD MM YYYY Telephone:
Supervisor Name:	Supervisor Telephone:
Position:	Duty:
Company Name:	· · · · · · · · · · · · · · · · · · ·
Address:	
Date From:	DD MM YYYY Date To: DD MM YYYY Telephone:
Supervisor Name:	Supervisor Telephone:
Position:	Duty:
Company Name:	
Address:	
Date From:	DD MM YYYY Telephone:
Supervisor Name:	Supervisor Telephone:
Position:	Duty:

Section 9

Education	(Further education e.g. anything above secondary school)
Name of institution:	
Address:	
Date From:	DD MM YYYY Date To: DD MM YYYY
Diploma/degree:	Major:
Name of institution:	
Address:	
Date From:	Dd MM YYYY Date To: Dd MM YYYY
Diploma/degree:	Major:
Name of institution:	
Address:	
Date From:	DD MM YYYY Date To: DD MM YYYY
Diploma/degree:	Major:
[
List of languages you	can speak at conversational level or above: e.g. English, Chinese







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Application Form

Section 10

Contact Details	
Residential Address:	City:
	Phone number:
	Mobile number:
	Email:
Country:	

Section 11

Spouse Information (if applicable)					
Name:		Nationality:			
Occupation:		Date of birth:	DD	MM	ΥΥΥΥ
Address:					
City of birth:					

Section 13

Section 12

Fathers's Details	Mother's Details
Is your father deceased?	Is your mother deceased? Yes No
You MUST provide the name, date of birth and nationality of your father even if they are deceased	You MUST provide the name, date of birth and nationality of your mother even if they are deceased
Name:	Name:
Date of birth:	Date of birth:
DD MM YYYY	DD MM YYYY
Nationality:	Nationality:
Occupation:	Occupation:
Address:	Address:
Is your father in China? 🗌 Yes 🗌 No	Is your mother in China? 🗌 Yes 🗌 No
If Yes What is their status:	If Yes What is their status:
Citizen Permanent Resident Resident Visiting	Citizen Permanent Resident Resident Visiting
Uf Resident Which type:	Uff Resident Which type:
Work-type resident (valid for 90 days to 5 years)	Work-type resident (valid for 90 days to 5 years)
Non work-type resident	Non work-type resident
(valid for 180 to 5 years)	(valid for 180 to 5 years)
Uhich type:	Under the second
(valid for less than 90 days)	Z Visa (valid for less than 90 days)
Visa other than Z (valid for less than 180 days)	Visa other than Z (valid for less than 180 days)
(Valid for less than foo days)	(valid for less than foo days)









Application Form

Section 14		
Children Deta	ils	
Name:	Nationality:	
Occupation:	Date of birth:	DD MM YYYY
Address:		
Name:	Nationality:	
Occupation:	Date of birth:	DD MM YYYY
Address:		

If there is not enough space on the table above, please provide the above details on a seperate sheet of paper, or Word document, and attach to this application.

Section 15	
Immediate Relatives	
Do you have any immediate relatives, not including parents, in China? Yes No If Yes	What is their status: Citizen Resident Permanent Resident Visiting If Resident Work-type resident (valid for 90 days to 5 years) Non work-type resident (valid for 180 to 5 years)
Relationship to you:	If Visiting If Visiting Visa other than Z (valid for less than 180 days)

Section 16

Information About Your Trip			
Date of arrival into China:	Date of departure from China:		
DD MM YYYY	DD MM YYYY		
Arrival train/ship/flight number:	Departure train/ship/flight number:		
City of arrival:	City of departure:		

Section 17

ltinerary								
City:								
Departure date:	DD	MM	YYYY	Arrival date:	DD	MM	YYYY	
Address:								
City:								
Departure date:	DD	MM	YYYY	Arrival date:	DD	MM	YYYY	
Address:								
City:				 7				
Departure date:	DD	MM	YYYY	Arrival date:	DD	MM	YYYY	
Address:				_				

If there is not enough space on the table above, please provide the above details on a seperate sheet of paper, or Word document, and attach to this application.









Application Form

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Section 18	Section 21
Inviting Organisation Details	Sponsor Details
Are you being invited to China?	Are you being sponsored?
If Yes Name of person or organisation:	If Yes Type of sponsor: Individual Organisation
Relationship to you:	Name of person or organisation:
Telephone:	Relationship to you: Telephone:
Email address:	Email:
	Address:
Address:	
	Section 22
Invitation letter serial number from authorised organisation:	Additional Traveller Details
	Are you travelling with someone else?
	If Yes Name:
Section 19	Gender: Male Female
Emergency Contact Details	Date of birth: DD MM YYYY
Name:	Will this person use the same passport? Yes No
Relationship to you:	If Yes Please provide their passport photographs
Phone number:	
Email address:	If there are more than one additional travellers, please provide the above details on a seperate sheet of paper, or on a Word document, and attach to this application
Address:	
	Section 23
	Previous Travel Details
	Have you been to China in the last 3 years? 🗌 Yes 🗌 No
	If Yes Cities visited:
Section 20	
Further Trip Details	
Who is paying for the trip? Self Other Organisation	Date of arrival:
If Other Name:	Date of departure:
Telephone:	DD MM YYYY
	Have you ever been issued a Chinese visa?
Telephone:	DD MM YYYY
Telephone:	Have you ever been issued a Chinese visa?
Telephone:	Have you ever been issued a Chinese visa? Yes No If Yes Type of visa:
Telephone: Email: If Organisation	Have you ever been issued a Chinese visa? Yes No If Yes Type of visa: Visa number: Place of issue:
Telephone: Email: If Organisation Relationship to you:	Have you ever been issued a Chinese visa? Yes No If Yes Type of visa: Visa number:









Application Form

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	Section 28
Previous Travel Details (Continued)	Other Details
Have you ever been fingerprinted when applying for a Chinese visa?	Have you ever been refused a visa for China or been refused entry into China?
Have you ever been issued a Chinese residency permit?	Yes No
If Yes Permit number:	Has your Chinese visa ever been cancelled? 🗌 Yes 🗌 No
Have you ever lost a Chinese visa or had one stolen? 🗌 Yes 🗌 No	
If Yes Chinese visa number:	Have you ever entered China illegally, overstayed or worked illegally?
Where did you lose/have it stolen:	Yes No
When did you lose/have it stolen:	Do you have any serious mental disorder or infectious disease?
If you have had more than one Chinese visa, please provide the above details on a seperate sheet of paper and attach to this	🗌 Yes 🗌 No
application.	Have you ever visited countries or territories where there is an
Section 24	epidemic in the last 30 days?
Valid Visas Do you currently hold any valid visas issued by other countries? If Yes Please list the countries:	Have you ever been trained or do you have any special skills in the field of firearms, explosives, nuclear devices, biological or chemical products?
Section 25	member of a paramilitary organization, vigilante movement
Countries Previously Visited	guerrilla band, or an armed rebellion?
Have you travelled to any other countries in the last 5 years? If Yes Please list the countries: Yes No	Have you belonged to, contributed to, or worked for any professional, social or charitable organisations?
	Do you have a criminal record?
	Do you have anything else to declare?
Section 27	
Other Details	
Are you serving or have you served in the military? Yes No Country of service: Branch: Rank: Military speciality:	Failure to FULLY complete this form will delay your application. Unless stated otherwise, all fields of this
Date from: Date to: DD MM YYYY	application form are compulsory and MUST be completed.









Declaration

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

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

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

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

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

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

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

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

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

a) The visa becoming invalid and cannot therefore be used as a result of my own fault or any act by a third party acting on my behalf; or,

b) In the event that I am refused to board an aircraft or to enter China due to my failure to check all the information printed on my Visa; or,

c) My Visa can't be used due to any other reasons of my own doing.

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

Printed Name (in capital) :

Signature:

Date (YYYY-MM-DD):



IMPORTANT

Consent to process visa, despite 144hr transit rule

There is an option to travel to China without a visa using the transit visa exemption ruling if only visiting for a certain period of time and meet various other requirements.

Eligibility is difficult to determine due to various factors. Furthermore, Chinese authorities retain the right to refuse entry at their own discretion without reason.

"The British Embassy in Beijing has received reports of a recent increase in cases where entry to China under the visa waiver on arrival scheme has been refused, which may be linked to previous travel history. You should note that entry to China under a visa waiver is not guaranteed - Chinese border officials have the right to refuse entry without warning or explanation." (Foreign and Common-wealth Office, 2019).

If spending less than 144 hours in China, you must sign to confirm your understanding that, despite the length of your stay, visa free travel would not be guaranteed, and you wish The Travel Visa Company Ltd. to assist with your China visa application.

I consent to The Travel Visa Company Ltd. 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.







Unit 2A, The Courtyard, Regents Park London Road, Nantwich, CW5 6LW Tel: +44 (0) 1270 904 907 www.thetravelvisacompany.co.uk

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 distrobute your sensitive information if you are happy for us to do so.

Company No. 07038677 | VAT Number. 983 0034 31



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 <u>www.thetravelvisacompany.co.uk/privacy</u>.

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:				
Printed full name (BLOCK CAPITALS):	(DD/MM/YYYY) 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:	

Company No. 07038677 | VAT Number. 983 0034 31



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

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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.

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