

### 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 Company No. 07038677 | VAT Number. 983 0034 31 The Travel Visa Company logo is a registered trademark of The Travel Visa Company Ltd. - All rights reserved.



# company

### India Tourist & Business Visa Application Pack

Thank you for requesting an application pack for an India 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

Delivery and payment information

### Important

### This is a Pre-Checking service and you will need to attend an appointment as part of the process

- Once you have applied with The Travel Visa Company, your information and documentation will be thoroughly checked before your application is submitted to the Embassy on your behalf. If we need to clarify any information / documentation we will contact you within our stated processing time.

– We aim to have your appointment confirmed by the end of our stated processing time. You will have the option to indicate preferred availability whilst completing your application with us.

- There is usually a 3-5 week wait for an appointment although this can be longer during peak periods. You should apply as soon as possible to ensure we can secure an appointment suitable for your travel date

- Once your appointment has been confirmed, you will receive a pack from us via email or post containing everything you need to take to the appointment along with information related to what to expect on the day. If you have further queries you can contact us at any point.

### Service Fee Breakdown

| Service Type | Processing Time | Service Fee | VAT    | Total   |
|--------------|-----------------|-------------|--------|---------|
| Standard     | 10 Working Days | £62.50      | £12.50 | £75.00  |
| Priority     | 3 Working Days  | £99.96      | £19.99 | £119.95 |

### Visa Fees (payable on day of appointment)

Tourist (Up to 12 Months) - £116.00

Business (Up to 12 Months) - £173.0







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

- **INDIA VISA APPLICATION FORM** Please find enclosed. This is a draft copy that we will then complete online. It is important to carefully read through the requirements for the visas and fully complete all forms in **BLOCK CAPITALS** with a **BLACK PEN**. All application forms **MUST** be printed single-sided. Application forms printed double-sided **WILL NOT** be accepted.
- **Copy of PASSPORT** A valid passport with a minimum of 2 blank pages. The passport must be valid for at least 6 months upon return to the UK.
- **PHOTOGRAPH(S) x2** The photograph(s) must be 5cm x 5cm (**NOT STANDARD PASSPORT SIZE**), taken within the last 6 months, taken 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.
- LETTER FROM EMPLOYER IF you are a registered social worker, public sector worker, government official or military personnel we will require a letter from your employer stating the main purpose of your trip is tourism and your expected return to work date. This must be addressed to The High Commission of India, London.
- **UTILITY BILLS IF** you are a non-UK citizen you will need to supply us with utility bills from the same provider from 2 years, 1 year and from the current month stating your name and address. If these cannot be provided please call a member of our team for an additional form.
- BIRTH CERTIFICATES IF you are travelling with a child of under 16 years of age we will require a copy of their birth certificate (full version) and a letter of consent for the holiday, signed by both parents, even if both of you are travelling with the child, also a photocopy of both parents passport photograph pages. If 1 parent is deceased a copy of the death certificate will be required.
- CRUISE ITINERARY IF you are cruising into India, you will need to provide full cruise itinerary featuring travellers' full names this cannot be handwritten.
- BUSINESS TRAVELLERS If travelling for Business please provide the following;
- Copy of the registration papers of the Company / Companies in India
- Business Invite Letter From Company in India
- Business Letter Headed letter from UK Company detailing reason for travel
- **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).







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| Delivery Type                              | Price  |
|--|--------|
| Royal Mail Special Delivery (before 09:00) | £20.00 |
| Royal Mail Special Delivery (before 13:00) | £8.00  |
| Provide pre-paid Special Delivery envelope | £0.00  |
| Premium Courier Service                    | ТВА    |

| When is your date of travel?<br><br>Length of stay: | Please indicate<br>your preferred<br>availability to<br>attend your<br>appointment: |
|---|---|
| Days  |   |

IMPORTANT

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

| Delivery Information:               |  |  | Payment Information: 🛛 🛛 🖉 🕵 🕵  |
|-------------------------------------|--|--|---|
| Name:<br>Address:<br>Tel:<br>Email: | Address:   |  | 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?<br>Friend/Family<br>Repeat Customer<br>Trade Show/Event | <ul> <li>Website</li> <li>Search Engine</li> <li>Email Newsletter</li> <li>TV/Radio</li> </ul> | Travel Agent - ABTA Number: Organisation: Store Location:   |

LinkedIn

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

Social Media -

Facebook



Twitter



Instagram

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Google+

Pinterest

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# **Indian Visa**

Travel Visa Application Form

The Quadrangle, Crewe Hall, Weston Road Crewe, Cheshire, CW1 6UY T 01270 250 590 | F 01270 250 029 www.thetravelvisacompany.co.uk

| Applicant Details  | Passport Details  |  |  |
|--|---|--|--|
| Passport type:   | Passport Number:  |  |  |
| Ordinary 🗌 Diplomatic 🗌 Official 🗌 Service 🗌 Special 🗌                           | Place of issue:   |  |  |
| Nationality:   | Date of issue: DD MM YYYY   |  |  |
| Date of birth: DD MM YYYY  | Date of expiry: DD MM YYYY  |  |  |
| Expected date of arrival: DD MM YYYY   | Do you have any other valid passport/identity certificates?                               |  |  |
| Personal Details   | Yes No  |  |  |
|  | If Yes Country of issue:  |  |  |
| Surname:   | Passport/IC No.   |  |  |
| Given names:   | Date of issue: DD MM YYYY   |  |  |
|  | Place of issue:   |  |  |
| Have you ever changed your name? Yes 🗌 No 🗌                                      |   |  |  |
|  | Address Details   |  |  |
| If Yes Previous surname:   | House no/street:  |  |  |
| Previous name:   | Village/town/city:  |  |  |
| Gender: Male 🗌 Female 🗌 Transgender 🗌  | Country:  |  |  |
|  | Postcode/zip code:  |  |  |
| Country of birth:  | Telephone no:   |  |  |
| As stated in passport Place of birth:  | Mobile no:  |  |  |
| As stated in passport  | Father Details  |  |  |
| Citizenship/National ID No. Does not apply to me                                 | Name:   |  |  |
|  | Nationality:  |  |  |
| Religion:  | Previous nationality:   |  |  |
| Visible identification marks: Does not apply to me                               | Place of birth:   |  |  |
|  | Country of birth:   |  |  |
|  | Mother Details  |  |  |
|  |   |  |  |
|  | Name:   |  |  |
| Educational qualification:   | Nationality:  |  |  |
| Graduate  Post Graduate  Professional  Illiterate  N/A                           | Previous nationality:   |  |  |
| Higher Secondary  Matriculation  Below Matriculation                             | Place of birth:   |  |  |
| How did you acquire nationality? Birth 🗌 Naturalisation 🗌                        | Country of birth:   |  |  |
| If Naturalisation Previous nationality:  | Marriage Details  |  |  |
|  | Marital status: Single 🗌 Married 🗌  |  |  |
| Have you lived, for at least two years, in the country you are                   | If Married Spouse name:   |  |  |
| applying in? Yes No  | Spouse nationality:   |  |  |
|  | Previous nationality:<br>Place of birth:  |  |  |
| Confirmation   | Country of birth:   |  |  |
| How would you like your online application form to be returned? Post  Post Email | Were your Grandfather / Grandmother Pakistan nationals or belong to a Pakistan held area? |  |  |
| Email:   | If Yes Details:   |  |  |







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# **Indian Visa**

Travel Visa Application Form

The Quadrangle, Crewe Hall, Weston Road Crewe, Cheshire, CW1 6UY T 01270 250 590 | F 01270 250 029 www.thetravelvisacompany.co.uk

| Occupational Details  | Travel Details (Continued)   |  |  |
|---|--|--|--|
| Present occupation:   | Expected date of entry: DD MM YYYY   |  |  |
| Employer name:  | Expected date of exit: DD MM YYYY  |  |  |
| Designation:  | Length of stay: Days   |  |  |
| Address:  | Have you <sub>l</sub> ever visited India before? Yes 🗌 No 🗌  |  |  |
|   | If Yes Address:  |  |  |
| Desteade  |  |  |  |
| Postcode  |  |  |  |
| Telephone no:   | Postcode   |  |  |
| Past occupation:  | Cities visited: Last/current visa number:  |  |  |
| Are/were you in a military, semi-military, police or security organisation? | Type of visa:  |  |  |
| Yes No  | Place of issue:  |  |  |
| If Yes Organisation:  | Date of issue: DD MM YYYY  |  |  |
| Designation:  | Has permission to visit or extend stay in India previously been  |  |  |
| Rank:   | refused? Yes No  |  |  |
| Place of posting:   | Uf Yes When:   |  |  |
| Travel Details  | By whom: *Mention control number and date.   |  |  |
| Places likely to be visited in India:                                       |  |  |  |
|   | Countries visited in the last 10 years: (10 maximum) *Separated by commas  |  |  |
|   |  |  |  |
|   |  |  |  |
|   |  |  |  |
| Have you entered China on or after 15th Jan 2020?                           | Have you ever visited any of these SAARC countries in the  |  |  |
| Yes No  | last 3 years? Afghanistan Bangladesh Bhutan  |  |  |
| Purpose of visit:   | 🗌 Maldives 🗌 Nepal 📄 Pakistan 📄 Sri Lanka 🗌 None   |  |  |
| Business Medical Tourism Meeting family/friends                             | If Yes Year:   |  |  |
| If Tourism Individual 🗌 Group 🗌 Cruise 🗌                                    | No. of visits:   |  |  |
| Date of entry: DD MM YYYY   |  |  |  |
| Date of exit: DD MM YYYY  | Traveller Eligibility Questions  |  |  |
| Expected port of entry:   |  |  |  |
| Expected port of exit:  | A Have you ever been arrested/<br>prosecuted/ convicted by a D Have you ever been engaged in<br>cyber crime/ terrorist activities/ |  |  |
|   | Court of Law of any country? sabotage/ espionage/ genocide/  |  |  |
| Reference in India (e.g. hotel, resort)                                     | Yes No Political killing/ other act of violence?   |  |  |
| Name:   | B Have you ever been refused Yes No  |  |  |
| Address:  | entry / deported by any country<br>including India?  |  |  |
|   | Yes     No     Image: medium, expressed views that justify or glorify terrorist violence   |  |  |
| Postcode  | or that may encourage others to<br>commit terrorist acts or other  |  |  |
| Phone   | C Have you ever been engaged in serious criminal acts?   |  |  |
|   | human trafficking/ drug Yes No T<br>trafficking/ child abuse/ crime  |  |  |
| Reference in UK / Emergency Contact   | against women/ economic F Have you sought asylum (political  |  |  |
| Name:   | offences or financial fraud?     or otherwise) in any country?       Yes     No  |  |  |
| Address:  |  |  |  |
|   | If you answered <b>'YES'</b> to any of the questions above, please explain:  |  |  |
| Postcode  |  |  |  |
| Phone   |  |  |  |
|   |  |  |  |



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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<br>statement, to provide me with my chosen visa application services and I have read, fully understood and agree to the<br>Declaration and Terms & Conditions of The Travel Visa Company Limited. |   |  |
| Signature:   | Date:   |  |
| Printed full name (BLOCK CAPITALS):  | (DD/MM/YYYY)<br>A copy of the Declaration form<br>MUST be signed and dated by<br>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: |          |

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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: <a href="http://www.thetravelvisacompany.co.uk/privacy">http://www.thetravelvisacompany.co.uk/privacy</a>

#### 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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