

# 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





# **New Zealand Working Holiday Visa**

Thank you for requesting an application pack for a New Zealand Working Holiday Visa.

## Documents we require:

PASSPORT PHOTOCOPY- Your passport must be valid for at least another 90 days
beyond your return date and must have at least 2 blank adjacent visa pages in it
APPLICATION FORM - Fully completed visa application form. Completed in black ink
and block capitals.
<b>MEDICAL CERTIFICATES</b> - Medical certificates are only required if you are applying for a 23 month Working Holiday Visa or you have spent time in a country not considered to be a low TB risk Country. All medicals need to be carried out by a NZ approved panel doctor.
APPLICATION FEE – £295.00

Cheques/postal orders payable to: The Travel Visa Company Limited Post the completed application form and all other supporting documentation to:

> The Travel Visa Company Limited The Quadrangle, Crewe Hall **Weston Road** Crewe Cheshire **CW16UY**

If you have any queries regarding your application, please contact our office on 01270 250590. Our office opening hours are Monday to Friday 9:00am – 5:30pm and Saturdays 09:00am - 5:00pm.

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

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







Form NZ1

# Application For Working Holiday Visa For New Zealand



Are you applying for a:- (tick one box only)

Working Holiday Visa complete with 12 Month Young Traveller Plan Insurance

COMPLETE SECTIONS A - G
PLUS PAYMENT

Working Holiday Visa

COMPLETE	SECTIONS A - H
PLUS PAYMENT	

# **New Zealand Working Holiday Visa**



Under the working holiday scheme young people from the UK or Ireland can travel to New Zealand for a holiday and undertake temporary employment during their stay.

To be eligible to apply for a working holiday visa, applicants must have a UK or Irish passport, have no dependent children and be aged between 18 and under 31 years of age.

## **CANIAPPLY?**

You can obtain a working holiday visa if you meet the criteria below:

- >> Have no dependent children
- >> Hold a valid UK / IRE passport (Your passport will need a minimum of 37 months remaining at the time of application).

# DO I NEED TO SHOW FUNDS?

You must have available funds on entering New Zealand of NZ\$4200 (approx £1435 or €2079) for your initial stay, if you have not got a return/onward ticket an additional NZ\$2000 (approx £684 or €992) is required.

# DO I NEED AN ONWARD OR RETURN TICKET TO ENTER INTO NEW ZEALAND?

You must have a return ticket, or sufficient funds to purchase one.

# HOW LONG HAVE I GOT TO ENTER INTO NEW ZEALAND?

From when your visa is issued you have 12 months to arrive into the Country, once in the Country you have a 23 months stay

# CAN I LEAVE AND RE-ENTER INTO NEW ZEALAND?

You can enter and leave the Country freely during the validity of your visa. Please remember that your visa is valid for 23 months from your initial entry for multiple journeys.

## DO I NEED TO HAVE A JOB OFFER?

No, you do not need an offer of employment to obtain a working holiday visa.

# IS THERE A LIMIT ON THE NUMBER OF VISAS ISSUED EACH YEAR?

Yes, there are only 10,000 working holiday visas available to UK passport holders. And around 2,000 for IRE passport holders.

Se	Your application
A1	Which working holiday scheme are you applying for a visa under?
	New Zealand Working Holiday Visa
A2	Have you previously been granted a work visa under a working holiday scheme?
	Yes Go to A3 No Go to Section B: Personal details.
A3	Are you a United Kingdom working holidaymaker applying for a further work visa up to a maximum entitlement of 23 months?
	Yes Go to M No You are not eligible for another visa under a working holiday scheme.
A4	Are you currently in New Zealand on your United Kingdom Working Holiday Scheme work visa?
	Yes Go to Section B: Personal details.
	No You are not eligible for another visa under this scheme. You must be in New Zealand on a valid United Kingdom Working Holiday Scheme work visa to apply.
Se	ction B Personal details
B1	Name as shown in passport
	Family/last name Given/first name(s)
B2	Other names you are known by or have ever been known by
В3	Gender Male Female  B4 Date of birth
B5	Town/city of birth Country of birth
В6	Country of citizenship
В7	Passport number Expiry date Expiry date
	Country
Se	ction C Contact details
C1	Your residential address and telephone number in your home country
	Address
	Address
	Telephone (daytime) Telephone (evening)
	Fax Email

<ul> <li>deported</li></ul>	C2	Name and address of a friend, relative, or contact you have in New Zealand (optional)
Section D Travel plans  D What (approximate) date do you intend to travel to/did you arrive in New Zealand?  What (approximate) date do you intend to depart New Zealand?  What arrangements have you made for your travel out of New Zealand?  What arrangements have you made for your travel out of New Zealand?  Section E Your character  Have you been:  convicted		Name Relationship
What (approximate) date do you intend to travel to/did you arrive in New Zealand?  What (approximate) date do you intend to depart New Zealand?  What arrangements have you made for your travel out of New Zealand?  Section E Your character  El Have you been:  convicted		
What (approximate) date do you intend to travel to/did you arrive in New Zealand?  What (approximate) date do you intend to depart New Zealand?  What arrangements have you made for your travel out of New Zealand?  Section E Your character  El Have you been:  convicted		
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What arrangements have you made for your travel out of New Zealand?    Section E		
Section E Your character    Have you been:   convicted	D2	What (approximate) date do you intend to depart New Zealand?
E1 Have you been:  - convicted	D3	What arrangements have you made for your travel out of New Zealand?
E1 Have you been:  - convicted		
E1 Have you been:  - convicted		
<ul> <li>convicted</li></ul>	Se	ction E Your character
<ul> <li>convicted</li></ul>	E1	Have you been:
<ul> <li>under investigation</li></ul>		·
for any offence(s) against the law in any country?    Have you been:   deported		• charged Yes No
Have you been:  deported		• under investigation
<ul> <li>deported</li></ul>		for any offence(s) against the law in any country?
<ul> <li>deported</li></ul>	E2	Have you been:
• removed		·
from any country?  If you have answered Yes to any of the questions in [1] and [2], provide details below  Section F Your health  F1 Do you have pulmonary tuberculosis (TB)?  Yes No  P2 Do you have any medical condition that requires, or may require, one of the following during your stay in New Zealand?  • Renal dialysis Yes No		• excluded (refused entry)
If you have answered Yes to any of the questions in E1 and E2, provide details below    Section F		• removed Yes No
Section F Your health  F1 Do you have pulmonary tuberculosis (TB)?  Yes No  F2 Do you have any medical condition that requires, or may require, one of the following during your stay in New Zealand?  Renal dialysis Yes No		from any country?
Do you have pulmonary tuberculosis (TB)?  Yes No  Do you have any medical condition that requires, or may require, one of the following during your stay in New Zealand?  Renal dialysis Yes No		
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<ul> <li>Yes □ No</li> <li>Do you have any medical condition that requires, or may require, one of the following during your stay in New Zealand?</li> <li>Renal dialysis □ Yes □ No</li> </ul>	Se	ction F Your health
Do you have any medical condition that requires, or may require, one of the following during your stay in New Zealand?  • Renal dialysis	F1	Do you have pulmonary tuberculosis (TB)?
• Renal dialysis		☐ Yes ☐ No
	F2	Do you have any medical condition that requires, or may require, one of the following during your stay in New Zealand?
		• Renal dialysis Yes No
		Hospital care     Yes  No
• Residential care Yes No		
Residential care is long-term care provided in live-in facilities for the aged or for people with physical, sensory, intellectual, or psychiatric disabilities.		
If you have answered Yes to any of the questions in $\lceil F_1 \rceil$ or $\lceil F_2 \rceil$ , a medical certificate may be required.		If you have answered Yes to any of the questions in $\boxed{\tt F1}$ or $\boxed{\tt F2}$ , a medical certificate may be required.

Have you submitted a medical certificate with another Immigration New Zealand application in the last 24 mont	
Yes Go to F7 No Go to F8	
Date of previous application	
Type of application	
You do not have to provide a medical certificate at this stage. We will advise you if you have to submit another certificate, test, or report, at later date.	t a
F5 Are you pregnant?	
Continue Con Dealers the continue to the conti	
Section G Declaration by applicant	
I have provided true and correct answers to the questions in this form.	
I understand that if I am issued a work visa under this working holiday scheme I must be able to show on arrival in New Zealand:	
a return airline ticket, or enough money to purchase one	
• a minimum of NZ\$4200 (or other amount specified in the scheme I am applying under) for my living expenses, in form of cash, travellers cheques, a bank draft from my bank, or a recent New Zealand bank statement	the
<ul> <li>evidence that I hold adequate medical/hospitalisation insurance cover for the time I will spend in New Zealand ur the scheme, if this is a condition of the scheme I am applying under.</li> </ul>	ıder
I understand that Immigration New Zealand may provide information about my entitlement to work to potential employers via the online VisaView system.	
I agree to tell Immigration New Zealand about any changes to my circumstances that occur after making this applicati	on.
I agree to leave New Zealand before my visa expires. If I remain in New Zealand after my visa has expired, I will beconliable for deportation.	ne
I agree that if I am not entitled to free health care in New Zealand, I will pay for any health care or medical assistance may require in New Zealand.	· I
I authorise Immigration New Zealand to provide information about my health and my immigration status to any health service agency. I authorise any health service agency to provide information about my health to Immigration New Zeal	
Signature of applicant Date Date	

ALL APPLICATIONS please proceed to Payment Terms

If you are applying for 12 Months Young Traveller Plan Insurance complete SECTION H

# Section H Young Traveller Plan Insurance

The insurance package is a Twelve Month Young Traveller Plan.

Commencement date: DIDJMMMJYJYJYJY

From the date your certificate is issued you will be covered for cancellation. The commencement date will be the date you leave the UK and this is when the 12 months cover begins. If you do not know the commencement date, your certificate will be issued TBA (to be advised).



ORKING HOLIDAY VISA

Pre Travel Insurance Health Check - please place a tick in the relevant boxes for each question: NO 1 Do you have or have you suffered from any medical Declaration: condition which has resulted in visiting a hospital or been referred to a consultant in the last six months? I declare that to the best of my knowledge at the time of purchase 2 Are you taking any medication? of this insurance, that all the information a If yes has there been any change to the dosage is correct and see no reason why my trips should be cancelled or curtailed due to because of a deterioration of the condition health or any other reason(s) of myself, being treated? a close relative ot travelling companion. 3 Are you on a waiting list for hospital treatments? 4 Are you awaiting the results of any tests or investigations? Signature: 5 Have you been advised of a terminal prognosis? **6** Are you aware of any of the above affecting a close relative or business colleague (you don't have to ask them, only are you aware of this now)? Print Name: Are you aware of any other set of circumstances, medically related or not, which could reasonably be expected to give rise to a claim?

Payment Terms	Please debit my account with	
Type of credit / debit card:	£ / €	
Name of cardholder	Signature:	
Card Number:		
Expiry Valid Prom	Working Holiday Visa and Young Traveller Insurance Package	
Security No. Issue No.	Working Holiday Visa Only	



# Client Order Form

Name: _	_
Telephone Number: _	
Email Address: _	
Postal Address: _	
	Post Code
Date of travel to Visa r	required country://
Do you require your pany reason before the	- YAS   NO
If yes, please specify the date yo	u need your passport returned by:/
Full Name (Printed):	
<b>Applicant Signature:</b>	Date:/
	ONLINE











# **Declaration Form**

Pertaining to The Travel Visa Company Ltd.

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:

- 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.





# **Declaration Form**Pertaining to The Travel Visa Company Ltd.

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

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

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 we individual on your behalf for this application. Please provide details				
Full name: Ac	ldress:			
Telephone:				
Email:				
Relationship to applicant:				





# **Terms & Conditions**

Pertaining to The Travel Visa Company Ltd.

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

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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www.thetravelvisacompany.co.uk

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
- 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.

