

# Terms and Conditions

## The Visa Team Limited



By placing an order with us you will be required to have read, understood, and agreed to these Terms & Conditions. Should you require further information or you are unhappy with any aspect of these terms, then you should contact us on [info@thevisateam.com](mailto:info@thevisateam.com) in advance of placing your order.

- 1)** The Visa Team accepts instructions only upon the terms and conditions set out below.
- 2)** These terms and conditions govern the provision of all and any services provided by The Visa Team Limited in respect of but not limited to the obtaining of visas, passports and/or documents for their clients and all orders placed by their clients are made accepted subject to the terms hereinafter set out.
- 3)** The Visa Team Limited will use its best endeavours to process applications for visas, passports and/or documents at the clients' request. However, The Visa Team Limited shall not be held responsible nor accept any liability for the actions of any consulate, embassy, passport office or subcontracted couriers, servants or agents in delaying or not issuing such applications for any reason whatsoever, nor shall The Visa Team Limited be held responsible for expense and /or delay arising from or in connection with (a) incomplete application forms or (b) incorrectly or falsely completed application forms or (c) inaccurate or incomplete supporting documentation. Any expense or cost incurred by the client due to these delays or non-issuances shall not be the responsibility of, nor shall any charges be levied upon The Visa Team Limited.
- 4)** The Visa Team Limited provides carefully compiled visa and passport information in good faith on the understanding that the said information is the interpretation of any or all information provided by respective embassies, consulates or passport offices at any or all times and The Visa Team Limited shall not accept any responsibility or liability whatsoever for any errors and/or omissions in the information provided.
- 5)** All times indicated in writing or electronically for any handling, processing or waiting fees are based upon the opening days of the embassies, consulates, passport offices and The Visa Team Limited and should be construed as working days or weeks, excluding any or all public holidays associated with those embassies, consulates, passport offices and The Visa Team Limited, within the United Kingdom and Europe. Processing times are based on The Visa Team Limited receiving applications before 17.00 hours on the previous working day. Applications received after this time may be subject to additional lodging fees.
- 6)** The Visa Team Limited will endeavour, wherever possible, to process the clients visa, passport and/or document on the instructions given and application forms submitted, although it is the clients express responsibility to ensure that the validity of the said visa/passport/document obtained includes and covers the period of time in which the client plans to enter and leave the country or countries that the client is visiting and for the number of entries to that country and is valid for the purpose intended.
- 7)** Should a passport, document or other item be lost, misplaced, damaged, delayed or destroyed by any means whatsoever, including by any acts by subcontracted couriers, servants or agents, the cost of replacing same and/or any consequential loss shall be borne by the client and any contribution to the costs by The Visa Team Limited shall be entirely at the discretion of the management at The Visa Team Limited.
- 8)** Whilst we do everything possible to ensure that the visa is issued correctly we have no control over the embassies decision on the type or length of visa issued. This can sometimes be subject to external information the embassy receive. In the case of dispute we will use our best endeavours to rectify the situation with the relevant embassy, however if the dispute is through no fault of The Visa Team Limited then charges may be incurred.
- 9)** The fee which shall be payable by the client in respect of the services provided by The Visa Team Limited is exclusive of any consular charges whatsoever. Such consular or embassy charges as may be made will be the absolute liability of the client who must make payment in respect of those charges. The Visa Team Limited reserves the right to raise its charges at any time with or without prior notice.
- 10)** You may normally cancel your order (once accepted by us) for any reason up to the point of being despatched for lodging at the embassy. The only charge that could then be made would be for miscellaneous charges incurred up to that point or for charges in returning the passport to the client and handling the papers. Cancellation charge is variable depending on the stage the cancellation request is made but cannot be more than the service fee of the visa requested plus the delivery charges.
- 11)** In cases of visa denial and refusal, full charges will be applicable. If embassy charges are refundable – they will be returned but our handling and service charges will not be refunded in any case.
- 12)** Payment of The Visa Team Limited fee will be due together with any anticipated consular or embassy charges upon The Visa Team Limited being instructed unless account facilities have been agreed in writing prior to the said instructions.
- 13)** Prices and availability of services is subject to change without notice. This means that the price confirmed after placing the order may be different to that charged at completion. Every effort is made to ensure that this will not happen.
- 14)** Unless instructions are made in writing The Visa Team Limited shall not be held responsible for taking such steps as are reasonably considered as fulfilling the implied instructions of the client and/or as being in the best interest of the client and any charges for such services rendered shall be wholly the responsibility of the client.
- 15)** The Visa Team Limited reserves the right to retain all passports and documents until payment of the aforementioned amounts is received in full. It is advisable for clients requiring their passports back with urgency to ensure they pay via credit or debit card, as this is a quicker form of payment and will ensure prompt return of their passports. All clients paying via cheque to be aware that passports will only be returned once their cheque payment has cleared in our account. Please note additional charges may be charged if paying by debit card, credit card and corporate card. These charges are outwith our control and led by the merchant. As these charges vary we will communicate the set rates. Expected not to exceed 3.5%. Note, corporate accounts on statement will be managed accordingly.
- 16)** The Visa Team Limited offer corporate accounts to approved customers upon negotiation on payment and rates. Except where buyer disputes any invoice (in whole or in part) in accordance with the terms of the order the invoice shall be paid by the company within 30 days of receipt thereof in pounds sterling to The Visa Team Limited nominated bank account via Banker's Automated Clearing Services Limited (BACS). The Visa Team will add a 10% charge to all embassy outlay on 30 days credit. A 3% Fee will be charged on all Credit Card Transactions. Interest shall be payable for late payment of correctly prepared and supported invoices submitted in accordance with the terms of the order which are not subject to dispute or otherwise not payable. The amount of interest payable shall be calculated on a daily basis and shall be the then current Bank of England 'Base Rate' plus three percent (3%) from the due date for payment until payment is made.
- 17)** The Visa Team Limited reserves the right to refuse at its total discretion to handle any application or carry any item at any time and no reason need be given, and to amend the Terms and Conditions as it deems necessary.
- 18)** These Terms and Conditions shall be governed by and construed in accordance with the laws of England.
- 19)** Passports and documents are normally dispatched back to clients the next day or the same day they are collected from the embassy and the normal delivery method is Royal Mail Special Delivery unless some other method is specified by the client on the order form, documents are sent overseas by approved courier.
- 20)** Whilst we endeavour to ensure that all advice given by our consultants is up to date, correct and concise, please understand that the information we provide is for guidance purposes only and as a middle agent between applicant and embassy, The Visa Team Limited cannot guarantee the certainty of the information. Our responses to visa requirement enquires, and in particular email document checking is a free service that our consultants provide to the best of their abilities to assist clients. Meeting the specified requirements for applications is the sole responsibility of the applicant/client. Due to the inability to fully guarantee supplied information, the information services provided by The Visa Team Limited are free of charge and not part of our advertised service charges unless otherwise agreed to. Document checking services do NOT guarantee the documents are correct, these merely act as a helpful guide/pre-check.