

## **VISA SERVICES TERMS & CONDITIONS**

1. Ticketplan acts as an agent on behalf of their clients in the submission of applications for visa & ancillary services to the appropriate institutions and/or immigration authorities.
2. By making payment for our service, you agree to abide by terms and conditions as set out here. Visa First reserves the right not to provide any service without the client agreeing to our terms and conditions as set out here.
3. Visa First aims to process the visa application in the timelines committed to in its promotional materials. Visa First will use its best endeavours to minimise any delay or inconvenience caused in this respect. However, Visa First does not guarantee time guidelines for any visa application. Visa First will not be held responsible should the immigration authorities or any other third party change their rules, regulations or processing requirements if that change has a direct effect on the timeline for delivery.
4. Visa processing times shown on promotional materials are standard/average processing times. Any processing times advised by us materials should be used as a guide only.
5. Visa First will not be held responsible for costs incurred due to a delay in the visa process due to circumstances outside of our control.
6. For short stay business and tourist visas, Visa First may apply for a Double or Multiple entry visa on the clients behalf, yet the embassy may decide to grant a Single entry visa. The decision to grant a Single entry visa remains solely with the embassy and Visa First do not have control over this. In this situation, Visa First will discount your next visa application with us by the difference in the embassy visa fee.
7. For any visa, in particular a tourist or business visa, the client should not book a flight ticket unless the embassy has specifically requested evidence of this as a requirement for the visa application.
8. An embassy may decide to review an application in the destination country rather than at the local embassy. This decision is at the discretion of the embassy and it is not something that would be known in advance by Ticketplan. It may take longer than the standard processing time for such applications to be processed and this is outside the control of Ticketplan . Visa First reminds you not to book flights until your visa is granted.
9. Ticketplan will always lodge a visa application in the applicants' best interest. We are a private company and we do not have authority to grant a visa of any kind. We cannot guarantee a positive result on a visa application or any assessment or review in arriving at the final result, which is part of the visa process. The final decision on all applications rests with the relevant organization responsible for issuing that result.
10. Ticketplan cannot influence: any decision made by an immigration authority; any requests for additional information before finalising a visa; any delay by an immigration authority in the issuing of a visa; or a decision to refuse to grant a visa.
11. Ticketplan will use and rely on information provided by the client in the provision of services to that client. Ticketplan will not independently verify or assume responsibility for the accuracy or completeness of such information.
12. Ticketplan cannot be held responsible for any expense and/or delay arising from incomplete application forms, inaccurate/false or incomplete information provided or inaccurate/false or incomplete supporting documentation.
13. Ticketplan operates a strict no refund policy for all ancillary services/ products.
14. Ticketplan will not be held responsible for any loss or damage caused by an embassy/consulate issuing an incorrect visa or incorrect details on a visa as this is out of our control.