

China Tourist Visa Application Pack

Thank you for requesting an application pack for a China Tourist Visa.

You **MUST** complete the following three sections and then return the application pack and all supporting documents to China Travel Visas:

- 1 Checklist of the documents required
- 2 Service options
- 3 Delivery and payment information

PLEASE NOTE

All applicants who wish to apply for a China Visa must do so in person at a Chinese visa application centre where fingerprint (biometric) information will be collected.

Visitors to China whose fingerprints do not match may be denied entry. In the event of refusal to undertake the biometric procedure (fingerprints), the applicant will not be issued a visa.

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.

The visa application can only be submitted 3 months before your proposed date of travel. This visa is valid for 2 years and allows multiple stays of up to 90 days at a time into China.

We 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 a personal 'meet and greet' with our China visa specialist at the Visa Application Centre **in Manchester**. At a convenient date and time (within the opening times of the application centre) for the client, we will assist with the fingerprinting process.
- ✓ We will make payment for the application to the Visa Application Centre on behalf of the client.
- ✓ We will collect the approved visa and passport from the Application Centre and securely return them back to the client.



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

0161 818 9512



Email:

info@chinatravelvisas.com



Address:

The Quadrangle, Crewe Hall
Weston Road, Crewe

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

- CHINA VISA APPLICATION FORM** – Please find enclosed. This is a draft copy that we will then complete online. Once completed, the application form will be printed and returned to the applicant for the required signature. Please return the application form to China Travel Visas promptly after signing.
- CHINA VISA DECLARATION FORM** – Please find enclosed.
- PASSPORT PHOTOCOPY** – Please provide a photocopy of your passport picture page on A4 paper.
- 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.
- PREVIOUS VISA PHOTOCOPY** – Please provide additional photocopies for each page in your passport where you have held a previous visa for China.
- TRAVEL ITINERARY** – The embassy will require a copy of the hotel and flight booking. **IF** visiting on a Cruise Ship a copy of the cruise itinerary is required. All booking confirmations/invitation letters **MUST** include all travellers' names.
 - **INVITATION LETTER** – If visiting friends/family in China a copy of a letter of invitation is also required including a copy of their Chinese ID Card or passport photograph page and valid visa for China.
 - **PROOF OF RELATION** – If visiting a family member, please also provide proof of the relation i.e. copy of birth certificate or marriage certificate.
 - **SELF DECLARATION LETTER** – If you currently or have previously served in the military, you will need to provide us with a self-declaration letter. This is a separate document stating that you only wish to travel to China for tourism purposes and not for military purposes. This will need to be dated, signed and addressed directly to the embassy. Contact us for more information.
 - **COPY OF UK VISA** – If you hold a valid UK visa, please provide us with a copy.
- CLIENT DECLARATION FORM** – Please find enclosed. This must be fully completed.

! Failure to provide us with these documents will result in delays to your application.

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

Service Type	Processing Time	Embassy Fee	Service Fee	VAT	TOTAL
Meet and Greet	15 days*	£151.00	£98.33	£19.67	£269.00

*Working days excluding postal days.

Delivery Type	Price
<input type="checkbox"/> Royal Mail Special Delivery (before 09:00)	£20.00
<input type="checkbox"/> Royal Mail Special Delivery (before 13:00)	£8.00
<input type="checkbox"/> Provide pre-paid Special Delivery envelope	£0.00
<input type="checkbox"/> Premium Courier Service	TBA

IMPORTANT

When is your date of travel?

Length of stay:
_____ Days

If you require your passport back before this date, please provide a passport return date:

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

www.chinatravelvisas.co.uk

Delivery Information:

Name: _____
Address: _____

Postcode: _____
Tel: _____
Email: _____

Payment Information:



PayPal – paypal@chinatravelvisas.com

BACS Reference: _____

Account Number: 02012465 Sort Code: 08-90-66

How did you hear about us?

- Friend/Family Website
 Repeat Customer Search Engine
 Trade Show/Event Email Newsletter
 TV/Radio

Travel Agent - ABTA Number: _____

Organisation: _____

Store Location: _____

Social Media - Facebook Twitter LinkedIn Instagram Pinterest Google+



Section 1

Personal Information

Surname: (as shown in passport)

Middle name(s): (as shown in passport)

First name(s): (as shown in passport)

Other name(s): (if applicable)

Name written in native language: (if applicable)

Date of birth: DD MM YYYY

Gender: Male Female

Marital status:

Section 2

Place Of Birth

Country/Region:

Province/State:

City:

Section 3

Nationality And Residence

Nationality:

Former nationality: (if applicable)

National ID number: (if applicable)

Other nationalities: (if applicable)

ID number of other nationalities: (if applicable)

Other permanent resident countries/regions:

Have you ever held Chinese nationality? Yes No

If Yes Chinese name (in Chinese):

Former Chinese name (in Chinese):

Last Chinese passport number:

Section 4

Passport Details

Type of passport/travel document:

Ordinary Official Service Special Diplomatic Other

If Other

Please specify:

Passport/travel document number:

Issuing country:

Place of issue:

Issuing authority:

Issue date: DD MM YYYY

Expiration date: DD MM YYYY

Section 5

Lost Or Stolen Passport/Travel Document

Have you ever lost a passport/travel document or had one stolen?

Yes No

If Yes

Passport/travel document number:

Country/region:

Where was it lost/stolen:

When was it lost/stolen:

DD MM YYYY

If you have had more than one passport/travel document lost or stolen, please provide the above details on a separate sheet of paper, or word document, and attach to this application.

Section 6

Visa Details

Service: Express Standard

Validity of visa: Months

Max duration of stay: Days

Entries: Single Double Multiple

Section 7

Work Details

Current occupation:

Annual income:



Section 8

Work History

(most recent first)

Company Name:	<input type="text"/>		
Address:	<input type="text"/>		
Date From:	<input type="text" value="DD MM YYYY"/>	Date To:	<input type="text" value="DD MM YYYY"/>
Telephone:	<input type="text"/>		
Supervisor Name:	<input type="text"/>	Supervisor Telephone:	<input type="text"/>
Position:	<input type="text"/>	Duty:	<input type="text"/>

Company Name:	<input type="text"/>		
Address:	<input type="text"/>		
Date From:	<input type="text" value="DD MM YYYY"/>	Date To:	<input type="text" value="DD MM YYYY"/>
Telephone:	<input type="text"/>		
Supervisor Name:	<input type="text"/>	Supervisor Telephone:	<input type="text"/>
Position:	<input type="text"/>	Duty:	<input type="text"/>

Company Name:	<input type="text"/>		
Address:	<input type="text"/>		
Date From:	<input type="text" value="DD MM YYYY"/>	Date To:	<input type="text" value="DD MM YYYY"/>
Telephone:	<input type="text"/>		
Supervisor Name:	<input type="text"/>	Supervisor Telephone:	<input type="text"/>
Position:	<input type="text"/>	Duty:	<input type="text"/>

Company Name:	<input type="text"/>		
Address:	<input type="text"/>		
Date From:	<input type="text" value="DD MM YYYY"/>	Date To:	<input type="text" value="DD MM YYYY"/>
Telephone:	<input type="text"/>		
Supervisor Name:	<input type="text"/>	Supervisor Telephone:	<input type="text"/>
Position:	<input type="text"/>	Duty:	<input type="text"/>

Section 9

Education

(Further education e.g. anything above secondary school)

Name of institution:	<input type="text"/>		
Address:	<input type="text"/>		
Date From:	<input type="text" value="DD MM YYYY"/>	Date To:	<input type="text" value="DD MM YYYY"/>
Diploma/degree:	<input type="text"/>	Major:	<input type="text"/>

Name of institution:	<input type="text"/>		
Address:	<input type="text"/>		
Date From:	<input type="text" value="DD MM YYYY"/>	Date To:	<input type="text" value="DD MM YYYY"/>
Diploma/degree:	<input type="text"/>	Major:	<input type="text"/>

Name of institution:	<input type="text"/>		
Address:	<input type="text"/>		
Date From:	<input type="text" value="DD MM YYYY"/>	Date To:	<input type="text" value="DD MM YYYY"/>
Diploma/degree:	<input type="text"/>	Major:	<input type="text"/>

List of languages you can speak at conversational level or above:



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 YYYY

Address:

City of birth:

Section 12

Fathers' Details

You **MUST** provide the name, date of birth and nationality of you father **even if they are deceased**

Name:

Date of birth:

 DD MM YYYY

Nationality:

Occupation:

Address:

Is your father in China? Yes No

If Yes

What is their status:

Citizen Permanent Resident Resident Visiting

If Resident

Which type:

- Work-type resident
(valid for 90 days to 5 years)
- Non work-type resident
(valid for 180 to 5 years)

If Visiting

Which type:

- Z visa
(valid for less than 90 days)
- Visa other than Z
(valid for less than 180 days)

Section 13

Mother's Details

You **MUST** provide the name, date of birth and nationality of you mother **even if they are deceased**

Name:

Date of birth:

 DD MM YYYY

Nationality:

Occupation:

Address:

Is your mother in China? Yes No

If Yes

What is their status:

Citizen Permanent Resident Resident Visiting

If Resident

Which type:

- Work-type resident
(valid for 90 days to 5 years)
- Non work-type resident
(valid for 180 to 5 years)

If Visiting

Which type:

- Z visa
(valid for less than 90 days)
- Visa other than Z
(valid for less than 180 days)



Section 14

Children Details

Name:	<input type="text"/>	Nationality:	<input type="text"/>
Occupation:	<input type="text"/>	Date of birth:	<input type="text" value="DD"/> <input type="text" value="MM"/> <input type="text" value="YYYY"/>
Address:	<input type="text"/>		
<hr/>			
Name:	<input type="text"/>	Nationality:	<input type="text"/>
Occupation:	<input type="text"/>	Date of birth:	<input type="text" value="DD"/> <input type="text" value="MM"/> <input type="text" value="YYYY"/>
Address:	<input type="text"/>		

If there is not enough space on the table above, please provide the above details on a separate 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?		What is their status:	
<input type="checkbox"/> Yes <input type="checkbox"/> No		<input type="checkbox"/> Citizen <input type="checkbox"/> Resident <input type="checkbox"/> Permanent Resident <input type="checkbox"/> Visiting	
If Yes	Name:	<input type="text"/>	<input type="checkbox"/> Work-type resident (valid for 90 days to 5 years)
	Relationship to you:	<input type="text"/>	<input type="checkbox"/> Non work-type resident (valid for 180 to 5 years)
		If Visiting	<input type="checkbox"/> Z visa (valid for less than 90 days)
			<input type="checkbox"/> Visa other than Z (valid for less than 180 days)

Section 16

Information About Your Trip

Date of arrival into China:	<input type="text" value="DD"/> <input type="text" value="MM"/> <input type="text" value="YYYY"/>	Date of departure from China:	<input type="text" value="DD"/> <input type="text" value="MM"/> <input type="text" value="YYYY"/>
Arrival train/ship/flight number:	<input type="text"/>	Departure train/ship/flight number:	<input type="text"/>
City of arrival:	<input type="text"/>	City of departure:	<input type="text"/>

Section 17

Itinerary

City:	<input type="text"/>	Departure date:	<input type="text" value="DD"/> <input type="text" value="MM"/> <input type="text" value="YYYY"/>	Arrival date:	<input type="text" value="DD"/> <input type="text" value="MM"/> <input type="text" value="YYYY"/>
Address:	<input type="text"/>				
<hr/>					
City:	<input type="text"/>	Departure date:	<input type="text" value="DD"/> <input type="text" value="MM"/> <input type="text" value="YYYY"/>	Arrival date:	<input type="text" value="DD"/> <input type="text" value="MM"/> <input type="text" value="YYYY"/>
Address:	<input type="text"/>				
<hr/>					
City:	<input type="text"/>	Departure date:	<input type="text" value="DD"/> <input type="text" value="MM"/> <input type="text" value="YYYY"/>	Arrival date:	<input type="text" value="DD"/> <input type="text" value="MM"/> <input type="text" value="YYYY"/>
Address:	<input type="text"/>				

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



Section 18

Inviting Organisation Details

Are you being invited to China? Yes No

If Yes

Name of person or organisation:

Relationship to you:

Telephone:

Email address:

Address:

Invitation letter serial number from authorised organisation:

Section 19

Emergency Contact Details

Name:

Relationship to you:

Phone number:

Email address:

Address:

Section 20

Further Trip Details

Who is paying for the trip? Self Other Organisation

If Other

Name:

Telephone:

Email:

If Organisation

Name:

Relationship to you:

Address:

Country

Postcode

Section 21

Sponsor Details

Are you being sponsored? Yes No

If Yes

Type of sponsor: Individual Organisation

Name of person or organisation:

Relationship to you:

Telephone:

Email:

Address:

Section 22

Additional Traveller Details

Are you travelling with someone else? Yes No

If Yes

Name:

Gender: Male Female

Date of birth:

Will this person use the same passport? Yes No

If Yes

Please provide their passport photographs

If there are more than one additional travellers, please provide the above details on a separate sheet of paper, or on a Word document, and attach to this application.

Section 23

Previous Travel Details

Have you been to China in the last 3 years? Yes No

If Yes

Cities visited:

Date of arrival:

Date of departure:

Have you ever been issued a Chinese visa? Yes No

If Yes

Type of visa:

Visa number:

Place of issue:

Date of issue:

Please provide the above details on a separate sheet of paper, or on a Word document, and attach to this application if needed.



Previous Travel Details (Continued)

Have you ever been fingerprinted when applying for a Chinese visa? Yes No

Have you ever been issued a Chinese residency permit? Yes No

If Yes Permit number:

Have you ever lost a Chinese visa or had one stolen? Yes No

If Yes Chinese visa number:

Where did you lose/have it stolen:

When did you lose/have it stolen:

If you have had more than one Chinese visa, please provide the above details on a separate sheet of paper and attach to this application.

Section 24

Valid Visas

Do you currently hold any valid visas issued by other countries? Yes No

If Yes Please list the countries:

Section 25

Countries Previously Visited

Have you travelled to any other countries in the last 5 years? Yes No

If Yes Please list the countries:

Section 27

Other Details

Are you serving or have you served in the military? Yes No

If Yes Country of service:

Branch: Rank:

Military speciality:

Date from: Date to:

Section 28

Other Details

Have you ever been refused a visa for China or been refused entry into China? Yes No

Has your Chinese visa ever been cancelled? Yes No

Have you ever entered China illegally, overstayed or worked illegally? Yes No

Do you have any serious mental disorder or infectious disease? Yes No

Have you ever visited countries or territories where there is an epidemic in the last 30 days? Yes No

Have you ever been trained or do you have any special skills in the field of firearms, explosives, nuclear devices, biological or chemical products? Yes No

Have you ever provided service for, participated in, or been a member of a paramilitary organization, vigilante movement, guerrilla band, or an armed rebellion? Yes No

Have you belonged to, contributed to, or worked for any professional, social or charitable organisations? Yes No

Do you have a criminal record? Yes No

Do you have anything else to declare? Yes No

Failure to FULLY complete this form will delay your application.

Unless stated otherwise, all fields of this 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):

I accept that I should read and fully understand the Terms & Conditions shown on the website www.chinatravelvisas.com of China Travel Visas 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 0161 818 9512].

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 Company 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 so that they can process 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.

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 www.chinatravelvisas.com/privacy.

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 China Travel Visas Ltd 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 China Travel Visas Ltd.

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 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 250 590:

Full name:..... Address:.....

Telephone:.....

Email:.....

Relationship to applicant:.....

These Terms & 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 China Travel Visas Ltd company number 11811391, 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 & Conditions. Reference to "you" and "your" include all persons named on the visa application and for whom the visa application is to be made ("the User"). Reference to "Embassy" include embassies, consulates, High Commissions and Passport offices, as well as any third-party visa application agent. In these Terms & 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 & 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 & 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 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 have been made in full by the User.

We may apply a charge to cover the costs we incur in processing your means of payment. We will not apply any charges for payments made by way of debit card, cheque or bank transfers, but a charge for Visa, Mastercard and American Express cards may be applied where those payment methods are used.

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 & 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.

Continued overleaf...

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 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 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: Customer Service Manager at China Travel Visas Ltd, 91 Princess Street, Manchester, M1 4HT. 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 Act 1998 – Our Data Protection Policy can be found at <http://www.chinatravelvisas.com/privacy>

Severance

If any (singular or plural) provision of these Terms & 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 & 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.