

Visa To Europe

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OUR PROCEDURES & TERMS OF TRADING

Please read this information carefully

1. Who we are. LTP consular services is a reputable company, established in 1990s as a sole proprietorship. It has traded continuously since and was incorporated at Companies House as a private limited company.
2. Our duty to you. We understand that your passport is your most important document and that it is natural to be concerned about it. We hope that by providing you with information about how we work that this will alleviate some of your concerns. Most of our business comes from repeat clients, personal recommendations from friends who have used our service or travel agencies and other visa companies. Therefore, it is important to us that you feel happy with the service and understand our methods of work. The purpose of using a visa service is to save you the time and stress of having to go through the process yourself. The staff at LTP consular services have more than 18 years of experience between them and we would not have remained in business if we were not competent and careful in our very responsible work.
3. What we do. LTP consular services will offer advice, provide information and visa application forms, receive documents by post/in person by you, deliver documents to Embassies and collect documents from Embassies and return the same to clients (if requested and paid for postage) when visas have been processed. Any enquiries should be directed to LTP consular services on the above numbers. During busy periods you may need to bring your application to our offices instead of posting it. This will apply to the two week period prior to public holidays or the Pamplona festival in Spain as we receive a high volume of applications. During these periods we will concentrate our efforts on processing all visas in time for travel before the holidays and, therefore, will be unable to offer the more personal service we can at other, less busy, time of the year. We appreciate your forbearance at these times of the year.
4. Hours of trading. 9 am to 5.30 pm Monday to Friday Closed weekends and all public holidays.
5. Sending documents to us by post. Please do not post documents to us until you have received full information regarding requirements and prices. Documents should be sent only by Special Delivery Post (£4 minimum) using the Post Office's pre-paid silver Special Delivery bags (smallest or second smallest size). For a

small additional cost you can insure your documents for a higher amount which covers consequential loss, we strongly recommend you do this. If you require your documents to be returned by post it will be necessary to include a self-addressed return pre-paid Special Delivery bag with the necessary extra amount for consequential loss.

6. Changes in Regulations/Information. LTP consular services will endeavor to keep abreast of all new visa information and requirements for the Embassies which we handle regularly, however, from time to time Embassies may change their visa regulations/information and we cannot be responsible for any inconvenience or loss due to changes of which we are not aware.

7. Our Service Charge. LTP consular services's service charge to you for processing your visa will be quoted to you at the outset. This may change depending on the time of year. There is an additional charge for urgent applications, which we may accept at our discretion. Once we have accepted your application our service charge will not change unless we are unable to lodge your documents because we are still waiting for you to provide something and the time which it takes you to provide it means that your application will then have to be lodged during a busier period when we have a higher service charge normally or your application becomes an urgent application for which an additional fee is applicable. You will be advised if this is likely to occur.

8. Embassies' Visa Fees. We cannot be responsible for any increase in Embassies' visa fees, in such cases the client will have to cover the additional fee. Additional work. Should additional work be required before we can lodge your visa application, for example to open passport pages, have a passport officially mended by your Embassy or cancel an existing visa or stamp you will be quoted for this separately and this will be in addition to our service charge for processing your visa.

10. Payment. Payment is necessary before we can process your application. visa fees and service charges must be paid in advance. it maybe paid by cheque with a valid cheque guarantee card, provided you have 10 days before you travel. Cheques may be accepted for postal applications to cover both visa fees and service charge provided you have 10 days before you travel. Documents will not be returned until cheques have cleared. If you have less than 10 days before your travel date, payment should be in cash or by credit card only when you personally drop your application to our office. Please make cheques & postal orders payable to LTP.

11. Cancellations. Should you decide to cancel your application after we have received and checked all documents and before the document have been lodged at the Embassy a cancellation charge of £15 will apply. Applications cannot be cancelled and travel dates cannot be changed after documents have been lodged at the Embassy and the full service charge and visa fee will apply. It may be possible to withdraw a passport in a extreme emergency depending on the Embassy's policy, however, visa fees and service charge will still apply.

12. Change of Travel Date. Should your travel date change after an application is lodged this will normally necessitate a new application being made, and a new visa fee and service charge being paid, except where the Embassy has issued a multiple entry visa in the first instance and the amended dates fall within the validity of that visa.

13. Information Required to Lodge Your Application. You will be provided with information detailing all visa requirements. The information is provided for your benefit and to give your visa the best possible chance of success, however, provision of all information requested does not guarantee a visa. The Embassy will decide whether to grant a visa. Occasionally the Embassy may request additional documents or that you should appear in person. It will be necessary to comply with these requests and you should, therefore, always allow sufficient time for your visa to be processed. We may, at our discretion, accept your instructions to lodge your documents without all of the information we have requested, however, our service charge will apply should the application be refused. (Visa fees are not usually refundable, we will advise you of any exceptions). If you instruct us to lodge in such circumstances, we will give you our honest opinion of your chances.

14. Processing Times/Urgent Applications. You will be quoted a minimum processing time when you request information. This is for our benefit and your benefit, it allows for your documents to be checked and lodged in an orderly manner and provided that you have provided all documents which we have requested at the outset and allowed sufficient time we will re-Lodge your application where possible and without further charge should the Embassy request additional documents. The quoted processing times are a guide and may vary during busy periods. We may, at our discretion, accept an application where a client has less than our quoted processing time but where there is sufficient time for the Embassy to process the visa. Where we do accept such an urgent application it will always be dependant upon the documents being supplied as requested at the time we accept the application. If documents are not in order or we have to wait for additional document(s) it may no longer be physically possible for us to lodge your application either because of our prior commitments to other clients or because of the Embassy's minimum processing time. If this is the case you will be advised and we will return your documents to you. You may be able to apply in person in some cases. If we accept your urgent application we will do our best for you but we cannot take any responsibility for urgent applications. Clients should be aware that if they leave their application to the last minute there is a very great risk that if something does not go to plan then they will not receive their visa in time to travel. Among the many things that can go wrong are: Embassy not accepting your documents the first time, Embassy's computer being down, Embassy changing processing times, a national holiday of which we are not aware resulting in the Embassy being shut for one or more days, transport strikes or delays, flooding, bomb scares, accidents or any other kinds of delays. Urgent applications where the client requires their passport back within 1 working day of the visa being processed incur an additional charge.

15. Non Urgent Applications. Visas will normally be processed in order of travel date and you will receive your visa in sufficient time to travel where your application is a non-urgent application.

16. If you need your passport back for other reasons. Please do not give us your passport and application

if you need it back during the visa process for mortgage applications, national insurance number interviews, to buy travelers cheques or any other such reason. Unless this has been agreed upon with us beforehand, and where a faster service is required the appropriate fee for an urgent application has been paid, your documents will be processed in the normal manner and you will have to wait until we are able to return them. Please think about this before you give us your documents and rearrange any such appointments where necessary. Where a

spouse or parent requires their passport back before your application is processed and where we are not processing a visa for them but need their passport in support of your visa application you must inform us of this at the time you drop your documents or in writing when you post your documents in and let us know the date this is needed by. We will do our best to comply with your request if at all possible, either by leaving the documents at our office for you to collect, or by posting them to you by Special Delivery Post where you have provided us with a Special Delivery Envelope for this purpose (additional to one we would need for the normal return of your documents by Special Delivery). If a genuine medical/family emergency occurs during this processing time which requires your urgent travel to your home country please do not hesitate to contact us and we will do our very best to assist you.

17. Communication with you. We will check your documents when you drop them/post them to our office. They will be checked again and if we notice anything which we overlooked the first time we will contact you. We will check your documents when we receive them by post and provided you have given us contact numbers we will let you know either by phone or text message that we have received your documents and that they appear to be in order or inform you of anything else which may be needed. If you have posted your application and have not heard from us within 2 working days to say that we have received it please do call us. You will be given a date of completion at the time we receive your documents, which, provided you have allowed enough time, will be well before your travel date. It will approximate to our minimum processing times on our visa information sheets. The minimum processing time starts from the time we have received all your documents completely and correctly. We will call you or send you a text message as soon as we hear anything from the Embassy, either if they have requested additional information or when your visa has been granted. It is not necessary to call us during this period unless there is a genuine emergency. If there is anything to discuss we will call you. Repeated telephone calls requesting updates on information or earlier completion dates greatly add to our stress and workload and distract us from the main tasks of tracking the passports which are going in and out of Embassies and of processing your visa application. We are aware of your travel dates and are processing applications in order of travel. Your passport will be kept in our office or posted back to you generally within 2 -3 days of us informing you that the Embassy has granted your visa and always in time for your travel, provided any cheques have cleared. We will inform you again the day we are able to post your passport(if required) and we will let you know when it is available for collection at LTP when you prefer to collect it in person. In general communication regarding completed applications will be by text message/phone call informing you that the visa has been granted and passport posted or available for collection at LTP. Please do not call us if you are not travelling urgently and have not paid an urgent fee between the time we let you know your visa is back and the time we call you to come and collect your passport (normally within 2-3 working days), We greatly appreciate your patience and it assists us a great deal during busy periods If you cannot wait, you may request to collect your passport from LTP. Your passport will be posted back to you (if a postal application) usually within one working day of us receiving it back from the Embassy, provided cheques have cleared, We will inform you when we expect to be posting your passport back. If you have not received your passport back within 3 working days of your travel date, and if you have not heard anything from us or we have not advised you that it will be completed within this 3 day period, please DO call us, We can only communicate directly with the person for whom we are processing the visa, It is your responsibility to ensure that the telephone numbers you have given us are correct and messages will be checked by yourself regularly. Please maintain sufficient credit on your mobile and arrange to have it receive voice and text messages should you have it

switched off for any reason. (There appears to be a particular problem with Vodafone not going on ,to a voice message when switched off, please ensure your phone accepts voice and text messages), If any of your numbers change for any reason please inform us in writing.

18. How we keep track of your documents. Your documents and application are checked when we receive them, All passports will have our sticker placed on the back, with our company's name, address and telephone number on it. This will include any old/cancelled passports and spouse's/parent's passports submitted in support of your visa application. We also keep your details in our contact sheet. This will have the following information recorded on it: the visa you are applying for, the job number, the travel date , how the passport will be returned and any money you still owe us or we owe you, All your documents will be placed in your individual, numbered zip-up bag, so that they are at all times together and protected We have different coloured bags for each Embassy we lodge at, so that we can quickly see at a glance what Embassies documents are for, In addition, in many Embassies we lodge passports with our agency's tag stapled to the top, which will have our agency's name and address on it or a unique agency number.

19. What we do to safeguard your documents. We believe we have a responsibility to safeguard your documents whilst they are in our possession and we take this responsibility very seriously, but We accept no responsibility for any loss/damage at all time. The Regus office building where our office located is fitted with camera, alarm, fire alarm, 24 hours security guard. We have agreed policies about how documents should be carried in bags and how bags should be safeguarded whilst your documents are in transit around London, We will never leave a bag unattended, Where Embassy queues necessitate us queuing during the night or starting at very early hours, especially before it is light, passports will be carried separately in a money belt. However, as we are traveling around London on public transport there remains a small risk whilst documents are in transit, the same as if you are carrying your documents to the Embassy or to or from your place of work or residence yourself, and you understand that this risk exists and agree to indemnify us against it. We accept no responsibility for any loss/damage or delay arising when documents are in the possession of an Embassy, the post office or an outside company, Should anything unforeseen occur we will do our best to help you and to remedy the situation as far as is possible, However, we do not accept responsibility for loss in any circumstances howsoever arising, unless that loss occurs directly because of our wilful negligence, and it remains your responsibility at all times to ensure that either you have adequate travel insurance (which should start from the day you pay for your trip and not from the day you actually travel) or that all travel and accommodation is fully refundable in the event of any unforeseen occurrence, Our responsibility is limited at all times only to your passport and visa when these are in our direct possession and we cannot accept responsibility for loss or delay to your travel arrangements or accommodation or any claims for consequential loss (such as loss of earnings, etc.) whatsoever or howsoever arising, We do not accept responsibility for an Embassy refusing a visa or not processing it on time, particularly where you have allowed insufficient time or not supplied the documents requested on time.

20. Disclosure, You must disclose all relevant matters to us before we receive your documents. This includes but is not limited to, previous misuse of a visa (particularly obtaining a visa from one Schengen state but not traveling to that state on it first), if you have an application already in process, if you have applied yourself or through another agency and been refused at any Embassy or

requested to bring other documents, if you have been banned by any Embassy from obtaining a visa; if you have a dependant's visa for the UK, if your passport expires within 12 months or your UK visa expires within 3 months, if you have a temporary passport, if your UK visa is stamped in a previous passport but not in your current passport, and any other fact which may be relevant to your application, We can often advise you if you disclose the information to us.

21. Copies of Documents. Please ensure you keep copies of all your documents, including your passport and UK visa, . We do not keep copies of your documents for our records and we do not record your passport number. Once we have lodged your application in the Embassy we may be unable to access this information should you need it for any reason. Embassies often retain bank statements, employers letters and any non-original documents relating to travel, eg, Faxes from hotels and internet confirmation, Therefore, if you need this information, it is vital you keep copies.