



# TERM'S & CONDITION'S

FOR ALL SAUDI VISA's (EXCEPT WORK VISA's)

## INTRODUCTION:

These terms and conditions govern the provision of all and any services provided by Britannia Consular Services Ltd (hereinafter referred to as **BCS**) in respect of, but not limited to, the obtaining of visas, passports, and/or documents. All orders placed by **BCS's** clients are made subject to the terms hereinafter.

By instructing, giving or posting your documents to **BCS**, you agree to the terms below and you instruct **BCS** to act as your agent for the provision of travel visas.

**BCS** provides assistance with travel visas according to the Saudi Embassy's requirements and within the time limits set by the Embassy.

**BCS's** trading hours are: Monday–Friday, 10am–5pm.

All **in-person applications** for visas and business authorisations should be submitted to **BCS's** office before **5pm**. The processing time starts the next working day, provided all completed and accurate documents have been received. Similarly, for all **POSTAL applications**, the processing time starts from the next working day after receipt, provided all completed and accurate documents have been received. Applications received after this time may be subject to special **Fast-Track Fees** if urgent lodging is required.

## ACCEPTANCE AND REJECTION OF APPLICATIONS:

All visas are issued at the Embassy's discretion and BCS bears no responsibility for the rejection of any application.

**BCS** reserves the right to return any passport without the requested visa(s) if the passport or documents provided do not comply with the Embassy's requirements or if **BCS** believes there isn't enough time to arrange the requested visas. **BCS** bears no responsibility for subsequent delays or costs.

A client may request to place an application on hold before the application is submitted to the Embassy.

## APPLICANT'S RESPONSIBILITY:

**BCS** will, at all times, endeavour to process applications according to the client's request. However, it is the responsibility of the client to check the validity of the passport, visa or document issued to ensure that it covers the period of stay requested and the number of entries required, and is also valid for the purpose of the trip. **BCS** does not bear any responsibility for mistakes and misprints made by the Saudi Embassy; however, **BCS** is always ready to provide help and support in difficult situations should the client notify **BCS** about any mistakes or misprints in the visa upon collecting the passport. **BCS DOES NOT** refund costs of additional expenses (tickets, accommodation, etc.) caused by the abovementioned mistakes and misprints.

**BCS advises against purchasing any type of airline tickets, particularly restricted or inflexible tickets, prior to visa issuance.**

It is advisable that the client sends the passports and valuable documents by Special Delivery and retains the receipts. Passports and other valuable documents will be returned by Special Delivery (within the UK) to ensure their safety.

## LIABILITY (Loss or Damage):

**BCS** understands that your passport is your most important document and it is natural to be concerned about it. **BCS** will, at all times, endeavour to ensure safekeeping of all documents. However, **BCS** does not accept responsibility for **loss, delays or non-issuance** of any application whatsoever or howsoever caused by the Saudi Embassy or delivery companies. Nor does **BCS** accept liability for **loss, delays or non-issuance** of any application arising from or in connection with incorrectly or falsely completed application forms, inaccurate or incomplete supporting documentation, acts of God, weather conditions, public enemies, war, strikes, or acts or omissions by public authorities.

In the unlikely event of **loss or damage** to any passport received, **BCS's liability will be limited** to the actual value of the passport and up to a maximum of **£100** per applicant and only if blame lies with **BCS**. **BCS** accepts no liability for consequential loss. Any claims filed to **BCS** must be filed within 60 calendar days from the date of invoice.

## FEES AND PAYMENTS:

**BCS** follows a strict payment policy and requires full upfront payment for a service prior to beginning the process of an application.

Payment is necessary before **BCS** can process an application. All application fees must be paid either in **CASH** or through a **BACS** transfer to the following account prior to the start of processing an application:

**HSBC Bank**  
**BRITANNIA CONSULAR SERVICES LTD**  
Account number: 80059919  
Sort Code: 400126

**Cheques** will be accepted for postal applications provided there are 10 days before the date of travel. If paying by personal cheque, it is the client's responsibility to ensure sufficiency of the funds in the client's bank account. **Documents will not be returned until your cheque has cleared.** Please make cheques payable to **'BRITANNIA CONSULAR SERVICES LTD'**.

Requirements and fees associated with the processing of passports, visas and related services are outside of the control of **BCS** and subject to change without prior notice. These could include, but are not limited to, consulate fees, additional documentation, legalisation fees for supporting documents, and processing times. **BCS** does not accept responsibility for any changes in requirements or fees, and reserves the right to pass on any increased charges. **BCS** reserves the right to increase or change its service charges at any time, with or without prior notice.

**BCS** reserves the right to retain a client's documents and passports after the documents have been returned from the Embassy until full payment has been received by **BCS**.

## REFUNDS AND CANCELLATIONS:

Applications cannot be cancelled once they have been submitted to the Embassy, and the full service charge and visa fee will apply. It may be possible to withdraw a passport in an extreme emergency, depending on the Embassy's policy; however, visa fees and service charge will still apply.

Refunds will be possible on the basis of a request being received before the visa has been applied for or obtained. In such circumstances, a handling fee of **£30** will be deducted from the refund total. Cancellation requests received after a visa has been obtained will not be entertained, and full charges will apply.

In case of cancellation of the services ordered by the client, **BCS** will refund prepayments made by the client within 72 hours:

- in full if **BCS has not started** processing the client's order, or incurred costs (such as consulate visa fees) related to the services being cancelled; or
- less a **£30** cancellation fee, in addition to any costs **BCS** incurred in relation to the order.

In cases of visa denial and refusal from the Embassy, **BCS** reserves the right to charge a **£30** non-refundable handling fee regardless of the outcome of any visa application.

**These Terms and Conditions shall be governed by and construed in accordance with the laws of England.**