

## Terms and Conditions for Undertaking Proxy Visa Application

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JTB Business Network

JTB Tokyo Visa center

### 1. Application

- [1] Our company will undertake proxy application service (the content of which is specified in Paragraph 2 below) upon client's request.
  - [2] A contract will be deemed concluded when we send our confirmation form based on client's request.
  - [3] The concluded contract does not automatically guarantee that the client may obtain relevant visa or entry into relevant country will be permitted.
  - [4] The client will be requested to submit necessary documents designated by our company.
- \* In case it is difficult to prepare such documents, the client should consult us separately.

### 2. Scope of responsibility our company takes for our service

- [1] The content of our proxy visa application service and scope of responsibility for such service will not exceed the registration in the visa application website, and proxy visa application and receipt.
- [2] We will make our best efforts to obtain requested visa, but in case the issuance of visa is refused due to any reason attributable to the client or principal applicant, we will not take any responsibility for such.
- [3] We will not take any responsibility for conditions to be determined by relevant consul (term of validity and other restrictions, etc.)
- [4] Even though the client is refused by relevant immigration authorities through their examination after the visa is granted, we will not take any responsibility for such.

### 3. Payment

- [1] Whether or not the visa is actually granted, we will charge the client for actual expenses, service fee and consumption tax.
- [2] In case the difficulty in visa application increases more than expected beforehand, we may charge an extra fee. In such case, we will notify the client in advance.
- [3] The fees, etc. to be charged as specified in above [1] and [2] must be paid before the

application of visa is made to relevant embassy. When the preparations for visa application is completed, we will send relevant invoice. Then, the client will be requested to remit the charged amount to the designated bank account no later than the date specified by our company. After we confirm the receipt for payment, we will start proxy application procedure. Incidentally, the client should bear the bank transfer fee

#### 4. Return of passport

[1] The passport kept by our company will be returned to the client together with the documents received from the client when our proxy visa application service is finished regardless of the issuance of visa.

[2] In principle we will return the client's passport in person to the client in our office. This is in order to avoid the possible loss caused when a delivery company, etc is used. However, if the client desires such arrangement, we will arrange it in accordance with the client's wish on the condition that we will not take any responsibility for such accident.

In case we will make such arrangement, we will charge actual fee for delivery separately.

5. Though we provide information on the average length of days required until the result of application is known, this does not mean that we guarantee that the result of application will be clarified within that period.

#### 6. Fee for alteration and cancellation

When we need to alter or cancel the arrangements made after we have sent relevant confirmation form in accordance with the client's request, we will charge the client for fee for alteration or cancellation according to the progress of visa application procedure.

#### 7. Protection of personal information

We will not use the client's personal information provided to us beyond the extent necessary for visa application service. After the visa application service is completed, we will keep the personal information for the term of validity of relevant visa plus one year and then destroy such in accordance with the instructions received from the Embassy of Singapore.

In case any matter not specified above arises, we may contact the client to discuss it.