

Terms & Conditions – Visa Assistance

1. Service Scope

- We provide visa consultation, document review, application preparation, appointment booking, and visa support services.
- We do not issue visas and do not guarantee visa approval.
- The final decision on every visa application rests solely with the respective Embassy, Consulate, Immigration Authority, or Visa Application Centre.

2. Fees & Payments

- Embassy, Consulate, VFS, BLS, TLScontact, or other Visa Application Centre fees are strictly non-refundable once paid.
- Biometrics, appointment booking, courier, SMS, premium lounge, travel insurance, and other third-party service fees are non-refundable once paid.
- Our consultation, documentation, processing, and service charges are non-refundable once work on your application has commenced.
- Full payment must be received before appointment booking, application preparation, or submission.
- Any additional fees imposed by the Embassy, Visa Application Centre, courier, or other third-party providers shall be borne by the applicant.
- Payment confirms the applicant's acceptance of these Terms & Conditions and authorizes us to commence the requested services.

3. Visa Decision Disclaimer

- Visa approval, refusal, processing time, validity, number of entries, and duration of stay are determined solely by the Embassy, Consulate, or Immigration Authority.
- We do not influence or guarantee any visa decision.
- Submission of a complete application does not guarantee visa approval.
- The Embassy or Immigration Authority may request additional documents, conduct interviews, request biometrics, or carry out further verification at any stage.

4. Applicant Responsibility

- Applicants must provide complete, accurate, genuine, and up-to-date information.
- The applicant is solely responsible for the authenticity of all submitted documents.
- Any false, misleading, altered, incomplete, or forged document or information may result in visa refusal, cancellation, legal action, or future immigration restrictions.
- We are not responsible for any consequences arising from incorrect or incomplete information provided by the applicant.

5. Review of Application

- Applicants are responsible for reviewing all application forms and supporting documents before signing or submission.
- By signing or approving the application, the applicant confirms that all information is accurate.
- We are not responsible for errors identified after the application has been submitted.

6. Passport & Travel Document Validity

- Applicants must ensure that their passport meets the validity, condition, and blank page requirements of the destination country.
- We are not responsible for delays or refusals resulting from passport validity or condition.

7. Appointment Policy

- Appointment availability is determined solely by the Embassy or Visa Application Centre.
- Preferred appointment dates cannot be guaranteed.
- Appointment availability may change without prior notice.
- Missed appointments due to the applicant's absence, delay, or incomplete documents may require a new appointment and additional charges.



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8. Processing Time

- Processing times are estimates only.
- Actual processing times are determined by the Embassy or Immigration Authority.
- Delays may occur due to security checks, administrative processing, public holidays, high application volumes, technical issues, or additional verification.
- We are not responsible for delays beyond our reasonable control.

9. Refund Policy

- Government and Visa Application Centre fees are strictly non-refundable.
- Our service fees are non-refundable once processing has commenced.
- No refund will be issued in the event of visa refusal, processing delay, cancellation, withdrawal of the application, or changes in travel plans.

10. Travel Insurance

- Where required by the destination country, applicants must obtain valid travel medical insurance meeting the applicable visa requirements.
- We may assist in arranging travel insurance upon request.
- Issuance of travel insurance does not influence visa approval.

11. Supporting Documents

- The Embassy or Immigration Authority may request additional documents at any stage of processing.
- Applicants must provide any requested documents within the required timeframe.
- Failure to submit requested documents may result in delays or visa refusal.

12. Biometrics & Interview

- Applicants must attend biometric enrolment and personal interviews whenever required.
- Failure to attend may result in refusal or cancellation of the application.
- Previous biometric enrolment does not guarantee exemption from future biometric requirements.

13. Document Handling & Confidentiality

- We handle all documents and personal information with reasonable care and confidentiality.
- Information provided by applicants will be used solely for visa processing and related services.
- We are not responsible for loss, delay, or damage caused by Embassies, Visa Application Centres, courier companies, or other third-party service providers.

14. Third-Party Services

- Services provided by Embassies, Visa Application Centres, courier companies, insurance providers, airlines, hotels, or other third parties are outside our control.
- We are not responsible for delays, cancellations, errors, or service failures caused by third parties.

15. Travel Bookings

- Applicants are advised not to purchase non-refundable flight tickets, hotel reservations, tour packages, or other travel arrangements until their visa has been issued, unless specifically required by the Embassy.
- We shall not be responsible for any financial loss arising from visa refusal, processing delays, or changes to travel plans.

16. Fraud & Misrepresentation

- Submission of forged, altered, or misleading documents is strictly prohibited.
- We reserve the right to refuse or terminate our services without refund if fraudulent documentation or information is identified.
- Where required by law, suspected fraudulent activity may be reported to the relevant authorities.



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17. Communication

- All communication will be made using the contact details provided by the applicant.
- Applicants are responsible for ensuring that their phone number, WhatsApp number, and email address remain active and accurate.
- Delays caused by failure to respond promptly to our requests may affect the processing of the application.

18. Cancellation by Applicant

- If the applicant cancels the application after processing has commenced, all fees already paid remain non-refundable.
- Any costs already incurred on behalf of the applicant remain payable.

19. Limitation of Liability

- Our services are limited to visa consultation, documentation assistance, and application support.
- We are not responsible for visa refusals, entry refusals by immigration authorities, processing delays, administrative reviews, travel disruptions, airline cancellations, hotel losses, or any direct or indirect financial losses arising from visa outcomes.
- Possession of a valid visa does not guarantee entry into the destination country. Final admission is determined by the immigration authorities at the port of entry.

20. Force Majeure

- We shall not be liable for delays or inability to perform our services due to circumstances beyond our reasonable control, including but not limited to government actions, Embassy closures, public holidays, strikes, pandemics, natural disasters, political events, technical failures, or system outages.

21. Changes to Requirements

- Visa requirements, documentation, procedures, fees, processing times, and Embassy policies may change without prior notice.
- Applicants agree to comply with any revised requirements imposed by the relevant authorities.

22. Acceptance of Terms

- By submitting documents, making payment, or requesting our services, the applicant confirms that they have read, understood, and agreed to these Terms & Conditions.
- The applicant authorizes us to process the application using the information and documents provided.

Thank you for choosing Emipulse Travel & Tourism. We appreciate your trust in our services and look forward to assisting you with your visa application.



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