



## AFC Holidays – Visa Services Key Terms and Conditions

**1. Scope of Service:** AFC Holidays provides visa assistance services, including guidance on applications, document review, submission support, and follow-ups. Visa approval is entirely at the discretion of the respective embassy or consulate.

**2. Client Responsibility:** Clients are expected to provide complete, accurate documents and respond promptly to requests from AFC Holidays. Delays or missing information may affect processing and may result in additional charges or resubmission requirements.

**3. Visa Processing Timelines:** Processing timelines are estimates only, based on information available from the official websites of the respective embassies. Actual processing may vary due to embassy procedures or external factors beyond our control.

**4. Embassy/Consulate Fees:** Any government, embassy, or consulate fees must be paid directly by the client and are subject to the refund policies of the respective authorities.

**5. Liability Disclaimer:** AFC Holidays is not responsible for visa decisions, processing delays made by Embassy, or any, or changes in embassy rules during the application process.

**6. Refund, Credit Voucher & Application Validity Policy :** If a client requests a refund shortly after booking before the visa process has started, the miscellaneous visa charges (if any) plus AED 200 per person service fee will be deducted, and the remaining amount will be issued as a credit voucher.

- If the client requests a cash refund instead of a credit voucher, an additional AED 100 charge will apply (total AED 300 + visa charges deducted).
- These options are valid only within 180 days (6 months) from the booking date. After this period, refund requests will not be accepted under any circumstances.
- Once the visa process has started and processing is underway, no refund will be provided even within 6 months Period.
- Requests from Clients to place an application on hold do not extend or pause the 6-month validity period. Clients are encouraged to proceed promptly to avoid delays or closure of the application.
- Applications that remain inactive, delayed, or on hold beyond 6 months (due to non-responsiveness from Client ) will be automatically closed and any payment made is forfeited.
- In such cases, the client may still request the visa to be processed which will be done post the approval from the Management Depending on the Case-to case Scenario