

## STANDARD SCHENGEN VISA SERVICES AGREEMENT

This Schengen Visa Services Agreement ("Agreement") is made and entered into by and between:

**Oki Doki PRO Solutions - FZCO, License : 72623**, a company incorporated under the laws of the United Arab Emirates, with its principal office at **Dubai Digital Park - Building A1 - Nadd Hessa - Dubai Silicon Oasis - Dubai, UAE** (the "Company"), and

**[Client Full Name]**, holder of passport number **[Passport Number]** (the "Client").

Collectively referred to as the "**Parties**" and individually as a "**Party**".

### Clause 1.

#### Purpose

The Client engages the Company to provide documentation and administrative support services in relation to their Schengen visa application, in accordance with the terms set forth in this Agreement.

### Clause 2.

#### Scope of Services

The Company shall provide the following services as applicable:

- Preparation and completion of the Schengen visa application form.
- Drafting of supporting documents (e.g., cover letter).
- Review and organization of Client's documents as per embassy/consulate requirements.
- Book an appointment on Client's behalf (VFS Global, BLS, or other center)
- Guidance on required documents and checklists.
- Booking of hotel and/or flight reservations (as requested).
- Travel insurance arrangements (as requested).
- Other services upon request, such as translation, attestation, or legalization, subject to additional fees.

Details of services selected will be itemized in **Schedule A** attached to this Agreement.

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**Clause 3.****Fees and Payment**

- The Client agrees to pay the fees for services as specified in **Schedule A** or the invoice provided for each engagement.
- All fees are payable in advance prior to commencement of services and are **non-refundable**, including in cases of visa refusal, changes of travel plans, or delays/changes by consulates.
- Fees for optional/additional services (e.g., translation, courier, attestation) will be agreed separately and invoiced accordingly.

**Clause 4.****Client Obligations**

The Client agrees to:

- Provide accurate, complete, and truthful information and documents.
- Submit all required materials promptly and within advised timeframes.
- Attend any appointments at embassies/consulates personally, as representation is not included.
- Respond promptly to requests for additional documents or clarifications.
- Review final documents and arrangements before submission or use.

**Clause 5.****Disclaimer & Limitation of Liability**

- The Company is **not responsible** for the outcome of the visa application or decisions made by embassies, consulates, or immigration authorities.
- The Company is not liable for delays, refusals, or changes in embassy/consulate procedures, or for any issues arising from incorrect or incomplete information supplied by the Client.
- In any case, the Company's liability shall **not exceed** the total amount paid by the Client for the services under this Agreement.

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**Clause 6.****Confidentiality & Data Protection**

- All information provided by the Client will be kept confidential.
- The Company will process and store Client data in compliance with **UAE Federal Decree-Law No. 45 of 2021 on the Protection of Personal Data**.
- Personal data will only be disclosed as required for the visa process or by law.

**Clause 7.****Non-Guarantee Clause**

- The Company does **not guarantee** visa approval, processing timelines, or the acceptance of any document by embassies or consulates.

**Clause 8.****Client Conduct & Legal Obligations**

- The Client agrees to communicate respectfully and professionally with Company staff.
- Abuse, threats, defamation, or harassment may result in **immediate termination** of this Agreement and **forfeiture of fees**.
- The Client indemnifies the Company for any losses, damages, or reputational harm resulting from the Client's actions or breaches of this Agreement.
- Relevant provisions of **UAE Penal Code Articles 373–380** and **Civil Code Article 293(1)** apply.

**Clause 9.****Termination**

- The Company may terminate this Agreement in the event of a breach by the Client or abusive conduct.
- Upon termination, **all fees paid remain non-refundable** and all ongoing services will cease immediately.

**Clause 10.****Governing Law & Dispute Resolution**

- This Agreement is governed by the laws of the **United Arab Emirates**.
- Any disputes will be resolved by **binding arbitration in Dubai**, under the rules of the **Dubai International Arbitration Centre (DIAC)**.

**Clause 11.****General Provisions**

- **Entire Agreement:** This document, including its Schedules, constitutes the entire agreement between the Parties and supersedes prior agreements.
- **Modifications:** Any amendments must be in writing and signed by both Parties.
- **Severability:** If any provision is found unenforceable, the remainder of the Agreement remains in effect.
- **Assignment:** The Client may not assign or transfer rights or obligations without prior written consent of the Company.

**Clause 12.****Signatures**

IN WITNESS WHEREOF, the Parties have executed this Agreement as of the date(s) written below.

**Oki Doki PRO Solutions - FZCO****Client**

Authorized Representative: Veniamin Gerasimov

Full Name: [Client Full Name]

Signature:

Signature:

Date:

Date:

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## Schedule A – Service & Fee Summary

This Schedule A forms an integral part of the Standard Schengen Visa Services Agreement between Oki Doki PRO Solutions - FZCO and the Client named below.

### Client Details

- **Client Full Name:** [Client Full Name]
- **Passport Number:** [Passport Number]
- **Number of Applicants:** [Number of Applicants]

### Selected Services

| Service                                                | Included |
|--------------------------------------------------------|----------|
| Preparation & completion of application form           | ✓        |
| Cover letter drafting                                  | ✓        |
| Documents review & organization                        | ✓        |
| Embassy/consulate checklist guidance                   | ✓        |
| Appointment booking (VFS Global, BLS, or other center) | ✓        |
| Hotel reservation arrangements                         | ✓        |
| Flight reservation (dummy/non-ticketed)                | ✓        |
| Travel insurance arrangement                           | ✓        |
| Translation services                                   |          |

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| Service                             | Included |
|-------------------------------------|----------|
| Attestation/legalization            |          |
| Courier service (document delivery) |          |
| Other (specify):                    |          |

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## Fee Breakdown

| Package                                                    | Price       |
|------------------------------------------------------------|-------------|
| Standard Schengen for [Number of Applicants] applicant(s). | AED [Price] |

**Company processing time:** 2 business days after receipt of all documents, excluding appointment bookings.

**Timeframe of Appointment:** From: To: [Appointment deadline]

The Client hereby acknowledges and releases the Service Provider from any liability or responsibility if the Client is unable to attend the scheduled appointment. The Client confirms their commitment to attending the appointment at either the Dubai or the Abu Dhabi, without expressing a specific preference.

### Signatures

By signing below, both Parties acknowledge and agree to the details, selected services, and fees described in this Schedule A.

**Oki Doki PRO Solutions - FZCO**

Authorized Representative: Veniamin Gerasimov

**Client**

Full Name: [Client Full Name]

Signature:

Signature:

Date:

Date:

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