

## STANDARD UK VISA SERVICES AGREEMENT

This UK Standard 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.”

### Clause 1.

#### Purpose

The Client appoints the Company to provide administrative, documentation, and support services for the application of a UK standard visa (including Visitor, Business, Family, or other short-term categories), in accordance with this Agreement and as detailed in Schedule A.

### Clause 2.

#### Scope of Services

The Company may provide, as selected in Schedule A:

- Assignment of a dedicated case manager for the application process.
- Guidance and support in collecting and reviewing required documents.
- Preparation and/or completion of the UK visa application form(s).
- Preparation of supporting documents (cover letter, travel itinerary, etc.).
- Assistance with booking an appointment at the official UK Visa Application Centre (VFS Global or other authorized centers).
- Providing document checklists and embassy-specific requirements.
- Arranging optional services: translations, attestations, travel bookings, insurance, courier, etc.
- Pre-appointment briefing or consultation (if requested).
- Ongoing communication regarding application status and next steps.

All selected services and deliverables are described in **Schedule A**.

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## Clause 3.

### Client Responsibilities & Required Documents

The Client must:

- Provide complete, accurate, and truthful information and documentation as requested by the Company, within the advised timeframes.
- **Required documents typically include, but are not limited to:**
  - Copy of valid passport (with at least 6 months' validity)
  - UAE residence visa page
  - Emirates ID
  - Digital photo (passport size, as per UK requirements)
  - Completed Company questionnaire
  - Proof of financial means (bank statement, salary certificate, etc.)
  - Proof of employment or business (letter from employer, trade license, etc.)
  - Travel itinerary and/or hotel booking
  - Proof of ties to UAE (property documents, family documents, etc.)
  - Previous UK/Schengen/USA visas (if any)
  - Invitation letter/support letter (if visiting family/friend/business)
  - Any prior correspondence or UKVI documentation (if any)
  - Any other documents listed in Schedule A or as requested by the Company
- Pay all service fees as invoiced.
- Respond promptly to all Company communications and requests.
- Review and approve all application materials prior to submission.
- Attend all required appointments in person.

## Clause 4.

### Fees and Payment

- All service fees (including for urgent or standard processing, and any additional charges) are detailed in **Schedule A** or the Company invoice.
- All fees are payable in advance and are non-refundable except as described in Clause 8.
- Government/embassy/third-party fees (including VFS service charges) are paid by the Client directly and are not included in Company service fees.
- The Company will notify the Client of any changes in official/government fees.

## Clause 5.

### Company Responsibilities & Limitations

- The Company will prepare and submit the application with professional care, using current UKVI requirements and guidelines.
- The Company cannot guarantee:
  - Visa approval or issuance
  - Embassy/consulate/UKVI processing durations
- The Company is not responsible for decisions, delays, or requests for further evidence caused by UKVI, VFS, or any government agency, nor for consequences of incomplete or inaccurate information/documents provided by the Client.
- The Company's responsibility ends upon submission of the application (unless otherwise specified in Schedule A).

## Clause 6.

### Missed Appointments & Rescheduling

- The Company is not responsible for missed appointments due to the Client's actions, delays, or emergencies.
- Rescheduling of missed or canceled appointments is subject to an extra fee and availability of new slots.

## Clause 7.

### Refunds & Cancellations

- **No refunds are given** for visa denials, client withdrawal, changes in travel plans, or delays/decisions by UKVI/VFS.
- If the Company fails to submit the application or book the appointment as agreed due to its own error, the Client may request a refund of service fees paid (minus administrative or third-party costs).
- No refund is available after an appointment has been successfully booked or services provided.
- Refunds, if applicable, will be processed within the timeframe stated in Schedule A (or, if not specified, within 7–21 business days).

**Clause 8.****Limitation of Liability & Indemnity**

- The Company's maximum liability to the Client shall not exceed the total amount paid for services under this Agreement.
- The Company is not liable for indirect, consequential, or special damages, including loss of opportunity, profit, or savings.
- The Client indemnifies and holds harmless the Company for any losses or damages arising from breach, false information, missed deadlines, or non-compliance with this Agreement.

**Clause 9.****Data Protection & Confidentiality**

- The Company will keep all Client data confidential and process personal data in line with UAE Federal Decree-Law No. 45 of 2021.
- Information will only be shared as needed for processing the application or as required by law.
- Reasonable measures will be taken to safeguard all data.

**Clause 10.****Client Conduct**

- The Client must communicate respectfully and professionally with Company staff.
- Abusive, threatening, defamatory, or harassing conduct may result in immediate termination and forfeiture of fees.

**Clause 11.****Force Majeure**

- The Company is not liable for delays or failures resulting from events beyond its control, including but not limited to government shutdowns, system outages, natural disasters, political events, or changes in immigration law.

**Clause 12.****Governing Law & Dispute Resolution**

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

## Clause 13.

### Other Terms

- **Entire Agreement:** This Agreement (including Schedule A) constitutes the full understanding between the Parties.
- **Amendments:** Any changes must be in writing and signed by both Parties.
- **Severability:** If any part is unenforceable, the remainder remains effective.
- **Assignment:** The Client may not assign this Agreement without written consent from the Company.
- **Validity:** All services must be used within the period stated in Schedule A; unused services after this period are void.

## Clause 14.

### Marketing Consent (Optional)

The Client may receive future marketing communications from the Company and may unsubscribe at any time.

## Clause 15.

### 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 UK Standard 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
Eligibility review	✓
Documents review & organization	✓
Preparation & completion of application form	✓
Embassy/consulate checklist guidance	✓
Appointment booking (VFS Global, BLS, or other center)	✓
Hotel reservation arrangements	✓
Flight reservation (dummy/non-ticketed)	✓
Supporting documents (cover letter, financial proof, etc.)	✓
Travel insurance arrangement	✓

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Service	Included
Translation services	
Attestation/legalization	
Courier service (document delivery)	
Other (specify):	

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## Fee Breakdown

Package	Price
UK Standard 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

Signature:

Date:

**Client**

Full Name: [Client Full Name]

Signature:

Date:

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