

UK STUDENT VISA SERVICES AGREEMENT

This UK Student 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 appoints the Company to provide administrative, documentation, and support services for a UK student visa application (including but not limited to Student Route, Short-term Study, or Child Student 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.
- Guidance on UK student visa requirements, UKVI rules, and eligible document preparation.
- Preparation, review, and completion of the UK student visa application form(s).
- Assistance with UKVI “Credibility Interview” preparation, if required.
- Advice and support on the Confirmation of Acceptance for Studies (CAS) process.
- Assistance with booking an appointment at the UK Visa Application Centre (VFS Global or other authorized centers).
- Preparation and review of supporting documents (cover letters, financial evidence, academic credentials, etc.).
- Optional services (translations, attestations, courier, travel/hotel bookings, etc.).
- Ongoing updates and communication regarding the visa process and status.

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

OKI DOKI PRO SOLUTIONS - FZCO. License : 72623

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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 include, but are not limited to:**
 - Copy of valid passport (with sufficient validity for UK study)
 - Confirmation of Acceptance for Studies (CAS) statement from the UK institution
 - Admission/offer letter from the UK institution
 - Proof of payment of course fees (where available)
 - Academic transcripts, certificates, and test scores
 - Proof of funds/financial evidence (bank statements, sponsor letter, scholarship letter, etc.)
 - English language test results (IELTS/TOEFL or as required)
 - Parental consent letter (if under 18)
 - Birth certificate (for child or dependent students)
 - Tuberculosis (TB) test certificate (if required)
 - UAE Emirates ID (if available)
 - UAE residence visa page (if applicable)
 - Passport-size photo (UK visa specs)
 - Completed Company questionnaire
 - Previous UK visas or refusals (if any)
 - Any additional documents requested by the embassy/consulate/UKVI or listed in Schedule A
- Pay all service fees as invoiced.
- Respond promptly to Company communications and provide any additional information or documentation if requested.
- Review and approve all application materials prior to submission.

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/UKVI/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 review all documents with professional care, using current UKVI and visa application requirements.
- The Company cannot guarantee:
 - Visa approval or issuance
 - Specific appointment dates/times
 - Embassy/consulate/UKVI processing durations
 - Acceptance by the school or UK government
- The Company is not responsible for outcomes, delays, or additional requests caused by the embassy/consulate/UKVI, or consequences of incomplete or inaccurate information 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, emergencies, or delays.
- Rescheduling of missed or canceled appointments is subject to an extra fee and depends on availability of new slots.

Clause 7.

Refunds & Cancellations

- **No refunds are given** for visa denials, client withdrawal, changes in 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 or as required by law.
- Reasonable measures will be taken to protect 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 Student 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	✓
Application form completion	✓
Pre-interview briefing	✓
Embassy/consulate checklist guidance	✓
Appointment Booking	✓
Supporting documents (cover letter, financials, transcripts, etc.)	✓
Translation services	
Attestation/legalization	

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Service	Included
Courier service (document delivery)	

Fee Breakdown

Package	Price
UK Student Visa Service for [Number of Applicants] applicant(s).	AED [Price]

Company processing time: 3 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: