

VISA SERVICES AGREEMENT

This 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 obtaining a visa (including but not limited to tourist, business, family visit, or other visitor visa categories), as described in this Agreement and in Schedule A.

Clause 2.

Scope of Services

As selected in Schedule A, the Company may provide:

- Assignment of a dedicated case manager.
- Guidance on a visa category requirements and eligibility.
- Preparation and review of visa application forms (including online ImmiAccount registration).
- Assistance with collecting, organizing, and reviewing all required documents.
- Preparation of supporting documents (cover letters, travel itinerary, invitation letter guidance, etc.).
- Assistance with booking appointments for biometrics at the Visa Application Centre if required.
- Pre-submission document check and consultation.
- Optional services (translation, attestation, courier, travel insurance, etc.).
- Ongoing updates and communication regarding application 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 advised timeframes.
- **Required documents include, but are not limited to:**
 - Copy of valid passport (with at least 6 months' validity)
 - UAE residence visa page (valid for at least 6 months)
 - Emirates ID (if available)
 - Passport-size photo
 - Completed Company questionnaire
 - Proof of residence address in the UAE (e.g., tenancy contract, utility bill)
 - Confirmed flight reservation or itinerary
 - Hotel booking or invitation letter (if applicable)
 - Bank statements or proof of funds (usually for the past 3-6 months)
 - Employment letter, salary certificate, or business license (if applicable)
 - Supporting documents for business/family/other visa categories (invitation letter, family relationship proof, etc.)
 - Previous visas or refusals (if any)
 - Any additional documents as specified in Schedule A or required by the Government
- Pay all service fees as invoiced.
- Respond promptly to Company communications.
- Review and approve all application materials prior to submission.
- Attend all required biometrics and/or interview appointments in person, if required.

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 are paid by the Client directly and are not included in Company service fees.
- The Company will promptly 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 visa requirements.
- The Company cannot guarantee:
 - Visa approval or issuance
 - Specific appointment dates/times
 - Government processing durations
- The Company is not responsible for outcomes, delays, or additional requests caused by the Government, or for incomplete/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.

Clause 7.

Refunds & Cancellations

- **No refunds are given** for visa denials, client withdrawal, changes in plans, or delays/decisions by the Government.
- 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 consulate closures, 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 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
Application form completion and submission	✓
Interview preparation	✓
Documents review & organization	✓
Embassy/consulate checklist guidance	✓
Appointment Booking	✓
Detailed travel itinerary preparation	✓
Translation services	
Attestation/legalization	
Courier service (document delivery)	

Fee Breakdown

Package	Price
Visa Service 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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