

USA VISA SERVICES AGREEMENT

This USA 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 for a USA visa application, in accordance with the terms set forth herein and as detailed in Schedule A.

Clause 2. Scope of Services

The Company shall provide the following services as may be applicable and selected by the Client:

- Assignment of an individual case manager.
- Preparation and review of visa application documents as per official USA embassy/consulate requirements.
- Completion and submission of the DS-160 or relevant visa application form.
- Booking of the earliest available visa appointment within the agreed timeframe.
- Preparation of supporting documents, cover letter, and travel itinerary if required.
- Pre-interview briefing or consultation, if required.
- Handling any other relevant tasks required for the proper processing of the Client’s application, as reasonably determined by the Company.
- Additional services upon request (e.g., document translation, attestation, courier), subject to separate fees.

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

Clause 3.

Required Documents

The Client must provide the following documents (as applicable):

- Copy of valid passport (with at least 6 months validity beyond intended stay)
- UAE Emirates ID (if available)
- Digital photo (2 x 2 inches / 51 x 51 mm, for DS-160 form)
- Completed Company questionnaire
- Copies of previous USA visas (if applicable)
- Additional supporting documents if requested (salary certificate, bank statement, sponsorship letter, etc.)

Clause 4.

Fees and Payment

All fees, including base service fees and any optional/additional fees, are variable and will be specified in **Schedule A** or the invoice provided per engagement.

All service fees are payable in advance and are **non-refundable**, except as specifically provided in Clause 8 (Refunds & Cancellations).

Government/embassy fees, third-party charges, and other official fees are not included in the Company's service fees and are payable directly by the Client as required.

Clause 5.

Company Responsibilities

The Company will make best efforts to secure the earliest available visa appointment within the agreed timeframe as stated in Schedule A.

The Company is responsible for document preparation and verification, and for advising the Client on all requirements for the application.

The Company will assign a case manager as the main point of contact for the Client.

The Company is not responsible for the final decision or processing time of the embassy/consulate, nor for any outcome of the application.

Clause 6.**Client Obligations**

The Client agrees to:

Provide accurate, complete, and truthful information and all required documentation, within the timeframes advised by the Company.

Cooperate fully, respond promptly to requests, and comply with all instructions from the Company.

Attend any required appointments in person; representation by the Company or a third party at interviews is not permitted.

Review and confirm all application information prior to submission.

Pay all fees as invoiced and in accordance with Schedule A.

Understand and accept that urgent visa requests involve additional risks, including a higher likelihood of refusal or delay.

Clause 7.**Areas Outside Company Control & Limitation of Liability**

The Company cannot guarantee visa approval, specific outcomes, or the exact availability of appointments due to embassy/consulate rules and high demand.

The Company is not liable for:

- Decisions or delays by embassies/consulates
- Technical issues, system outages, or holidays affecting embassy bookings
- Client's failure to provide accurate or timely information, or to attend appointments
- Changes in laws, policies, or government requirements
- Force majeure events (see Clause 11)

The Company is not obliged to share account credentials with the Client unless required for administrative processing by the embassy/consulate.

Maximum liability of the Company shall not exceed the total amount paid by the Client for services under this Agreement.

The Company shall not be liable for any indirect, consequential, or special damages, including loss of opportunity, profits, or savings.

Clause 8.**Refunds & Cancellations**

No refunds are provided for visa denials, client withdrawals, changes of plans, or delays/failures outside Company's control.

If the Company fails to secure any appointment within the agreed timeframe due to reasons within its control, the Client may request a refund of the **service fees only**, less any administrative expenses or costs already incurred (such as embassy/government fees and third-party payments).

Any refund approved will be processed within the timeline specified in Schedule A (or, if not specified, within 7–21 business days).

Once an appointment has been booked, no refunds are provided for any cancellation made by the Client.

Rescheduling a missed appointment will be subject to the prevailing rescheduling fee.

For urgent/expedited applications, the Client acknowledges a higher risk of refusal or delay, and explicitly waives the right to refund for adverse outcomes attributable to urgency.

Clause 9.**Missed Appointments**

The Company bears no responsibility for missed appointments for any reason outside its control, including but not limited to tardiness, emergencies, illness, or personal circumstances.

If the Client wishes to reschedule a missed appointment, a rescheduling fee will apply per the prevailing rate, and must be paid before booking a new appointment.

Clause 10.**Data Protection & Confidentiality**

The Company shall treat all Client information as confidential and process personal data in accordance with UAE Federal Decree-Law No. 45 of 2021.

Information will only be shared as necessary for visa processing or as required by law.

The Company will take reasonable measures to protect Client data from unauthorized access or misuse.

Clause 11.

Indemnification & Client Conduct

The Client indemnifies and holds harmless the Company against any losses, damages, or liabilities arising from:

- The Client's breach of this Agreement,
- False or misleading information provided,
- Failure to comply with embassy/consulate requirements or deadlines.

The Client agrees to communicate respectfully and professionally with Company staff.

Abuse, threats, defamation, or harassment (including as defined by UAE Federal Law No. 3 of 1987, Articles 371–380) may result in immediate termination, forfeiture of paid fees, and legal action.

Clause 12.

Force Majeure

The Company is not liable for delays, cancellations, or failures resulting from events beyond its reasonable control, including but not limited to embassy/consulate system outages, political events, public holidays, staff shortages, natural disasters, or changes in diplomatic relations.

Clause 13.

Governing Law & Dispute Resolution

This Agreement is governed by the laws of the United Arab Emirates.

Any dispute, controversy, or claim arising out of or relating to this Agreement shall be resolved by binding arbitration in Dubai under the rules of the Dubai International Arbitration Centre (DIAC).

The Company reserves all rights and remedies under UAE law.

Clause 14.

Marketing Consent (Optional)

The Client consents to receive future marketing communications from the Company and understands they may unsubscribe at any time by following the provided instructions. The Company will comply with all applicable UAE laws regarding electronic marketing and the right to opt out.

Clause 15.

Entire Agreement, Amendments, Severability, Assignment, Validity

Entire Agreement: This document, including its Schedules, constitutes the entire agreement and supersedes all prior agreements.

Modifications: Any amendments must be in writing and signed by both Parties.

Severability: If any part of this Agreement is found unenforceable, the remainder shall remain in effect.

Assignment: The Client may not assign or transfer this Agreement without written consent from the Company.

Validity: Unless otherwise specified in Schedule A, all services must be initiated and completed within one year from the date of signing. Unused services after this period are null and void.

Clause 12

Signatures

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

Ok! Doki PRO Solutions - FZCO

Client

Authorized Representative: Veniamin Gerasimov

Full Name: [Client Full Name]

Signature:

Signature:

Date:

Date:

OKI DOKI PRO SOLUTIONS - FZCO. License : 72623

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Schedule A – Service & Fee Summary

This Schedule A forms an integral part of the USA 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
DS-160/document preparation	✓
Interview preparation	✓
Documents review & organization	✓
Embassy/consulate checklist guidance	✓
Appointment Booking	✓
Detailed travel itinerary preparation	✓
Translation services	
Attestation/legalization	
Courier service (document delivery)	

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Fee Breakdown

Package	Price
USA Standard 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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