

SERVICE AGREEMENT No. ___

Dubai, United Arab Emirates

« ___ » _____ 20__

GLOBAL RESIDENT FZCO, registered in International Free Zone Authority (IFZA), licensed by Dubai Integrated Economic Zones Authority (DIEZA), License No: 15768 dated 12.04.2022, having its registered address at IFZA Business Park, DDP, Premises Number 15768-001, Makani Number A1-3641379065, represented by its Director, acting on the basis of its Articles of Association (hereinafter referred to as the "Service Provider") and _____, represented by _____, acting on the basis of _____ (hereinafter referred to as the "Client"), collectively referred to as the "Parties", have entered into this Agreement as follows:

1. SUBJECT OF THE AGREEMENT

1.1 The Client assigns, and the Service Provider undertakes, on behalf of and at the expense of the Client, to arrange the submission of documents to the relevant Consulate for obtaining travel documents (visas) to the following country: _____

1.2 The Service Provider shall assist in processing documents on behalf of the Client based on the information and documents provided by the Client, including preparation of the application package, submission of documents to the Consulate, and collection of passports, except where the Client is required to attend a personal interview.

1.3 The Client acknowledges that consular authorities may, at their sole discretion and without explanation, refuse visa issuance, request interviews, require additional documents, delay processing, or limit visa validity. Any refusal shall not be considered the responsibility of the Service Provider.

2. OBLIGATIONS OF THE PARTIES

2.1 The Service Provider undertakes to ensure timely submission of documents to the Consulate and to inform the Client about any delays, refusals, changes in requirements, or extraordinary circumstances affecting services.

2.2 The Service Provider may engage third parties to fulfill its obligations under this Agreement.

2.3 The Service Provider shall maintain confidentiality of all information provided by the Client.

2.4 The Service Provider shall perform its obligations within the agreed timeframe.

2.5 The Service Provider shall inform the Client about the status of documents and other relevant updates.

2.6 The Client shall provide accurate documents and attend submission/collection if required.

2.7 The Client shall pay for the services in full and on time.

3. FEES, TIMELINES AND PAYMENT TERMS

3.1 Payment for the Service Provider's services and consular fees shall be made in AED / USD / EUR, as agreed between the Parties. In case fees are denominated in a foreign currency or equivalent units, payment shall be made at the applicable exchange rate on the date of payment, plus a service charge of 2% per applicant.

All payments shall be made based on the issued invoice within 3 (three) banking days. Payment shall be deemed completed upon receipt of funds in the Service Provider's bank account. In case of cash payment, payment shall be deemed completed upon receipt of funds by the Service Provider.

The total amount payable under this Agreement is: _____ (_____)

3.2 The Service Provider shall commence performance of services upon receipt of payment specified in Clause 3.1 and after receiving a complete set of documents. Documents shall be delivered after confirmation of all ordered services and their full payment

4. LIABILITY OF THE PARTIES

4.1 Client's Liability:

- The Client shall provide accurate and complete information and documents required for visa processing and shall bear full legal and financial responsibility for their authenticity. In case of violation, the Agreement shall be automatically terminated and the Service Provider shall be released from _____ its _____ obligations.

- The Client shall be liable for any damages caused to the Service Provider or third parties due to improper performance of this Agreement.

- In case of withdrawal from services after 2 (two) days, the Service Provider retains 50% of the total service cost. The Service Provider shall not compensate any expenses incurred by the Client if the Client decides not to use the services.

4.2 Service Provider's Liability:

- The Service Provider shall not be liable to the Client in the event of failure or delay caused by the Client's non-submission or late submission of required documents, as well as in cases where the Client provides knowingly false documents, inaccurate information, or conceals facts of violations of regulations abroad, or other breaches of this Agreement that may result in visa refusal.

- The Service Provider shall not be liable to the Client in the event that the requested services cannot be performed due to actions of customs authorities, border control, or other official authorities or governmental bodies of the Russian Federation or foreign states that make it impossible for the Service Provider to perform the requested services.

- The Service Provider shall not bear any financial or other liability towards the Client in cases of visa refusal by foreign consulates, changes in visa processing times, changes in visa requirements, requests for personal appearance at the consulate, or changes in consular fees initiated by the consular authorities of foreign states.

- The Service Provider shall not be liable for tickets purchased in advance by the Client, nor for any planned events (including but not limited to business meetings, contract signings, prepaid hotel bookings, etc.) that may not take place due to visa refusal, delays in visa issuance, or changes in visa validity dates at the initiative of foreign consulates.

5. FORCE MAJEURE

5.1 The Parties shall be released from liability for partial or total failure to perform their obligations under this Agreement if such failure is caused by force majeure circumstances, including but not limited to earthquakes, floods, fires, typhoons, epidemics, strikes, transportation restrictions, trade

prohibitions with certain countries, and other circumstances beyond the control of the Parties. Such events must be extraordinary, unforeseeable, and unavoidable, and must arise after the conclusion of this Agreement. In the event of force majeure, the Parties shall promptly notify each other in writing. The performance period shall be extended for a period equal to the duration of such circumstances and their consequences

6. MISCELLANEOUS

6.1. The law of the Dubai International Financial Center (DIFC) shall apply to this Agreement.
6.2. In the event of disputes, the Parties shall take all reasonable measures to resolve them through negotiations out of court. If the dispute cannot be resolved through negotiations, the Client shall submit a written claim within **10 (ten) days** after receiving the travel documents. The Service Provider shall review the Client’s claim within **30 (thirty) business days**. If the dispute cannot be resolved amicably, it shall be referred to the court of Dubai International Financial Center.

7. ADDITIONAL TERMS

7.1 This Agreement shall enter into force upon signing by both Parties and shall remain valid until all obligations are fulfilled.
7.2 Any amendments or additions to this Agreement shall be valid only if made in writing.
7.3 If additional obstacles arise during document processing requiring extra documents which the Client cannot provide, the Service Provider may terminate the Agreement unilaterally or amend it with the Client’s consent.

In case of visa refusal, the Service Provider shall refund the amount paid excluding document preparation fees (80%), except for the following countries where 100% of the fee is retained:

- United Kingdom
- Ireland
- USA
- Canada
- Australia
- New Zealand
- China
- Japan

7.4 This Agreement is executed in two counterparts with equal legal force.

8. DETAILS AND SIGNATURES OF THE PARTIES

Service Provider: GLOBAL RESIDENT FZCO
Registered Address: IFZA Business Park, DDP, Premises Number 15768-001
Makani Number A1-3641379065, Dubai, United Arab Emirates
Email: info@easy-visa.ru
Email: dubai@easy-visa.ru
Bank: Emirates NBD Bank (P.J.S.C.)
Bank Address: Baniyas Road, Deira, P.O. Box 777, Dubai, UAE
Beneficiary Name: GLOBAL RESIDENT FZCO
SWIFT/BIC: EBILAEADXXX
Account (AED): AE150260001015822781501
Local UAE Account: 1015822781501
Account (EUR): AE930260001025822781503
Account (USD): AE230260001025822781502

Client: _____

For the Service Provider:

For the Client:

Director Director

_____/Defossez-Aksiutina S.V./

_____/_____/

Stamp

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