

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 _____, (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 visas to the following country:
- _____ (passport submitted under the name: _____).
- 1.2 The Service Provider shall provide assistance in the processing of documents on behalf of and upon instruction of the Client, based on the documents and information provided by the Client, including preparation of the document package (drafting, review, amendments and additions), submission of documents to the Consulate, and collection of passports, except in cases where the Client is required to attend a personal interview.
- 1.3 The Client acknowledges that consular authorities may, without explanation, refuse to issue a visa, request an interview, request additional documents, delay processing, or limit the validity of a visa. Such actions shall not be considered the fault of the Service Provider.

2. OBLIGATIONS OF THE PARTIES

- 2.1 The Service Provider shall ensure timely submission of documents to the Consulate.
- 2.2 The Service Provider shall promptly inform the Client of delays, refusals, changes in requirements, or extraordinary circumstances.
- 2.3 The Service Provider may engage authorized representatives and third parties to perform obligations under this Agreement.
- 2.4 The Client shall provide accurate documents and information and attend submission/collection if required.
- 2.5 The Client shall pay for the services in full and on time.

3. FEES, TIMELINES AND PAYMENT TERMS

- 3.1 Payment for services and consular fees shall be made in AED/USD/EUR (as agreed). Payment is made based on invoice within 3 (three) banking days. Payment is considered completed upon receipt of funds by the Service Provider.

The total amount under this Agreement is:

_____ (_____)

The cost includes:

1. Document preparation: _____
2. Consular and service fees: _____
3. Appointment booking and case tracking: _____

- 3.2 The Service Provider shall commence performance upon receipt of full payment and complete document package.

4. LIABILITY OF THE PARTIES

4.1 Client's Liability:

4.1.1 The Client undertakes to timely provide the Service Provider with all necessary data and accurate documents required for the processing of travel documents and shall bear full legal and financial responsibility for the accuracy and quality of such documents. In the event of the Client's violation of Clause 4.1.1 with respect to the provision of accurate documents, this Agreement shall be automatically terminated, and the Service Provider shall be deemed released from all obligations under this Agreement.

4.1.2 The Client shall be liable to the Service Provider and third parties for any material damage caused as a result of the performance or improper performance of this Agreement, except as otherwise provided herein.

4.1.3 The Client acknowledges that consular departments of foreign embassies have the right, without explanation, to:

refuse visa issuance, request the Client to attend an interview, request additional documents and information, delay document processing, limit the validity period of the visa at their sole discretion. If the Client is refused a visa during an interview at the consulate, such refusal shall not be considered the fault of the Service Provider.

4.1.4 The Service Provider shall not be liable for reimbursement of the Client's expenses for paid services in cases where the Client, at their own discretion, does not use the services provided by the Service Provider.

4.1.5 In the event that the Client refuses the ordered services after payment has been made, the Client shall compensate the Service Provider for the actual expenses incurred as specified in Clause 3.1 in connection with the performance of this Agreement.

4.2 Service Provider's Liability:

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

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

4.2.3 The Service Provider shall not bear any financial or other liability to the Client in cases of: refusal by foreign consulates to issue visas, changes in visa processing times, changes in requirements for visa applications, requests for the Client's personal appearance at the consulate, changes in consular fees, if such circumstances arise at the initiative of the consular authorities of foreign states.

4.2.4 The Service Provider shall not be liable for: tickets purchased in advance by the Client, or any planned events (including but not limited to negotiations, contract signings, prepaid hotel bookings, etc.), which 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 Service Provider and the Client 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, prohibition of trade operations with certain countries, and other circumstances beyond the control of the Parties.

Such events must be of an extraordinary, unforeseeable, and unavoidable nature 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 time for performance of the Parties' obligations under this Agreement shall be extended proportionally 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 court of Dubai International Financial Center.

7. ADDITIONAL TERMS

7.1 This Agreement shall enter into force upon its execution by both Parties and shall remain valid until all obligations of the Parties have been fulfilled.

7.2 Any amendments or additions to this Agreement shall be valid only if made in writing and signed by both Parties.

7.3 If, during the process of document preparation at a foreign consulate or any other authority (in the UAE or abroad), additional obstacles arise requiring the Client to provide additional documents or information which the Client is unable to provide, the Service Provider shall have the right to unilaterally terminate this Agreement.

In such case, the unprocessed documents shall be treated as documents for which processing has been refused, or, subject to the Client's consent, appropriate amendments may be made to this Agreement.

In the event of refusal by a foreign consular authority to issue a visa to the Client, the Service Provider shall refund the amount paid, **excluding the cost of document preparation services amounting to 80%**.

Exception: the document preparation fee is non-refundable (100% retained) for visa applications to the following countries:

-United Kingdom

-Ireland

-USA

-Canada

-Australia

-New Zealand

-China

- Japan

-Singapore

7.4 This Agreement is executed in two (2) counterparts, each having 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:

Full name: _____

Address: _____

Passport number: _____

Phone: _____

E-mail: _____

The Client confirms that they have read and understood the service terms:

Signature: _____

Signature: _____