

# Terms and conditions for the supply of our services

The User Terms consist of two Parts. This Part of the User Terms (Part 2) applies to your orders for our Services, for which Company is responsible.

Please read these terms carefully before you submit your order to us. These terms tell you how we will provide services to you, how you and we may change or end the contract, what to do if there is a problem and other important information. If you think that there is a mistake in these terms please contact us to discuss.

## 1 Our Services

1.1 These terms and conditions for the supply of services ("**Service Terms**") apply to the supply of the following Services by us to you:

- Service Point booking
- Premium Lounge booking
- Same day appointment
- Next day appointment
- Out of hours appointment
- Flexible appointment
- Express appointment
- VIP and Business appointment
- Support line
- Interpretation
- Document checking
- Document scanning
- SMS service
- Meet and greet plus service

UK Visa Applications are determined at the sole discretion of the UK Home Office. The Services which we provide are designed to facilitate the UK Visa application process, however User acknowledges that neither Company (Sopra Steria Limited) nor any of its commercial partners, employees, agents or subcontractors are able to guarantee or otherwise control or influence the outcome of any UK Visa Application.

## 2 Orders and Contracts

2.1 Through your Account, you can order the Services made available by Company on the Website.

2.2 We are under a legal duty to provide Services that conform to their description on the Website and these Service Terms.



- 2.3 When you submit an order on the Website for Services (when you click on the 'Place order' button) Company will send you an email to confirm receipt of your order.
- 2.4 We may contact you to say that we do not accept your order. This is typically for the following reasons:
- (a) the requested appointment / Service is unavailable; or
  - (b) we cannot authorise your payment; or
  - (c) there has been a mistake on the pricing or description of the Services.
- 2.5 Your order is only accepted, and a contract will only be formed, after Company has sent you a further confirmation email stating your order number and received your payment. When the order is accepted, you will have entered into a contract incorporating these Service Terms ("**Contract**") with Company.
- 2.6 You must keep your contact details in your Account up-to-date so that Company can contact you about your order.

### 3 Cancellation of orders

#### Right to change your mind

- 3.1 The following clauses do not affect your rights of cancellation which exist under any local mandatory laws which apply in the country in which the Contract between you and Company was formed.
- 3.2 If you are a consumer (i.e. not buying the Services in the course of your business, trade or profession), then you may cancel your Contract for the Services without giving any reason by informing Company in writing that you wish to cancel within 14 days from the day of the conclusion of the Contract. However, once we have completed the Services you cannot change your mind, even if the 14 day period is still running. If you cancel after we have started the Services, you must pay us for the Services provided up until the time you tell us that you have changed your mind.
- 3.3 To exercise your right of cancellation, you must send an email to Company using the web- form at <https://www.ukvcas.co.uk/contact-us/complaint>. In the email copy and fill out the Cancellation Form you can find at the end of these Service Terms. If you use this option, Company will acknowledge receipt of such a cancellation by email. Your notice needs to reach Company before the cancellation period expires.
- 3.4 **We will wait to carry out the Services until the 14 day cancellation period is over (and no appointment may be booked by you for attendance during this period) unless you and we have agreed to start within the cancellation period. If you wish to receive the Services (and/or book any appointment for attendance) during the cancellation period then you acknowledge that you will lose the right to change your mind and cancel the Contract during the 14 day cancellation period once the Services have been carried out by us and we will charge you for the total cost of the Services which we have carried out.**



- 3.5 If you do wish to receive the Services (and/or book any appointment for attendance) during the 14 day cancellation period you should read and tick to confirm your acceptance of the following confirmation:

☐ By ticking this box you agree that, on your request, we can start to carry out the Services during the 14 days cancellation period. However, you will lose the right to change your mind and cancel the Contract during the 14 day cancellation period once the Services have been carried out by us and we will charge you for the total cost of the Services which we have carried out.

- 3.6 If you decide to cancel your order, we will reimburse you for all payments which we have received from you in relation to your order, save that we may deduct from any refund an amount for the supply of any part of the Services which has already been supplied, ending at the time on which you informed us about your decision to cancel the Contract. The amount will be in proportion to what has been supplied, in comparison with the full coverage of the Contract.
- 3.7 We will make the reimbursement without undue delay, and no later than 14 days after the date on which we are informed about your decision to cancel the Contract.
- 3.8 We will make the reimbursement using the same means of payment as you used for the initial transaction, unless You have expressly agreed otherwise You will not incur any fees as a result of the reimbursement.

**Cancellation outside of the 14 day cancellation period or where we have agreed with you to commence performance of the Services within the 14 day cancellation period.**

- 3.9 You should let us know as soon as possible if you are unable to attend any booked appointment or if you wish to cancel or rearrange it. Please note that:

- (a) if you cancel any booked appointment within 48 hours of the appointment; or
- (b) fail to attend any appointment;
- (c) you, or any member of your group where a group appointment is made, arrive 10 or more minutes late for an appointment;
- (d) fail to bring the supporting documentation you have been informed is required

then we may retain the full-price for the appointment which you have paid to cover the costs which we will have incurred in booking and preparing for your appointment and, in the case of cancellation within 48 hours, to reflect the fact that we are unlikely to be able to re-sell your appointment at such short notice.

- 3.10 Where you cancel a booked appointment and such cancellation is not within 48 hours of the appointment then we will retain a £10 administration charge from the price which you have paid for the appointment to cover any costs which we have incurred in booking, preparing for your appointment, or cancelling your appointment.



## Ending the Contract because of something we have done or are going to do

- 3.11 If you wish to end your Contract with us for any of the following reasons then please do contact us to let us know at <https://www.ukvcas.co.uk/contact-us/general-enquiry>. Our Contract with you will end immediately and we will refund you in full for any Services which have not been provided. You may also be entitled to compensation:
- (a) We have told you about an upcoming change to the relevant Service or these Service Terms which you do not agree to;
  - (b) We have told you about an error in the price or description of the relevant Service which you have ordered and you do not wish to proceed;
  - (c) There is a risk that the supply by us of the relevant Service may be significantly delayed for reasons outside of our control;
  - (d) We have suspended supply of the relevant Service for technical reasons, for a period in excess of five working days;
  - (e) You have a legal right to end the Contract because of something we have done wrong.

## 4 Payments

- 4.1 All prices set out in the application are inclusive of all taxes payable in the United Kingdom.
- 4.2 Multi-buy discount savings will be applied individually to each service(s) purchased in the same transaction. Purchasing more than one of the same extra service will not in itself qualify for the multi-buy discount saving. Only those services displaying 'Multi-Buy Discount' can be purchased in combination for the discount.
- 4.3 You may pay for the Services:
- (a) using your credit or debit card (we accept MasterCard and Visa payment cards only);  
or
  - (b) using such e-wallets or e-money as are accepted on the Website from time to time.
- 4.4 You have to enter your chosen payment method and details when you submit your order. By completing your payment details, you confirm that the method of payment being used belongs to you.
- 4.5 Your credit or debit card account will be debited with the cost of the Services and any postage and packaging costs on submission of your order.
- 4.6 All payments are subject to the approval of the financial institution issuing your credit/debit card and credit verification or the provider of e-money or an e-wallet, and Company will not be responsible if the payment fails credit verification or if such financial institution or provider refuses to accept or honour the payment for any reason. Company may also report any suspicious transactions to the relevant authorities. Company may reject any order without giving any reason.



Please note that it can take 2 to 3 days (excluding weekends and bank holidays) to process your payment. Company will tell you if we incur any issues obtaining approval for the payment. This may cause a delay in delivering the Services to you and we will not be able to accept your order and deliver the Services until we have received authorisation.

- 4.7 A refund or reimbursement can only be made to the card or payment method used to make payment.
- 4.8 A refund for our failure to deliver the express element of Express appointments within 30 minutes will be limited to the Express appointment fee element of the price. This is the fee displayed on the Additional Service detail page at the time of the booking.

## 5 Complaints and Customer Services

- 5.1 If you are unhappy with our service to you or any other matter then please contact us as soon as possible by:

- email using the web-form at <https://www.ukvcas.co.uk/contact-us/complaint>

Our contact centre is open 9am to 5.30pm Monday to Friday.

- 5.2 We will try to resolve any disputes with you quickly and efficiently. If you and we cannot resolve a dispute using our internal complaint handling procedure, we will:

- (a) let you know that we cannot settle the dispute with you; and
- (b) give you certain information required by law about our alternative dispute resolution provider.

## 6 Cancellation Notice for Company's Services

To Sopra Steria Limited, <https://www.ukvcas.co.uk/contact-us/complaint>:

I hereby give notice that I cancel my contract for the supply of the following service, ordered on **[INSERT DATE]**,

Service **[INSERT NAME OF SERVICE BOOKED]**

Name of consumer **[INSERT YOUR NAME]**

Email Address of consumer **[INSERT YOUR EMAIL ADDRESS]**

Date **[INSERT DATE OF SENDING]**