**Terms and Conditions**

These Terms and Conditions (hereinafter ‘Terms’) apply to consultancy services in applying for UK visas. The services are delivered by individual consultants of Handyvisa (hereinafter ‘Contractor’).

These Terms together with information on the Handyvisa website (handyvisa.xyz) and all other relevant information given to you by individual consultants of Handyvisa form the basis of your contract with Handyvisa (hereinafter ‘Contract’).

Please read these Terms carefully, as they set out our respective rights and obligations. By asking us to undertake a service, we are entitled to assume that you have read these Terms and agree to them.

You should print a copy of these Terms or save them to your computer for future reference.

We amend these Terms from time to time. Please check these Terms to ensure you understand the terms which will apply at any time that you request our services.

If you have any questions regarding these Terms, do not hesitate to contact us by using the details shown on our Contact Us page

1. **Services**
	1. Customer may choose and Contractor may deliver the following services in applying for UK visas:
* Full service
* Consultation
* Completing an application form
* Preparing the documents pack
	1. The above mentioned services are delivered online via skype, viber, e-mail – any contacts as stated on the Handyvisa website.
	2. Full service – this service includes from 1 to 2 hours of consultation depending on the required visa type, advice on chances of getting a visa and recommendations to the documents, preparing the documents pack, completing an online visa application form on the UK Immigration Service website and assistance in booking an appointment for biometrics and paying the Consulate visa fee. Thereat the Consulate visa fee is not included into our Full service.
	3. Consultation – answers to any visa related questions Customer may have and the detailed step-by-step instruction on applying for a UK visa(s). This service stipulates payment on an hour basis at 1000 RUB per hour. It can be divided into two parts – 30 minutes each. The minimum time for Consultation is 30 minutes and the minimum cost – 500 RUB. Consultation is considered to be accomplished at the end of time, paid for. If Customer has any further questions, it is necessary to order a new consultation.
	4. Completing an application form – this service is delivered according to the questionnaire, completed by Customer in Russian; covers answers to questions related to completing an application form in English on the UK Immigration Service website and does not cover answers to any other visa related questions.
	5. Preparing the documents pack – recommendations to the documents pack and checking the documents. Thereat Contractor is not responsible for credibility of information, stated on the documents.
1. **Making an order**

2.1. An order may be placed in any of the following ways:

* By completing an order form on the Handyvisa website;
* By sending an email to info@handyvisa.xyz;
* By sending a message in skype (handyvisa001).

2.2. By making an order a Customer agrees with our Terms, if has not confirmed it to us earlier in written form.

2.3. Contractor is not responsible for third parties, such as Consulates, visa application centers, immigration services.

2.4. It is not advisable to pre-book tickets, hotels or any other services, related to the Customer’s trip, until a visa is granted (unless it is required in order to apply for a visa).

2.5. Contractor has the right to accept or decline any placed order.

2.6. Contractor deliver services according to the list of services as stated on the Handyvisa website. Customer may choose one or several services at a time.

1. **Timescale**

3.1. Under these Terms ‘working days’ include weekdays from Monday to Friday excluding Russian public holidays.

3.2. Customer and Contractor agree on timescale according to the current Terms.

3.3. Service processing time starts from the next working day, after getting the full payment.

3.4. The service is considered as accomplished:

* In case of full service – once an appointment for biometrics is booked;
* In case of consultation – at the end of pre-paid time;
* In case of completing an application form – once a completed form is sent to Customer;
* In case of preparing the documents pack – confirmation of the final list of documents in accordance to the requirements of the UK Immigration Service.
1. **Payment**

4.1. Payment may be made via transfer to the card account. Payment details are sent to Customer, once the order is placed.

4.2. Customer and Contractor may agree on different payment methods.

1. **Rights and obligations**

5.1 Customer has to:

* Pre-pay for the required services in full;
* Provide the relevant information and necessary documents in time;
* Accept provided services in accordance with these Terms;
* Not disclose any information, related to the delivering of the requested services, to the third parties;

5.2. Contractor has to:

* Deliver the requested service within the advertised processing time;
* Provide truthful and up-to-date information;
* Keep the Customer’s confidential information confidential.

5.3. Customer may:

* Monitor and control the process of delivering the requested service;
* Request oral or written explanations from Contractor, related to the requested services;
* Cancel the Contract providing the services, which have been delivered, have been paid.

5.4. Contractor may:

* Request any information, required for delivering of the requested service, from the Customer;
* Suspend delivering the requested services, if Customer does not provide the requested information or provide incomplete information.
1. **Complaints**

6.1. In the unlikely event of dissatisfaction, complaints have to be submitted in written form by sending an email to info@handyvisa.xyz.

6.3. Complaints are considered within 30 working days after receiving them via email.

6.4. Disputes are settled along with the Russian Federation legal system.

1. **Other provisions**

7.1. All correspondence between Contractor and Customer has legal force and may be used for dispute settlement.