

Terms and Conditions

1. Clients acknowledge and hereby confirm that the Application Centre is not involved in the visa assessment and decision-making process. The Embassies and Consulates have the authority to decide whether a visa will be issued or not, the type of a visa to be issued as well as its validity, duration of stay and number of entries in accordance with China's relevant laws and regulations. A client is required to pay the Application Service Fee to the Application Centre regardless of approval or disapproval of an application by the Embassies and Consulates. The Application Service Fee is non-refundable.
2. Clients can make inquiries to the Application Centre via its website or through the telephone. Clients are required to acknowledge that the Application Centre is a non-governmental organization, and its provision of inquiry services for clients is free and based on its unilateral understanding of clients' inquiries and the limited information known and mastered by it in order to provide assistance for its clients for their visa applications. No matter what the circumstances are, it cannot be interpreted that the Application Centre has made any promise or assurance, nor does it bear any other legal responsibility for the answers to clients' queries.
3. Clients are required to submit to the Application Centre all the relevant Clients' Information required for any visa application, and ensure that the information provided is true, reliable and complete. Clients acknowledge and agree that acceptance by the Application Centre of the Clients' Information provided does not mean that such Clients' Information as is provided is deemed sufficient. The Embassies and Consulates have the right to request a client to provide additional supporting documents or request the applicant to attend an interview.
4. Clients shall carefully check all the information on the Pickup Form and make sure that it is correct when receiving this document issued by the Application Centre. If any mistakes are found, clients must contact the Application Centre immediately, and the Application Centre will make necessary correction as soon as possible.
5. Clients must carefully check all the information on the visa issued to them and make sure that it is correct at the time when they collect their passports containing the visas. If any mistakes are found, they must contact the Application Centre immediately. The Application Centre will try its best to help them with modification or re-issuance of the visa. Clients acknowledge that modifying or re-issuing a visa may involve new fees if the information on the issued visa is found incorrect due to the reasons or causes assignable to them.
6. To ensure service safety and service quality, a network monitoring system and telephone recording system have been installed by the Application Centre. The actions of clients at the Application Centre as well as the telephone conversation between clients and the Application Centre may be recorded and preserved, and clients hereby acknowledge and agree to this arrangement.
7. Unless otherwise notified by the Application Centre, clients should collect their passports and visas before the expiry of the visa. The Application Centre accepts no obligation of taking care of any passport if clients fail to collect the documents before the expiry of the visa. After the expiry of the visa, or 365 days of the decision by the Embassies and Consulates to issue or refuse the visa application, the Application Centre has the right to deliver the relevant travel documents to the Embassies and Consulates, which will return them to the competent authority of the passport issuing country.
8. Clients hereby agree and confirm that their Personal Information can be collected, transmitted, stored, processed and used by the Application Centre in accordance with this article whether this information is transmitted to the Application Centre through the Internet or directly by the clients concerned or the representatives entrusted by the clients.
9. In order to process Clients' visa applications, the Application Centre must collect Clients' related Personal Information from the application documents submitted by them and enter the information into the computer system.
10. The Application Centre may collect Clients' Personal Information through telephone, email, fax, application documents (including passports and photos), online application system, online appointment system, video monitoring system and other media.
11. Personal Information will be submitted to the Chinese Embassy or Consulate-General through the Application Centre's proprietary channel and may be transferred to and stored in countries other than the client's country of residence, such as the People's Republic of China.
12. Personal Information, including video recording, telephone recording, electronic information, etc., may be collected for later use by the Application Centre when necessary (e.g., when it is requested by the competent department of the local government or for purpose of internal supervision on service).

13. Physical information provided by Clients will be transferred to and stored at the Chinese Embassies or Consulates. The Application Centre will save the collected clients' information in physical or electronic form and take reasonable administrative measures in order to prevent information leakage or unauthorized use and ensure the proper use of all the information.

14. The Application Centre will collect, transfer, store, process and use all the Clients' Information in accordance with local laws for the purpose of fulfilling the Application Centre's legal responsibility and obligation, including but not limited to applying for Chinese visas.

15. The Application Centre will take every reasonable precaution to ensure the safety of the Personal Information and documents of the applicants strictly in line with relevant laws of the resident country, but is not be liable for any consequences due to events or acts beyond its reasonable control such as natural disasters (Force Majeure), unforeseen accidents and larceny, etc, which may occur when the information and documents are in transit between the Application Centre and the Embassies or Consulates.

16. If a passport is lost or damaged from the custody of the Application Centre, the Application Centre will bear the reasonable cost incurred by visa applicants for replacement of passports following the normal application procedures with their country's passport authority. The cost will be reimbursed on presentation of the copy of the receipt issued by the passport authority. However, this agreement does not mean that the Application Centre will be held liable in any way.

17. Clients must make their visa applications at an appropriate time in accordance with their travel arrangement. Under no circumstances will the Application Centre be responsible or liable for any delay of travel arrangement as a result of a Client's inappropriate action in regard to the time of submitting the visa application or the visa assessment result of the Embassies and Consulates.

18. If a client selects to apply by post, or requests return delivery by post in regard to a processed application, the Application Centre will not be responsible or liable for any delay, delivery to a wrong address, or damage to or loss of the documents by any mail service or delivery service company or not by the Application Centre.

19. To the maximum extent permitted by law, the Application Centre expressly disclaims all conditions and warranties, express or implied, in connection with the visa application services other than any conditions or warranties expressly stated in these terms. Where the law precludes such exclusion and implies certain terms, conditions and/or warranties into the terms ("Implied Terms"), the liability of the Application Centre for a breach of such Implied Terms shall be limited, at the option of the Application Centre, to any one or more of the following:

(a) Re-supply of the relevant application services; or

(b) Cost of the re-supply of the relevant application services; or

(c) Any amount paid by the Client to the applicable government department or authority in respect of the relevant application services (upon being provided with proper receipt).

20. Clients acknowledge and agree that under no circumstances will the Application Centre be liable to them or anyone claiming through them for any indirect, incidental, special and/or consequential losses or damages of whatever nature, or for loss or profits, loss of opportunity, loss of business or goodwill or interruption of business, whether arising out of or in connection with their application and/or any of the visa application services, and whether or not relating to any act, error, omission or negligence by the Application Centre or any officer, agent, employee and representative of the Application Centre.

21. All terms hereof are governed by laws of the respective state or province where the Application Centre is located. Litigation relating to visa services will be heard by a court in the resident state or province.

I hereby agrees to accept and confirm that the applicant and / or his / her representative, prior to submitting the visa application, has read, understood and agreed to be bound by, without limitation or qualification, all of the terms, conditions and details provided herein.

Applicant's name :

Signature and date:

Representative's name (if applicable) :

Signature (or stamp) and date: