

**Visa Assistance Acknowledgement & Indemnity**

**The Travelling Agent (PTY) LTD – Client Agreement**

<b>Passenger Names:</b>	<b>Passport Numbers:</b>
1)	
2)	
3)	
4)	
5)	
<b>Country Of Visa Application:</b>	<b>Preferred date of Appointment:</b>
<b>Preferred place of Appointment:</b>	<b>Date of Departure from South Africa:</b>

By requesting visa assistance from The Travelling Agent, the client acknowledges and agrees to the following:

- 1. Assistance Only** Visa support is offered as a courtesy service to guide clients through documentation and application processes. It does not include any guarantee of approval.
- 2. No Guarantee of Outcome** Visa decisions rest entirely with the relevant embassy or authority. The Travelling Agent cannot be held liable for any refusals, delays, or changes in visa requirements.
- 3. Non-Refundable Fee** A non-refundable facilitation fee applies for our support, time, and expertise — payable regardless of the visa outcome.
- 4. Client Accountability** Clients are responsible for providing truthful, complete, and timely information. Delays or rejections due to incomplete or incorrect documentation are not the responsibility of The Travelling Agent.
- 5. Indemnity** The client indemnifies The Travelling Agent from any loss, claim, or liability arising from visa application outcomes or changes in immigration policies.

Clients Signature: \_\_\_\_\_ Date and Place: \_\_\_\_\_

POPIA Notice: The Travelling Agent (Pty) Ltd processes personal information in accordance with the Protection of Personal Information Act, 4 of 2013 (POPIA). By providing your personal information, you acknowledge and consent to such information being collected, processed, stored, and shared with relevant third parties, including but not limited to airlines, accommodation providers, tour operators, insurance companies, visa facilitation centres, embassies, consulates, and other suppliers necessary to fulfil the travel arrangements or services requested. Personal information will only be processed for lawful purposes related to the services provided.

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**Making Dreams a Reality**