ZIYARAH GLOBAL EDUCATION
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Visitor Visa Processing Service Agreement

Destination: Spain - Main Europe

Service provider	**Ziyarah Global Education Limited, Nairobi, Kenya**
Destination	**Spain**
Service	**Spain Visit Visa**
Client	_____
Passport number	_____
Date	_____

PURPOSE OF THE AGREEMENT

This Agreement sets out the terms under which Ziyarah Global Education Limited ("Ziyarah") will provide visitor visa application preparation and related travel-support services to the Client for the destination identified in the application.

SERVICES INCLUDED IN THE PACKAGE

- Initial visa consultation and profile assessment.
- Review of applicable visitor visa requirements and document checklist.
- Visa application preparation and application-form assistance.
- Review and organisation of documents supplied by the Client.
- Travel itinerary preparation.
- Accommodation arrangement and booking support.
- Travel insurance arrangement and support. Where a charge applies it is stated in the fee section below and is separate from the agency service fee.
- Guidance on the applicable embassy and consular fees, which the Client pays directly to the authority.
- Visa Application Centre (VAC) appointment support where applicable. VAC charges are paid by the Client.
- Appointment and biometrics guidance and support.
- Application submission support.
- Application tracking and follow-up.
- Visa interview preparation and guidance where applicable.
- General administrative and pre-departure support related to the application.

AGENCY SERVICE FEE FOR SPAIN

Item	Amount	When payable
Agency service fee	USD 1,200	After processing - not collected in advance
Travel insurance	USD 100 per applicant	Before processing, if arranged by us
Embassy / government visa fee	As published by the authority	Before processing, paid by the Client

This figure is per applicant and applies to Spain under the Main Europe category of the published schedule. Travel insurance is charged at USD 100 per applicant for this destination and is payable before processing where Ziyarah arranges it.

UPFRONT PAYMENT POLICY

- No deposit is required.
- No advance agency service fee is collected.
- Before processing, the Client pays only the applicable official embassy or government visa fee and, where this Agreement states one, the travel insurance charge.
- The agency service fee stated above becomes payable after the application has been processed, and is not collected in advance.

WHAT THE AGENCY SERVICE FEE EXCLUDES

The agency service fee excludes embassy and government visa fees and travel insurance. Embassy and government fees vary by destination, visa type, applicant age and current official rules, and the current official amount should be confirmed before payment. Visa-centre, biometrics, courier, translation and other third-party charges are separate where applicable. Air tickets are not included and shall be arranged or purchased separately by the Client unless otherwise agreed in writing.

REFUND POLICY

> Amounts paid to embassies, consulates, visa application centres, insurers and other third parties are not refundable by Ziyarah once paid on the Client's behalf, as those bodies do not refund them. A visa refusal does not create an automatic right to a refund. Where the agency service fee has been paid and Ziyarah has not commenced preparation of the application, it is refundable in full.

VISA REFUSAL AND RE-APPLICATION

If the Client's visa application is refused or not approved, Ziyarah will assist with a re-application or resubmission process. This may include reviewing the refusal reasons, identifying appropriate corrective measures, updating the application where appropriate, and preparing the application for resubmission. Any new government, embassy, VAC, biometrics, medical, courier, insurance, accommodation or other third-party charges arising specifically from a re-application are not automatically included and may be payable separately unless Ziyarah expressly agrees otherwise in writing.

NO GUARANTEE OF VISA APPROVAL

Ziyarah provides professional application and travel-support services but does not control the decision of any embassy, consulate, immigration authority or other government body. Visa approval, validity, duration, number of entries and processing time are determined solely by the relevant authority and are not guaranteed by Ziyarah.

CLIENT RESPONSIBILITIES

- Provide truthful, complete and authentic information and documents.
- Be responsible for the accuracy of all information supplied for the application.
- Promptly provide documents and information requested by Ziyarah.
- Attend required appointments, biometrics and interviews.
- Inform Ziyarah of previous visa refusals, immigration issues or relevant changes in circumstances.

DOCUMENTS AND CONFIDENTIALITY

Ziyarah will handle Client information and documents for the purposes of providing the agreed services and will take reasonable steps to maintain confidentiality. The Client may request copies of documents and application materials prepared or submitted on the Client's behalf, subject to applicable third-party or portal restrictions.

THIRD-PARTY SERVICES AND COSTS

Where services involve airlines, hotels, insurers, embassies, consulates, VACs, medical providers or other third parties, their terms, availability and decisions apply. Ziyarah does not control third-party processing times, availability or decisions. The package includes the costs expressly stated in this Agreement; costs outside that scope require separate agreement.

CLIENT DECLARATION

The Client confirms that they have read and understood this Agreement, the agency service fee for the destination stated above, the upfront payment policy, the refund position, the re-application arrangement and the fact that visa approval is not guaranteed.

SIGNATURES

By signing below the Client confirms that they have read and understood this Agreement in full, including the agency service fee for this destination, the upfront payment policy, the refund position and the fact that visa approval is not guaranteed.

THE CLIENT	FOR ZIYARAH GLOBAL EDUCATION
Signature	Signature
Name in block capitals	Name in block capitals
Date	Date

Sign this agreement on the application form and your signature is placed above automatically. If you would rather sign on paper, print this page, sign and date it, and upload a photograph or scan of it with your documents.