



We are delighted that you have decided to work with SA Travelbug, offering our experience and assistance since 2002

We are a small, dedicated team offering you a personalised service, ensuring your application stands the best chance of success. You will be assigned a dedicated visa consultant to guide and advise you throughout the process, in order to make informed decisions, including assistance with obtaining the necessary supporting documents.

In order to mandate us to represent you we require you to sign the bottom of each page of our attached Letter of Engagement and Terms and Conditions, accepting our quote, and returning to us via scanned e-mail, along with the following:

- The completed SA Travelbug Registration Form attached hereto; and
- Proof of your EFT **or** direct deposit payment **or** the credit card authorisation fee; and
- A copy of your current passport.

On receipt of these we will provide you with a list of required documents to support your application and the process begins.

Yours sincerely,

Julie Mitchell

Visa Consultant

Email: julie@satravelbug.co.za

CC Registration No 2002/047073/23

By appointment only at 16 Kingfisher Way Kommetjie 7975

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Obligations

Our obligations to help you

1. A thorough and detailed information gathering process and assurance that you are provided with the latest current information.
2. Guidance as to the best submission process and submission centre regarding such applications.
3. Counselling throughout the preparation process, providing you with checklists and templates for the supporting documents required for your application.
4. Completing and submitting your online application.
5. Arranging the couriering of your documents.
6. Assisting in liaising and obtaining where possible supporting documentation and accreditation from the required 3rd parties. Noting that in some instances the time frame of such documentation is beyond the control of SA Travelbug.
7. Arranging for the translation of required supporting documents.
8. Preparation of a complete application dossier for presentation to Immigration Authorities, as required.
9. If required, we will also arrange your Consular appointment.
10. To maintain the confidentiality of the client's information and documents and to only release these details to the noted Government officials and those required by law or in order to expedite the application, unless the Applicant provides the authority to release information or documents to any other party.
11. Customer Privacy policy: SA Travelbug cc shall take all reasonable steps to protect the personal information of our clients. For the purpose of this clause, "personal information" shall be defined as detailed in the Promotion of Access to Information Act 2 of 2000 (PAIA). The PAIA may be downloaded from: http://www.polity.org.za/attachment.php?aa_id=3569.

Your obligations to SA Travelbug

1. To provide us with complete and accurate information, including your reasons for travel and any transit destinations, and documentation as requested by the Consultant; and
2. To act in a timeous manner regarding submission of information and requested updates or further information, as visa processing times only commence from date of visa lodgement and/or biometrics capture (as applicable); and
3. To adhere to the fee schedule as set out herein.

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IMPORTANT INFORMATION: IT IS THE TRAVELLERS RESPONSIBILITY TO CHECK THE UPDATED COVID-REGULATIONS FOR THE COUNTRY THEY WILL BE VISITING, REGARDING NEGATIVE COVID TESTS AND QUARANTINE RULES.

Letter of Engagement

I hereby authorise SA Travelbug to act as my agent in all matters relating to my application. I declare that all information relating to my application is genuine, true and complete. I have been made aware by SA Travelbug that if any false declarations or document have been made or submitted, my application may be unsuccessful or entry may be denied or resulting deportation or even a possible ban.

I acknowledge and understand that:

- SA Travelbug and all Consulate / courier / bank / service / application fees are non-refundable once your visa registration has been received;
- SA Travelbug is not responsible for any advice given and failure on the applicants' part to follow such advice;
- Any fees paid for the specialist assistance of SA Travelbug does not guarantee success of my application or any increase in speed of consideration, by the relevant consulate; and
- SA Travelbug is not responsible for **any** costs I incur as a result of a delayed visa e.g. Costs related to changing travel arrangements, same day courier fee; and
- I warrant that I have two blank pages in my passport which are available for the issuance of the applied for Visa;
- I warrant that my passport has a minimum 6 month validity from my intended date of travel;
- If I proceed with the application and am unable to provide the necessary documentation, suitable for the Consulate, that SA Travelbug reserves the right to retain all fees payable;
- I will be responsible for all courier fees, and any additional UK telephonic follow up calls and follow up emails, as these are not included in SA Travelbug Visa prices;
- The fees quoted do not include any further representation in the event of a failed application or where an appeal may need to be lodged;
- The decision to grant or deny the application for a visa is a decision of the Embassy or Consulate to which the application is made, and as much is outside the control of the Company. As the granting or denial of a visa is entirely at the discretion of the issuing embassy or consulate, we the company do not guarantee approval.
- Visa information requirements, visa fees and visa issuing times are subject to change by foreign governments without notice therefore the Company does not assume responsibility of the accuracy of the information provided.
- I am aware that I may need to lodge my Visa application, in person for biometrics.
- I will be required to obtain documentary evidence in line with the Consulate's requirements. I confirm that I will only proceed if I am confident that I am able to produce this documentation when requested;
- The New Immigration Regulation dictates that as from 01 June 2015, children under 18 require unabridged birth certificates, along with their passports, when travelling.

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Terms and Conditions

1. It is essential that all documentation requested by SA Travelbug in the "Thank you for registering" correspondence is supplied to SA Travelbug as soon as possible, including any information required thereafter in order to complete your application as processing only commences from date of lodgement and/or biometrics capture (as it applies).
2. It is the responsibility of the passport holder to ensure compliance with recorded visa dates within their passports.
3. An application can only be lodged after SA Travelbug has received all necessary payments as well as all documentation and information as required. Where family are included in the letter of engagement the price quoted is for submissions that are done at the same time.
4. An applicant is prohibited to travel / take up employment / start his/her own business or study before being issued with a visit / work / business / study visa. Should the Applicant take up an activity before this date, SA Travelbug accepts no responsibility whatsoever for any criminal or civil liability that may ensue.
5. You acknowledge that you will supply only truthful comment and documentation, including reasons for travel, duration and any transit destinations, as any false information may result in denied application, denial of entry, possible deportation or even a ban from travelling.
6. SA Travelbug requests only travel itineraries (e.g flights), we are not responsible for flights and it is up to the traveller to make sure that once they book their flights, they have the necessary visas to have successful travels.
7. SA Travelbug strongly advises that flights only be purchased after visas has been approved and verified.
8. You acknowledge that upon receipt of your visa you will examine it for any deviation from your application and inform SA Travelbug.
9. Please ensure you check the visa requirements and inoculation requirements for all transit points.
10. Note that it is your responsibility to ensure that you have the correct visa for your destination and any transit visas that may be required.
11. SA Travelbug does not provide guarantees of the issuance of visas, as it is ultimately at sole discretion of the relevant embassy.
12. Whilst applications are made for certain periods of time as quoted on the letter of engagement, these proposed times should be treated as guidelines only.
13. The Department of Home Affairs, whilst issuing timelines for the various visa applications, often does not adhere to such. In such an event, the applicants fully understand that SA Travelbug cannot be held liable for this and whilst assisting the client to expedite the decision are unable to give any guarantees about the processing times at the Department.
10. No alteration, cancellation, variation, waiver of or addition to these terms shall be of any force or effect unless expressly accepted in writing by SA Travelbug.

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11. No indulgence, leniency or extension of time shown or granted to you by SA Travelbug shall in any way prejudice SA Travelbug or preclude it from exercising any of its rights in the future.
12. The parties hereby choose as their domicilia citandi et executandi for all purposes under this agreement the addresses set out overleaf which address shall not be a PO Box or poste restante.
13. These Terms and Conditions constitute the entire agreement between SA Travelbug and you, and SA Travelbug shall not be bound by any representations, warranties, promises or the like not recorded herein.
14. In the event that there should ensue any litigation between SA Travelbug and you either for the recovery of outstanding accounts or for a breach of the terms hereof then you shall be liable for the payment of all legal fees on an Attorney and Own Client scale, collection commission and other legal charges incurred by SA Travelbug.
15. Whilst SA Travelbug shall make every endeavour to meet any dates or time specified for the performance of its service to you any date and time provided to you is an estimate only.
16. SA Travelbug shall have no liability to you for any delay, damage or loss sustained by you as a result of any negligent act or omission of SA Travelbug employees, assigns or agents or for any consequential damages that you may suffer as a result thereof, and to the extent as such limitation of liability may be permitted by law.
17. In the event that any applicable legislation or regulation in RSA should be amended and/ or repealed and which may result in SA Travelbug not being able to complete any application on your behalf, or fulfilling any of its contractual obligations or duties in terms hereof then, in such event, SA Travelbug shall not be obliged to make any refund of any fee already paid to SA Travelbug for such service whatsoever.

TRAVEL INSURANCE

I hereby accept/decline travel insurance and I am aware of the risk of not accepting travel insurance and that the insurance offered by credit card companies may be inadequate. I hold harmless and indemnify SA Travelbug and/or its directors and/or employees and/or suppliers against any consequences of not having adequate travel insurance, including (without limiting the generality of the foregoing) any loss, damage, illness, injury or death or due to any travel arrangements having to be changed, amended or cancelled and/or legal costs.

By signing this letter of engagement and offering payment therefore, it will be deemed that you have read, understood and accepted it and our Terms and Conditions.

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ADVICE

CONSULATE FEES ARE SUBJECT TO CHANGE WITHOUT PRIOR NOTICE. – Please contact SA Travelbug for updated Visa costs.

It is better to explain why you do not have a document than to submit a false document with an application. Your application may be refused and you may be banned from travelling to the country of application for 10 years if you use a false document, lie or withhold relevant information. You may also be banned if you have breached immigration. Travelers who produce a false travel document or passport to the immigration authorities for themselves and/or their children are committing an offence. If you are found guilty of this offence, you face up to two years in prison or a fine (or both).

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