

TRAVCOUR (UK) LTD.

Tempo House 15 Falcon Road, Battersea, London, SW11 2PJ
Tel: 020 7223 5295 Fax: 020 7738 2617
e-mail: info@travcour.com
www.travcour.com



VISA REQUIREMENTS ARE PER PERSON.

Please ensure that there are two empty pages in your passport for the visa and that it is valid for at least 6 months.

CUBA takes 1 working day to issue in the embassy. Tourist cards are valid for 6 months from the date of issue with a stay of 30 days.

TOURIST VISAS:

No OF APPLICATION FORMS REQUIRED:	1
No OF PHOTOS REQUIRED:	1
FURTHER DOCUMENTATION REQUIRED:	Guarantee letter & copy of the photo page of your passport
SINGLE ENTRY VISA	£15.00
<u>TRAVCOUR SERVICE CHARGE (not including return postage)</u>	<u>£20.00</u>

BUSINESS VISAS:

No OF APPLICATION FORMS REQUIRED:	1
No OF PHOTOS REQUIRED:	1
FURTHER DOCUMENTATION REQUIRED:	Invitation letter from company in Cuba, letter from company in U.K & passport.
SINGLE ENTRY VISA	£15.00
<u>TRAVCOUR SERVICE CHARGE (not including return postage)</u>	<u>£25.00</u>

All prices are per person & inclusive of vat. Return postage is by Royal Mail Special Delivery for which there is an additional charge of £7.00. Please note that we charge £11.75 for the cancellation of your service once your documents have been received.

Thank you for using Travcour

TRAVCOUR (UK) LTD.

Tempo House 15 Falcon Road, Battersea, London, SW11 2PJ
 Tel: 020 7223 5295 Fax: 020 7738 2617
 e-mail: info@travcour.com
www.travcour.com



Please complete **ALL** sections of the form in **BLOCK CAPITALS** only and return it to us.
 Send **ALL** the documents required as it is specified in your Guide Form which is enclosed.

Your personal details:

Please write down the address you would like your passport to be returned to.

Title: Mr. /Mrs./Miss: First Names Surname.....
 Address
 Postcode
 Telephone Number Email
 Nationality..... Travel Company & tour code

Visa instructions:

Country	Type of visa (tourist/ business)	Entries (single/double/ multiple/transit)	Travel dates	Express Service (tick)	Visa fee	Service charge	Postage
			From / / - To / /				
			From / / - To / /				
			From / / - To / /				
			From / / - To / /				
TOTAL							

Type of delivery:

All visa fees & service charges are per person but postage is only payable per return address.
 Please specify the type of return you would like.

- Royal Mail Special Delivery (standard) £7.00** (N.B RMSD is not available for residents of Ireland without a BT postcode.)
- International courier (Transworld)** subject to charge: **£30.00** Ireland & Europe, **£35.00** all other destinations
- By Courier** (subject to delivery charge depending on distance)
- Collection from Travcour office** (Identification or authorisation from other party needed to collect)

Please indicate the latest date for your passport to be returned:/...../.....
Please do not write ASAP, we must have your date of travel or date required.

Payment:

Please select payment method

Total enclosed £

- Cheque** (Please make cheques payable to Travcour (UK) Ltd.)
- Postal Order**
- Credit/Debit Card** (please complete the following section)
- Cash**

Card number

Last 3 digits of security code on signature strip Post code:.....Door number:.....

Issue date:/...../..... Expiry date:/...../..... Issue No: (if applicable) :.....
 Name of the cardholderSignature Date/...../.....

N.B. Please note there is a 2.5% Admin Fee when you pay by Credit/Debit Card. Please also note we do not accept American Express or Diners.

STANDARD TERMS AND CONDITIONS OF TRAVCOUR UK LTD

Travcour (UK) LTD only accepts instructions upon the terms and conditions set out below. No servant or agent of the business is permitted to vary these terms unless expressly authorised in writing to do so by the directorate. However any servant or agent shall have the full benefit of these terms and conditions.

1. Travcour (UK) LTD will use its best endeavours to process applications, visa, passports and/or documents for travel or otherwise at the clients' request but shall not be held responsible nor accept any liability for its own actions or those of any consulate, embassy, passport office or subcontracted courier servant or agent in delaying or not issuing such applications for any reason whatsoever and nor shall Travcour (UK) LTD be held responsible for expenses due to visa/passport spelling and date errors made by embassies/consulates/passport offices and/or delay arising from or in connection with:
 - a) Incomplete applications forms
 - b) Incorrectly or falsely completed application forms
 - c) Inaccurate or incomplete supporting documentation
 - d) Insufficient paperwork necessary

The expense or cost incurred by the client due to delays or non-issuance of passports, visas or other documents for travel shall not be the responsibility of nor shall any charges be levied upon Travcour (UK) LTD in respect thereof.

In the event of applications not being issued due to insufficient documentation or embassy rejections, Travcour (UK) LTD have the right to incur further charges where further visits to the relative Embassy/Consulate/ Passport Office are necessary.

2. It is for the applicant to check the contents of any visa, passport or document delivered by Travcour (UK) LTD to ensure that it has been correctly issued and that the contents are correct and Travcour (UK) LTD accept no liability in respect thereof.
3. Travcour (UK) LTD shall not be liable for any loss, expense or delay arising from the purchase or acquisition of travel tickets by the client prior to the issue of the relevant visa/passport
4. Upon receiving clients' passports with visa application, Travcour (UK) LTD will endeavour to process the same and submit to the relevant Embassy/Consulate/Passport Office on the next working day depending upon the visa validity period and that all relevant documentation has been received.
5. Travcour (UK) LTD will retain your application and passport if this is provided in advance until the correct issue period has been ascertained and if relevant, further documentation has been received.
6. Travcour (UK) LTD provides a carefully compiled visa and passport information service in good faith on the express understanding that the said information is the interpretation of any information provided by the respected Embassies, Consulates or Passport Office and that Travcour (UK) LTD shall not accept responsibility or liability whatsoever for any errors and/or omissions in the information provided to obtain the visa/passport.
7. All processing of the client's visa, passport and/or documents will rely on the instructions given and on the application submitted and it is the client's express responsibility to ensure that the validity of the said visa, passport/document obtained includes and covers the period of time in which the client plans to enter and leave the country or countries that the client is visiting for the correct number of entries to that country and that it is valid for the purpose intended. In the event of any passport, document or other items being lost, misplaced, damaged, delayed or destroyed by any means whatsoever including by any acts by subcontracted courier servants or agents the cost of replacing the same and/or consequential loss shall be borne by the client and any refunds of expenses previously paid to Travcour (UK) LTD shall be solely at the discretion of the directorate thereof.

THIS ALSO INCLUDES POSTAGE TIME FOR FIRST CLASS MAIL, RECORDED DELIVERY OR ROYAL MAIL, SPECIAL DELIVERY SERVICES

- 8.. The costs and fees incurred by Travcour (UK) LTD in obtaining any travel documents shall be the sole responsibility of the client and such charges will include:
 1. Consulate or Embassy or passport charges as the case may be.
 2. The charges of Travcour UK LTD (a schedule of such costs and charges will be available on demand & are displayed on our web site).
 3. The cost of delivery by courier service.
 4. Cost of delivery by Royal Mail Special Service.
 5. If in the event of any cancellation whilst using our services there will be an administration/cancellation fee of £11.75.If cancellation/rejection occurs after passport/applications have been taken to the embassy/passport office, the client will be charged at the full service charge.
9. Travcour (UK) LTD will not be responsible for any loss, damage or delay incurred whilst the client's documents are in transit either to or from the client regardless of the method of delivery.
10. Payment of Travcour (UK) LTD's charges and fees are due upon instruction unless account facilities have been agreed in writing prior to the said instructions being given.
11. Travcour (UK) LTD will only take steps as is reasonably considered relevant to fulfil the implied instructions of the client. Travcour (UK) LTD reserves the right to act in the best interest of the client upon implied instructions being given and any charges for such services rendered shall be wholly the responsibility of the client. Travcour (UK) LTD will not be held responsible for the cost of any holidays, business trips etc where the clients written instructions cannot be fulfilled.
12. Travcour (UK) LTD reserves the right to retain all passports and other documents until payment of their account has been received in full.
13. Travcour (UK) LTD reserves the right to revise its charges at any time without prior notice being given.
14. Travcour (UK) LTD reserves the right to refuse any passport/ applications without reason being given.
15. Travcour (UK) LTD reserves the right to carry/handle all passports/ Documents by whichever means they deem necessary in order to fulfil clients instructions.
16. Names or print outs of any discounts given either by telephone with a Travcour (UK) LTD representative or by email must be submitted by the client with applications in order for the said discount to be given. Travcour (UK) LTD reserve the right to withdraw any discounted service if this information is not supplied.

GUIDANCE FOR CLIENTS

The fees and processing times provided to clients and advice given by Travcour (UK) LTD and/or its employees or agents over the telephone are a guide only and represent the normal processing period. Whilst we do endeavour to lodge your application on the next working day after the same is received (providing you are not on our discount scheme) Travcour (UK) LTD cannot be made responsible for the cost of holidays booked but not taken if any of the following events occur.

1. Embassy, Consulate, Passport Office closure without at least 5 days notice due to holidays and/or any other reason.
2. Delays in processing if made by the Embassy, Consulate, Passport Office due to administrative delays, visa/passport spelling and date errors or World Crisis Situations.
3. Embassy, Consulate and Passport Offices changing rules and regulations for whatsoever reason.
4. Major delays in transport, traffic, accidents, severe weather conditions or any other reason making it impossible to get to Embassy, Consulate or Passport Office in time for closure.

Tickets for travel should not be purchased prior to the visa/passport or other document being issued unless there is a specific requirement for the acquisition for such Visa, passport or travel document and in such case open ticket should be obtained.

Our hours of business are from 9.00am to 5.30pm Monday to Friday.

Applications for visas/passports and other travel documents submitted to us before 2.00pm will be dispatched to the embassy/consulate/passport office on the next working day and those submitted after 2.00pm on the second working day after receipt unless otherwise arranged in advance.

Application forms ordered by e-mail will be sent on the day shortly after receipt and orders for forms by post will be sent the same day by 1st class post.

APPLICATION FORM FOR TOURIST CARD
(Please print. Illegible forms will be returned to sender)

SURNAME: _____ NAME: _____

CITIZENSHIP: _____ PASSPORT NUMBER: _____

COUNTRY OF BIRTH: _____ DATE OF BIRTH _____
Day Month Year

CONTACT ADDRESS: _____

POSTAL CODE: _____ CONTACT TELEPHONE: _____

BOARDING POINT IN UK: _____ DATE OF DEPARTURE TO CUBA: _____

ACCOMODATION IN CUBA: _____ LENGTH OF STAY: _____
Hotel Days

I am aware of the following:

A tourist card is valid **only** for leisure or recreational purposes. It is not valid for other travel purposes. Accommodation in places other than hotels or tourist resorts, requires authorization from Cuban Local Immigration Authorities to be requested in Cuba.

DATE: _____ SIGNATURE: _____