

Visa Deny Service

At Expat Explore we understand the effort and anxiety that goes along with applying for your Schengen or UK visa. We want you to relax – touring with us should be easy! This is why we now offer the Visa Deny Service to ease your mind.

When you purchase our Visa Deny Service, we will, subject to the following Terms and Conditions, refund you 90% of the cost of your purchased tour (excluding any add-ons that you may have purchased alongside your tour, which will not be refundable), should your UK or Schengen visa be denied by the embassy with which you applied.

The following Terms and Conditions, along with any other written information we brought to your attention before we confirmed your booking of the Visa Deny Service, will form the basis of your contract with Expat Explore Travel Limited (“we”, “us”, “Expat Explore”) for your purchase of the Visa Deny Service.

1. How the Visa Deny Service works

A booking of this Service will be made where you add the Visa Deny Service to your tour package and pay for the Visa Deny Service before you pay the final balance that you owe to us in respect of your tour package (which will be due 60 days prior to the departure of your tour package, unless otherwise stated).

As part of our Visa Deny Service we offer you three separate options you can purchase a product that protects you against the denial of your Schengen visa, or your UK visa or both visas. It is important that when you add the Visa Deny Service to your tour package you clearly state your desired option in this regard.

After you have purchased your Visa Deny Service, you should then follow the correct and necessary procedures to apply for the visa(s) that you require to take part in your chosen tour package, at the correct embassy. In doing so, you must comply with the various requirements imposed upon you in Clause 2 of these Terms and Conditions.

Should your application prove to be unsuccessful, should your visa be denied and should you be required to cancel your chosen tour package as a result, we will then forgo the cancellation charges that would otherwise be imposed as a result of your cancellation (in accordance with our Booking Conditions) and instead reimburse you 90% of your tour package cost, provided that you have complied with all of the requirements imposed upon you in clause 2 of these Terms and Conditions.



2. Eligibility for the Visa Deny Service Refund

In order to qualify for the 90% refund of your tour package as part of the Visa Deny Service, it is a strict requirement that you first comply with all of the following eligibility criteria.

Any application for a refund under the Visa Deny Service will be rejected in circumstances where the individual applying for the refund fails to meet one or more of the following requirements.

- (A) The Visa Deny Service must be purchased no later than 60 days before departure of your tour package or when payment of the full balance of the tour package is made (whichever comes first). The Visa Deny Service cannot be purchased after this point.
- (B) The entire balance of your chosen tour package must be paid in full before you will become eligible to receive the 90% refund (provided the remainder of the criteria set out in this clause 2 is also met).
- (C) The visa that you are applying for must be a tourist visa (i.e. a Schengen or UK visa). The Visa Deny Service is not available for and no refunds will be paid in respect of any business or other types of visa.
- (D) Before applying for your visa you must ensure that your passport complies with all requirements that may be imposed by the relevant embassy, including but not limited to:
 - your passport must be valid for a further 6 months after your return date of travel from Europe;
 - you must have at least 2 adjacent open and empty pages in your passport, in order for the visa to be issued.
- (E) Your visa application needs to be submitted to the relevant embassy within the correct timeframe. As a minimum you must apply at least 4 weeks prior to the date of the departure of your flight at the commencement of your tour package. However, we strongly recommend that you submit the application at least 8 weeks prior to your departure.
- (F) You must ensure that you submit all necessary and correct documentation in support of your chosen visa, as per the specifications of the relevant embassy.
- (G) Prior to applying for the visa you must request all necessary Visa support documentation from Expat Explore. As part of this process, we will supply you with an:
 - a. Accommodation list;
 - b. Itinerary;
 - c. E-ticket showing your tour is paid in full;
 - d. Visa letter – addressed to the embassy to explain who we are and what we do.



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- (H) The rejection letter that you receive from the relevant embassy informing you that your visa application was unsuccessful must be both dated by the embassy and submitted to ourselves in advance of your tour departure date. Any rejection letter that post-dates this (or which is not submitted to us in advance of your departure date) will indicate that your application was not submitted on time and, as a result, no refund will be payable.
- (I) We will not process your refund under the Visa Deny Service if any of the following reasons are given by the embassy as part of the embassy's rejection of your visa:
- a. A false, counterfeit or forged travel document was presented to the embassy as part of the application;
 - b. There was insufficient time to process the visa application;
 - c. You (the traveler) did not provide sufficient means of subsistence (i.e. you did not provide evidence of sufficient funds to travel);
 - d. One or more member states consider you to be a threat to public policy, internal security, public health or the international relations to one of more of the member states;
 - e. You have been denied entry to any country in the past;
 - f. You have a criminal record.
- (J) In order for us to process a refund under the Visa Deny Service, you must submit your rejection notification from the embassy to Expat Explore no later than 5 working days of your receipt of that notification.
- (K) When applying for a refund under the Visa Deny Service, you must also provide us with the following:
- a. Proof of Flight bookings;
 - b. Additional Accommodation documentation (evidencing that you have purchased any accommodation that is required as part of your trip but which is not provided by Expat Explore); and
 - c. Evidence that you have purchased all relevant / necessary medical insurance.
- (L) On bookings where not all travelers on the booking purchase the visa deny product – the names of those who purchase the Visa Deny Service must be specified at the time of purchase.
- (M) **Please Note:** The Visa Deny Service is not available for purchase by any customers that have booked a tour package with us via a 3rd party (i.e. via a travel agent).

3. Who will receive the Visa Deny Service refund?

The Visa Deny Service applies on an individual basis only. This means that the only person who will be entitled to receive a refund under the Visa Deny Service is the individual customer / traveler who purchased the Visa Deny Service and whose visa was rejected. The Visa Deny Service will not apply so widely as to cover any other customers that may be listed on your tour package booking, unless they also individually purchased the Visa Deny Service.



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4. Changes or Cancellations of the Visa Deny Service

Please Note: Once the Visa Deny Service has been purchased, no amendments can be made to the Visa Deny Service, nor can it be cancelled.

Please indicate whether you would like the UK visa deny service, the Schengen visa deny service or both added to your tour package (simply mark with an X) :

Passenger name	Schengen visa deny service (mark with X)	UK visa deny service (mark with X)

I, _____ on booking nr _____ have read and understood the Terms and Conditions of the Visa Deny Service. I would like to add this to my tour package as indicated above.

Signature : _____

