

Terms & Conditions

Effective date: 05 November 2025

Operator & contracting party (always): TRAVELHUB L.L.C — Muna Aljaziri Building 574, Dubai, United Arab Emirates. Travel agency licensed by the Government of Dubai's Department of Economy & Tourism (DET Licence #1532585).

Disclosure — Not a government website. We are an independent visa-assistance service. We are not owned, operated, sponsored, endorsed by, or affiliated with any government or embassy. Government fees are separate from our service fees. You can apply directly via the official government website of your destination.

1) Scope & Acceptance

1.1 These Terms & Conditions (the “Terms”) govern your access to and use of our websites, apps, content, and services that assist with preparing, reviewing and, where permitted, submitting travel visa and travel authorisation applications (the “Services”).

1.2 By creating an account, placing an order, clicking “I agree”, or using the Services, you accept these Terms and the documents referenced here (including our Privacy Policy and Refund Policy). If you do not agree, do not use the Services.

1.3 You confirm that you are at least 18 years old and have capacity to contract, or that you act with appropriate authority on behalf of a minor or another applicant.

2) Contracting Entity, Contact & Group Service Delivery

2.1 Contracting entity. Regardless of your location or payment method, the supplier of the Services and your contracting party is TRAVELHUB L.L.C.

2.2 Group service delivery. We may have ServiceeVisas Inc (USA), a group company, perform certain operational activities on behalf of TRAVELHUB L.L.C. Using a group affiliate does not create a separate contract with you.

2.3 Contact.

- TRAVELHUB L.L.C — Muna Aljaziri Building 574, Dubai, UAE • Email: contact@serviceevisa.com • Tel: +971 4 390 4450
- Affiliated service provider (US): ServiceeVisas Inc — 131 Continental Dr, Suite 305, Newark, DE 19713, USA • Tel: +1 (408) 479-9709

3) Nature of Our Service (Independent Assistance)

3.1 We provide administrative assistance: requirements guidance, form-filling help, document checks, submission support to official portals where permitted, and status updates. We do not decide outcomes; all visa decisions are made solely by the relevant government authority.

3.2 We are not a law firm and do not provide legal advice. Immigration advice may be provided by a licensed adviser (see Section 4).

3.3 No guarantee. We cannot and do not guarantee approval, processing times, or travel dates, nor that a government will accept expedited/priority requests.

3.4 Third-party portals. Government portals and third-party services are outside our control. They may change requirements or experience downtime without notice.

4) Country-Specific Disclosure

4.1 New Zealand immigration advice is provided by Tatiana Elvery (IAA Licence #202101015), regulated by New Zealand's Immigration Advisers Authority (IAA). You may verify the licence on the official IAA register.

This licence authorises the provision of immigration advice for New Zealand; it does not imply affiliation with the New Zealand Government. Visa decisions are made by Immigration New Zealand.

4.2 The adviser complies with the IAA Code of Conduct. Complaints relating to licensed advice may be directed to the IAA. Nothing in this section changes the disclaimers and limitations elsewhere in these Terms.

5) Accounts, Security & Electronic Communications

5.1 You may browse our public pages without an account. To place an order or use restricted features, you must create an account and provide accurate, current information.

5.2 You are responsible for safeguarding your login credentials and for all activity under your account. Notify us immediately of any unauthorised use.

5.3 Electronic records & e-sign. You consent to receive contracts, notices, and disclosures electronically (email, dashboard, SMS). You agree that ticks, clicks, e-signatures and records kept in electronic form have the same legal effect as paper signatures and records, to the extent permitted by applicable law.

6) Your Responsibilities

- 6.1 Accuracy. Provide complete, accurate, and current information and documents, and respond promptly to our and the authority's requests.
- 6.2 Authority. If ordering for another person (including a minor), you confirm you have valid authority and will share these Terms with the applicant.
- 6.3 Compliance. You remain responsible for entry requirements (passport validity, onward tickets, vaccinations, insurance, financial means) and for checking official rules before travel.
- 6.4 Honesty. Do not submit false statements or forged documents. We may refuse or cancel any order suspected of fraud, misuse, sanctions risk, or unlawful purpose.
- 6.5 KYC. We may require identity checks (e.g., passport scan, selfie, proof of address) and may refuse or cancel orders that do not pass verification.

7) Orders, Process & Communications

- 7.1 Order flow. (a) you place an order and pay; (b) we review your information; (c) we may request clarifications; (d) we perform document checks and form-filling; (e) where permitted and instructed, we submit to the official portal and pay the Government Fee on your behalf; (f) we provide updates when available.
- 7.2 Authorisations. You authorise us (and our authorised personnel/partners) to prepare, submit and manage your application and to receive communications about it, where permitted.
- 7.3 Timeframes. Any timing displayed is an estimate and can change at any time by the authority. Weekends/holidays, portal outages, and peak periods may extend timelines.
- 7.4 Delivery. Documents are delivered electronically unless physical delivery is expressly offered for your product. If physical delivery applies, risk of loss passes on delivery to the carrier.
- 7.5 Communications. Keep your contact details up to date and check spam folders.

8) Fees, Pricing, Taxes & Invoicing

- 8.1 Service Fee vs Government Fee. Our Service Fee covers assistance work. A separate Government Fee is charged by the relevant authority. Where we pay a Government Fee on your behalf, you authorise us to charge you that fee.
- 8.2 Prices & currency. Prices vary by destination and speed. Currency conversion rates and bank or card fees may apply.
- 8.3 Taxes. You are responsible for applicable taxes, levies, duties, and charges unless we state otherwise. We will collect taxes when we determine we have a duty to do so.
- 8.4 Invoices. Your invoice/receipt is issued by TRAVELHUB L.L.C, which is your contractual counterparty and merchant of record. Certain operational activities may be

carried out by our US affiliate, ServiceVisas Inc, acting on our behalf; this does not change your contracting party.

9) Cancellations, Withdrawals & Refunds

9.1 Early performance & cooling-off (EU/UK consumers). Because we begin work immediately after ordering (reviewing data, creating files, assigning staff) and often submit applications rapidly, you expressly request early performance and acknowledge that your statutory right of withdrawal may be lost once performance starts.

9.2 Before submission. If we have started work but have not submitted, you may cancel. We will refund the Service Fee minus a reasonable charge for work performed (or a fixed processing fee stated on checkout), plus unrecoverable third-party costs.

9.3 After submission or payment to authority. Once an application is submitted or a Government Fee is paid, the Service Fee is earned and non-refundable; Government Fees are non-refundable per authority rules.

9.4 Rejections & delays. Government rejections, requests for more information, or delays do not entitle you to a refund. At our discretion, we may offer a discounted resubmission.

9.5 How to cancel. Contact us with your order number using the details in Section 2. Refunds (where applicable) are made to the original payment method.

9.6 Chargebacks. Do not raise a chargeback without contacting us first. Unwarranted chargebacks may be disputed and may result in account suspension.

10) Acceptable Use & Prohibited Activities

You must not misuse the Services. Prohibited activities include: using the Services for unlawful purposes; interfering with or disrupting systems; introducing malware; scraping, crawling or reverse-engineering; infringing IP or privacy rights; impersonation; sending spam; or attempting to gain unauthorised access to accounts or data. We may suspend or terminate access for any breach.

11) User Content & Feedback

11.1 If you provide reviews, comments, files, or other content (“User Content”), you grant us a worldwide, royalty-free licence to host, display and use such content to operate and improve the Services.

11.2 Do not upload content that is unlawful, defamatory, or infringes third-party rights. We may remove content in our discretion.

11.3 If you submit suggestions or feedback, we may use them without restriction or compensation.

12) Third Parties & Sub-processors

12.1 We may engage affiliates and vetted third parties (including KYC/identity verification providers, IT hosting and security vendors, printing/mailing vendors) to help deliver the Services.

12.2 Third-party websites and resources may be referenced or linked; we are not responsible for their content, availability, or performance. Review their terms and privacy policies as they will apply to your use of those services.

13) Service Changes, Updates & Monitoring

13.1 We may add, change, suspend, or discontinue features without notice.

13.2 We may push security and feature updates to apps or integrations where necessary.

13.3 We may monitor usage to protect users, ensure compliance, and improve quality.

14) Sanctions, Export & Prohibited Jurisdictions

You may not use the Services if you are located in, or ordinarily resident in, a country or territory subject to comprehensive sanctions, or if you are on any applicable sanctions list. We may screen orders and decline or cancel at our discretion.

15) Privacy & Data Protection

15.1 We process personal data as described in our Privacy Policy, including cross-border transfers necessary to deliver the Services (e.g., to government portals and authorised partners).

15.2 You confirm you have a lawful basis to provide data of any third-party applicant and to receive communications on their behalf.

15.3 We implement reasonable security measures but cannot guarantee absolute security.

16) Warranties & Disclaimers

16.1 The Services are provided on an “as is” and “as available” basis.

16.2 We disclaim all warranties to the maximum extent permitted by law, including implied warranties of merchantability, fitness for a particular purpose, and non-infringement.

16.3 We do not warrant that the Services will be uninterrupted or error-free, or that government portals will be available or accept applications.

17) Limitation of Liability

17.1 To the maximum extent permitted by law, we and our affiliates, officers, employees and agents are not liable for any indirect, incidental, special, consequential, punitive or exemplary damages; loss of profits, data, or opportunity; or cost of substitute services.

17.2 Our aggregate liability for any claim related to the Services shall not exceed the Service Fee you paid for the order giving rise to the claim or USD 300, whichever is greater.

17.3 Nothing in these Terms excludes liability that cannot be excluded by law (e.g., fraud, death or personal injury caused by negligence).

18) Indemnity

You agree to indemnify and hold us harmless from claims, damages, liabilities, costs and expenses (including reasonable legal fees) arising out of your breach of these Terms, misuse of the Services, or violation of law or third-party rights.

19) Termination & Suspension

We may suspend or terminate access immediately if we reasonably believe you breached these Terms, engaged in fraud, provided false information, or pose compliance/sanctions risk. You may stop using the Services at any time; sections intended to survive termination will continue to apply.

20) Force Majeure

We are not responsible for delay or failure caused by events beyond our reasonable control, including changes in laws or government policies, strikes, outages, natural disasters, epidemics, war, or acts of government.

21) Governing Law & Jurisdiction

These Terms and any dispute or claim arising out of or in connection with them or their subject matter or formation are governed by the laws of the Emirate of Dubai and the federal laws of the UAE, and subject to the exclusive jurisdiction of the Dubai Courts. If

mandatory consumer protection rules in your country of residence require otherwise, those rules prevail to that extent.

22) Time Limits on Claims

Any claim arising out of or related to the Services must be brought within one (1) year after the cause of action accrues, unless a longer period is required by mandatory law.

23) Intellectual Property

The websites, software, text, graphics, logos and other content are owned or licensed by us and protected by IP laws. We grant you a limited, revocable, non-exclusive, non-transferable licence to use the Services for personal, lawful purposes. You must not copy, scrape, reverse-engineer, or exploit the Services without our consent.

24) Notices

We may provide notices via email, dashboard, SMS, or posting on the website. You should send legal notices to the addresses in Section 2.

25) Miscellaneous

25.1 Entire agreement. These Terms and the documents referenced herein constitute the entire agreement and supersede prior understandings.

25.2 Severability. If any provision is invalid, the remainder stays in effect.

25.3 No waiver. Failure to enforce a provision is not a waiver.

25.4 Assignment. You may not assign without our consent; we may assign to an affiliate or in connection with a merger, acquisition, or sale of assets.

25.5 No agency. Nothing creates a partnership, joint venture, or agency.

25.6 Third-party beneficiaries. Except as expressly stated, no third party has rights under these Terms.

25.7 Language. These Terms may be translated; the English version controls in case of conflict.

25.8 Headings. Headings are for convenience only and do not affect interpretation.

26) Definitions

- Application: a visa, e-visa, travel authorisation or similar request submitted to a government authority.
- Government Fee: the fee charged by a government/authority for processing an Application.
- Service Fee: the amount you pay us for assistance work.

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