

Terms & Conditions

1st Canadian Visa – TERMS AND CONDITIONS

Thank you for selecting 1st Canadian Visa to facilitate your visa application for you. Our terms and conditions document is a short, concise description of our legal arrangement with you.

Our commitment to you and Refund Policy

1st Canadian Visa guarantee our advice only after you have completed a full consultation with your legal case manager and after you have become our client. Your Deposit is non-refundable as you will be paying for our legal experts' knowledge and our time to access, analyse and review your entire case history.

In any event that 1st Canadian Visa make a mistake on your application during the visa application process our clients will and are able to request a refund and will need to fill out our refund request form which will be sent to our board of directors to review.

The Disclosure of Intellectual Property

1st Canadian Visa will hold your personal data and will process that data for the process of providing the Services and for business purposes such as marketing and or recovering outstanding invoices. Your right of access to this data is prescribed by law. 1st Canadian Visa confirm that it shall not sell your data to any third party.

1st Canadian visa may process such personal data for the purposes outlined above and may, when necessary for those purposes, make such data available to its advisers and or to parties providing products or services to 1st Canadian Visa (for example to IT systems suppliers and debt collection agencies) and you confirm that 1st Canadian visa may transfer such data to and from third parties located outside the European Economic Area and or located in countries which may not have data protection laws. Details of those third parties and the countries involved will be provided on request.

Confidentiality

Each party shall keep confidential all Confidential Information of the other party and will only use the other's Confidential Information as required to perform the Contract. The provisions of this clause will not apply to: any information which was in the public domain at the date of this Contract; any information which comes into the public domain subsequently other than as a consequence of any breach of this Contract or any related agreement; is independently developed by the other party without using information supplied by the first party; or any disclosure required by law or a regulatory authority or otherwise by the provisions of this Contract.

You consent that 1st Canadian visa are permitted to disclose your personal information in order to provide the Services; to a third party where such third party accepts similar obligations of confidence to those contained in this Agreement or where such third party is a government or government agency and agrees to treat such information as confidential and proprietary information when required to perform the Contract.

Processing Time Frames

1st CANADIAN VISA DOES NOT ASSUME RESPONSIBILITY OR LIABILITY, HOWSOEVER, DIRECTLY OR INDIRECTLY, FOR THE SUCCESS OR FAILURE OF YOUR APPLICATION. 1st CANADIAN VISA HAS NO AUTHORITY TO MAKE SUCH DECISION. THE SUCCESS OR FAILURE OF YOUR APPLICATION IS MADE SOLELY BY THE RELEVANT GOVERNMENT AUTHORITIES IN EACH AND EVERY CASE. 1st CANADIAN VISA DOES NOT ASSUME ANY RESPONSIBILITY AND/OR LIABILITY, WHATSOEVER, DIRECTLY OR INDIRECTLY, FOR THE DOCUMENTS AND/OR INFORMATION YOU PROVIDE TO 1st CANADIAN VISA.

Customer Satisfaction

We enjoy hearing about how our clients feel about our services and also like to iron out any issues clients may or could have during the visa application process please feel free to lodge a complaint with your dedicated case manager and we will have one of our Directors contact you within 2 working days.

Fees and Making Payment

Please note that to qualify for a payment plan, your Registration Fee must be received by debit or credit card. All subsequent payments will be debited every 30 days.

Automatically by us without further notice, using the original card provided. If your initial Registration Fee was made by bank transfer, 1st Canadian visa will require a debit or credit card as security against future instalments due on your account.

Please note: If you would like to change your method of payment, please notify 1st Canadian visa at least 7 days prior to the date of your next instalment.

Payment Milestones

Your payment will be due on the same date as your initial payment the following month or before if it falls on a public holiday. We cannot work on your case if you fall behind on any payments

The fixed Fee for the Services will be as in the Payment Plan. The Fee includes all costs incurred by 1 st Canadian Visas in providing the Services including any Tax. You will pay all invoices in full, without deduction or set-off other than as required by law. For the avoidance of doubt the Fee excludes any Government Authorities or third-party fees.

Accepting this agreement

This Contract shall become legally binding upon receipt of the Registration Fee from you to 1st Canadian Visa.