

Memorandum of Understanding for Travel and Tourism Services

This Agreement is signed between the Parties as of _____ details are as follows:

FIRST PARTY Falcon Express Travels & Tourism. Islamabad, Pakistan. Address: Office #1, First Floor Mushtaq Mansion, Fazel-e-Haq Road, Blue Area, Islamabad, Pakistan. Tel: +92 51 111 786280	SECOND PARTY
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SCOPE

First party will provide the following services:

- UAE Visas
 - 14 Days Transit Visa (non-refundable) **Rs.** _____
 - 30 Days Tourist Visa (non-refundable) **Rs.** _____
 - 90 Days Long Term Tourist Visa (non-refundable) **Rs.** _____

UAE VISAS - TERMS OF SERVICES & CONDITIONS

- Second party will be responsible for their traveler acts, any involvement in criminal activities and behavior throughout the stay in UAE. Any penalty imposed by UAE Authorities will be the responsibility of the second party. First party will not be responsible.
- Second Party will undertake the responsibility and guarantee that the traveler will return back to Origin or third country (transit UAE) within the validity of visa.
- Visa fee is not refundable irrespective of decision on visa application. Once visa application is accepted by Falcon Express (Pvt.) Ltd for processing, visa fee is not refundable for whatsoever reason including visa refusal, inability to use visa and refusal to enter UAE.
- Falcon Express (Pvt.) Ltd will not be responsible for the inability of the traveler for not being able to travel due to denied boarding, offloading, cancellation of flight or any delays or any other circumstances leading to non- utilization of visa.
- The decision to approve or refuse a visa is the sole discretion of the UAE Immigration Authority. Role of Falcon Express (Pvt.) Ltd is limited only to submit the application

and not to influence in any manner; the decision of the UAE Government is final and binding.

- Approval of visa does not, in any way, guarantee or give a right to applicant to enter UAE. It would be subject to the sole discretion of the representative of Immigration at UAE Airports. In case of denial of visa or entry into UAE for whatsoever reason Falcon Express (Pvt.) Ltd will not be held responsible for any losses, consequential damages, etc.
- It is the responsibility of the second party to ensure that applicant have all valid travel documents and accuracy of information provided to Falcon Express (Pvt.) Ltd.
- It is the responsibility of the Second Party to ensure that the traveler stay in UAE is as per visa approval and duration. Any overstay will attract legal action and penalties from UAE Government. It will be the sole responsibility of the Second party if the traveler face legal action and will have to pay the penalty imposed by the UAE Government. In this respect, if any, penalty is levied on Falcon Express (Pvt.) Ltd then Second party will have to pay the penalty amount to Falcon Express (Pvt.) Ltd.
- Falcon Express (Pvt.) Ltd will not be responsible for the losses/ damages due to delay in processing/ approval of visa for whatever reason it may be.
- Falcon Express (Pvt.) Ltd reserves the right to amend, change and add any terms and conditions of this MOU at any time without any prior notice.
- If passenger found in any illegal activity (i.e selling something, fighting, overstay more than 3 days, traveling onward on fake documents or Jailed due to any reason) Immigration will fine directly to that company 6000 to 7500 AED immediately and amount will be non-refundable.
- If passenger travels on visit/tourist visa and applies low labor category visa in UAE, immigration will fine to company directly who issued visit visa of passenger.

If passenger get work visa in UAE, its agent duty to must obtain visa changing documents from their passengers with in validity of visit visa , otherwise immigration will fine that company AED 7500.

- Cancellation is must for all applications which are rejected due to any reason and cancellation charges are 150 AED.
- Cancellation is must for all applicants who's applications are approved but passenger do not use their visa with in validity period. Cancellation charges are 150 AED.

- Cancellation is must for all applications which are documents required more than 7 Days. Cancellation charges are 150 AED.

DOCUMENTS REQUIRED

Second party will provide the following documents to First party only by Authorize/official email address provided in this MOU. The Second party will authorize a person who will be a point of contact and responsible for all the transactions. Any information send by other email addresses will not be considered.

- Scanned copies of travelers Passport valid for 6 months.
- One recent passport size photograph (colored)

PROCESSING TIME

Visa processing time will be 3 to 4 working days subject to submission of complete documents. Please note that this is normal processing time whereas visas can be processed within 48 hrs. Any delay by Force majeure, political instability, act of God, unavoidable circumstances whatsoever in visa issuing state, will not be responsibility of the First Party.

SECURITY DEPOSIT

Second Party will provide a Company/Agency's an open post-dated cheque to Falcon Express (Pvt.) Ltd as a security deposit of Rs. 1000000/- (One Million)

PAYMENT TERMS

Visa Payments will be on advanced basis.

PENALTIES TO BE BORNE BY SECOND PARTY FROM ITS CLIENT

- A. Penalty of overstay will be AED 6000/-
- B. Beside punishment by the UAE court or UAE authorities on theft, burglary, fighting or begging etc.

REJECTION CHARGES

- A- 14 & 30 Days Visa Rejection Charges will be Rs. 8200/-
- B- 90 Days Visa Rejection Charges will be Rs. 26500/-

HOTELS POLICY

On booking of any hotel the following cancellation policy will apply.

- First night will be charged on cancellation of any hotel.

- Peak season non-refundable policy will apply and therefore full hotel rates will be charged upon cancellation.

EXCURSIONS POLICY

Upon Cancellation full amount will be charged for all excursions.

FIRST PARTY:

Authorized E-MAIL ID's of concern person are as follow:

Director: amin@falconexpress.com.pk

Visa Department

Contact Person: Sohail Khan

Contact Person E-MAIL: visa@falconexpress.com.pk

Tours Department:

Contact person: Kamran Qureshi

Contact Person E-MAIL: kamran@falconexpress.com.pk

Accounts Department:

Contact Person: Yasir Khan

Contact Person E-MAIL: accounts@falconexpress.com.pk

SECOND PARTY

Please mention authorize contact & authorize email ID's:

Authorize Contact Person

Authorize Email ID

1) _____

1) _____

2) _____

2) _____

FIRST PARTY:

SECOND PARTY:

Signature: _____

Signature: _____

Amin ud Din
Director

Chief Executive

Falcon Express Pvt. Ltd.

Company Stamp:

Company Stamp: