

\_\_\_\_\_, \_\_\_\_\_  
[date: DD/MM/YYYY], [place]

PWG Visa Services LLC - main license no. 831352, register no. 1406480 with its registered seat in Dubai, Business Bay, Oberoi Centre (*hereinafter* **PWG Group/PWG or Company**) represented by:

\_\_\_\_\_

and

Name and surname \_\_\_\_\_,

Nationality: \_\_\_\_\_,

Date of birth: \_\_\_\_\_,

who holds a passport no.: \_\_\_\_\_,

Contact no.: \_\_\_\_\_,

E-mail address: \_\_\_\_\_,

(hereinafter **Customer**)

separately referred to as a "**Party**" and collectively the "**Parties**" have concluded this

### **DOCUMENTATION SERVICES AGREEMENT (MALTA)**

no. \_\_\_\_\_ ("**Agreement**")

PWG Visa Services LLC provides processing and storage services for documentation subject to the following conditions:

#### **I. Definitions**

- A. "**Customer**" means the person contracting for the services of PWG Visa Services LLC;
- B. "**Company**" means PWG Visa Services LLC – company registered in Dubai, Business Bay, Oberoi Centre;
- C. "**Documentation/Documents**" means data, records, papers and other materials processed by the Company;
- D. "**Processing**" means generation, typing, editing, copying, editing, storage and consulting, regarding Customer's Documents;
- E. "**Schedule**" means the plan for carrying out the processing by the Company or Customer's payment plan.

#### **II. Client Consent**

1. At the outset of provision of documentation processing services ("**Services**"), the Company agrees with the Customer on the scope of work and its schedule to be performed as the service by the Company. Services only include the provision of processing within the scope of the assignment agreed with the Customer. Services do not cover provision of the Documentation itself. The Customer declares the awareness considering the fact that the Company is not responsible for the Customer's formal or legal situation, does not provide any recruitment, employment or travel services. Furthermore, the Company is not responsible for the duration and outcome of the processing.
2. The client is aware that the Embassy appointment is being scheduled via VFS Global Group, granting of the appointment is processed independently by that third party and the Company has no influence on the waiting time.
3. PWG does not accept any form of cash payment for its services. The only available payment option is a direct payment to the company's account, as indicated on the official communication channels, i.e. the website [www.pwggroup.ae](http://www.pwggroup.ae)

### III. Services & Fees

1. Unless agreed otherwise, the Customer pays the Company for Services based on the following schedule of payment:

	Amount (AED)	Services	Date of payment & Client's Signature
1.	4,000.00 +5% VAT	<ul style="list-style-type: none"> <li>– Check and verification of Customer's initial Documentation, i.e. <i>Curriculum Vitae</i>, passport/visas,</li> <li>– Profiling of Customer,</li> <li>– Consulting on changes in the <i>Curriculum Vitae</i>,</li> <li>– Completion of the application regarding work permit (application form submitted to future Employer)</li> </ul>	<hr/> <p>Signature</p> <hr/> <p>I payment (1<sup>st</sup> installment date)</p>
2.	4,000.00 +5% VAT	<ul style="list-style-type: none"> <li>– Completion and submission of the documents required for visa application form, formal and legal verification, photocopying and storage of Documentation: picture, employment contract, passport, ID confirming the status of residency, UAE visa, bank statement/guarantee letter of payslip provision, "no objection" certificate, UAE clearance certificate, work permit, conditionally extension letter, <i>Curriculum Vitae</i>, guarantee letter, salary certificate, accommodation letter, quarantine letter, intention letter, previous visas and passports, current passport;</li> <li>– Preparation of travelling documents required on the border to enter EU;</li> </ul>	<hr/> <p>Signature</p> <hr/> <p>II payment (2<sup>nd</sup> installment date)</p>
3.	2,000.00 +5% VAT	<ul style="list-style-type: none"> <li>– Completion payment to be made after arrival to the designated country.</li> </ul>	<hr/> <p>Signature</p> <hr/> <p>III payment (3<sup>rd</sup> installment date)</p>

\*The amount of the fee for the Services requested by the Client is calculated based on the time spent in fulfilling the service, the qualifications and experience of the Company's employee providing the service, resources required for fulfilling the service, the time constraints for fulfilling the service.

2. If payment is delayed, the Company may suspend provision of services, charge interest at the rate of 1% on the overdue amount for each calendar day of delay, and withhold documents prepared for the Customer until full payment by the Customer of amounts overdue.
3. The Customer agrees to exchange information electronically (also confirmation and approval of payment). The Customer is aware of the risks deriving from electronic communication, the Company is not liable for such risks, provided that the Company has taken all reasonable precautions.
4. Unless agreed otherwise, the Company returns to Customer all original Documentation in its possession in relation to services provided after completion of the services/stage of the service.
5. The granting or refusing of the visa is at the sole discretion of the Embassy of Malta, payments referred to herein shall not be refundable under any circumstances, including the termination of this Agreement for whatever reason.
6. If 2nd payment isn't made within 60 days of the date on which the applicant is notified that the documents legalizing their work in the applicable country has been issued, the applicant will be required to pay a renewal fee of AED 4000 to resume the visa process.

#### **IV. Personal data**

The Company collects, stores, uses and processes personal data about the Client and the persons directly related to it (i.e. family members) in accordance with laws applicable to protection of personal data for, amongst others, the purposes of performing the Agreement, maintaining internal information systems, complying with its legal obligations and for marketing purposes. The Customer agrees to allow PWG Visa Services to use personal data that has been provided to PWG for the purposes of conducting consumer- or marketing-related research and analysis and to provide marketing and promotional information related to existing or future services.

#### **V. Confidentiality**

1. The terms and conditions contained in this Contract shall constitute Confidential Information, and the recipient of the Confidential Information undertakes and agrees to keep confidential the Confidential Information by applying the same care that it would employ with respect to its own Confidential Information. The Customer shall not disclose, transmit, or convey, the confidential information to any third party.
2. Notwithstanding the above, if the recipient of the confidential information is legally compelled or required by any governmental body, court, or competent authority to disclose any Information, Customer shall promptly notify the Company, no later than 1 day from the date on which they became aware of it.

#### **VI. Limitation of liability**

The Company is liable only for Services provided by the Company – it is not responsible for any actions taken by any of the, third parties, included but not limited to the VFS or Embassy of Malta, Customer's insurance company, transporters, previous/current/future employer of the Customer, etc.

#### **VII. Notices**

All notices, requests, demands and other communications between the Customer and the Company under this Agreement shall be made in writing and be deemed to have been duly given when delivered in person, sent by courier mail, registered mail or ordinary mail, fax or e-mail at the addresses of the Customer and Company. Each party shall forthwith notify the other party about any change of its personal details or contact details.

## VIII. Force Majeure

An event of force majeure is an event or circumstance which is beyond the control and without the fault or negligence of the party affected and which by the exercise of reasonable diligence the party affected was unable to prevent, provided that event or circumstance is limited to the following:

- A. Riot, war, invasion, act of foreign enemies, hostilities (whether war be declared or nor), acts of terrorism, civil war, rebellion, revolution, insurrection of military or usurped power, requisition or compulsory acquisition by any governmental or competent authority; an epidemic or pandemic at national and international level,
- B. Earthquakes, flood, fire or other physical natural disaster; and
- C. Disputes or strikes at a national level and other cases which would result in the closure of state/provincial offices or institutions.

Neither party is responsible for any failure to perform its obligations under this contract by an event of force majeure. Upon completion of the event of force majeure the party affected must as soon as reasonably practicable recommence the performance of its obligations under this contract. The company has no entitlement and no liability for: any costs, losses, expenses, damages or the payment of any part of the contract price during an event of force majeure; and any delay costs in any way incurred by the Customer due to an event of force majeure. The Company shall not be liable for any failure to perform its obligations under these Agreement due to cause beyond its reasonable control.

## IX. Modifications

No modification or alteration on this Agreement shall be considered as having been made unless done with consent by the both Parties and fully executed in writing and duly signed by the Parties hereto.

Attachments:

1. Attachment no. 1 with confirmation of services provided and payment

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Customer

  

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on behalf and in the name  
of the Company

Attachment no 1. to Agreement no. \_\_\_\_\_

Stage of scheduled Services	Amount (AED)	Confirmation of Services provided	
1.	4,000.00 +5% VAT	I hereby declare that I confirm the completion of the Service Stage, I do not raise any objections as to its date and scope of completion and I confirm the payment specified in accordance with the concluded agreement. I am aware that the fee for the service is nonrefundable, the company is solely responsible for the processing of documents, has no connection with the Customer's employer or the embassy that processes the Customer's visa application.	_____ [Customer's signature]  date: _____
2.	4,000.00 +5% VAT	I hereby declare that I confirm the completion of the Service Stage, I do not raise any objections as to its date and scope of completion and I confirm the payment specified in accordance with the concluded agreement. I am aware that the fee for the service is nonrefundable, the company is solely responsible for the processing of documents, has no connection with the Customer's employer or the embassy that processes the Customer's visa application.	_____ [Customer's signature]  date: _____
3.	2,000.00 +5% VAT	I hereby declare that I confirm the completion of the Service Stage, I do not raise any objections as to its date and scope of completion and I confirm the payment specified in accordance with the concluded agreement. I am aware that the fee for the service is nonrefundable, the company is solely responsible for the processing of documents, has no connection with the Customer's employer or the embassy that processes the Customer's visa application.	_____ [Customer's signature]  date: _____