

CONTRACT OF ENGAGEMENT
Agreement No 20600

Service Provider	Name:	Didactic Management Consultants
	Address:	Al Salam St Salam HQ Building, Office 1802 – Abu Dhabi
	Phone No:	+971 2 491 4919
	Email:	info.auh@dm-consultant.com
Client	Name:	Baris As
	Address:	Dubai
	Phone No:	971562074747
	Email:	barisdxh@hotmail.com
Service Category	Canada Dependent Visa	
Program Interested	Dependent Visa	
Fees & Charges		

Upfront

Fee Category	Retainer	Amount (AED)
Total Package	1500	1500

Note: The total retainer fee paid is non-refundable.

VAT is applicable on above fees as its not included.

Please refer to receipt for complete payment details as per package selected.

Important Information for Clients:

The terms and conditions of providing services ("Agreement") are set out below. Make sure you have read and understood the conditions before entering into the Agreement. If you wish to seek independent legal advice about this Agreement, you should do so before signing this Agreement. By signing at the bottom of each page, you are indicating that you have read and understood the terms on that page.

I have read and understood the terms and conditions on the following pages and I agree to be bound by this agreement.

Signature: _____

Page 1 out of 13 pages

TERMS AND CONDITIONS OF AGREEMENT FOR SERVICES

1. APPOINTMENT

The Client hereby appoints Didactic Management Consultants ("DMC") to perform the services described in this Agreement ("Agreement").

2. SERVICES TO BE PROVIDED

2.1 DMC shall provide the following Services to the Client:

- a. Advisory services relating to the Client's intent to get Dependent Spouse Visa.
- b. Provide truthful and sincere advice regarding the prospects of success.
- c. Provide advice relating to documentation required to support the application and information required to complete the application.

3. DMC COVENANTS THAT IT:

- a. Is authorized to provide services as per terms of this Agreement.
- b. Will act in accordance with the law and in the best interests of the Client, and deal with the Client competently, diligently and fairly.
- c. Will ensure that the Client has access to an interpreter if necessary. (The Client will be required to pay any fees charged by the interpreter.)

4. CLIENT'S OBLIGATIONS :

4.1 The Client acknowledges and confirms that Services are limited to advising Client about his/her eligibility to apply and support in collation of necessary documents.

5. TERMINATION OF AGREEMENT :

- a. This Agreement shall automatically terminate upon expiry of 3 months from the date of signing by the Client.
- b. Either Party may terminate this Agreement:
 - i. For convenience by giving 2 days written notice to the other Party.
 - ii. Forthwith due to breach of material terms of this Agreement by the other Party.
 - iii. If the Client mis-behaves with any of DMC employee/representative of the Client.
- c. Upon termination of the Agreement, all liabilities of DMC shall be discharged and DMC shall not be liable to refund any fees to the Client.
 - i. DMC shall provide the Client with breakup of different services provide until the termination and applicable fees on hourly basis amount to be deducted from the fees already paid.
 - ii. Unless otherwise agreed by DMC, upon termination of the Agreement, all liabilities of DMC shall be discharged and DMC shall not be liable to refund any fees to the Client.

6. RETENTION OF DOCUMENTS

- a. DMC agrees to keep securely and in a way which will ensure confidentiality all documents provided by, or on behalf of, the Client or paid for by, or on behalf of, the Client until the earlier of: (i) 1 month after the date of the last action on the file for the Client; or (ii) when the documents are given to the Client or dealt with in accordance with the Client's written instructions.
- b. The Client will ensure they collect their original documents (if any) from DMC within 21 days of receipt of intimation from the visa authorities of approval or rejection of the Client's visa application.

7. CONFIDENTIALITY

Signature: _____

Page 2 out of 13 pages

- a. DMC will preserve the confidentiality of the Client. DMC will not disclose or allow to be disclosed confidential information of the Client or the Client's business without the Client's written consent, unless required by law.
- b. Client acknowledges and agrees that his/her details will be shared by DMC for the purposes of immigration process with the third parties including without limitation agents for hotel booking / flight reservation / insurance company and similar other institutions/agents and share the Client's details for marketing, branding for promotional activities.

8. RESOLUTION OF DISPUTES

- a. If a dispute arises out of or relating to this Agreement, or the breach, termination, validity, or subject matter thereof, or as to any related claim in restitution or at law, in equity or pursuant to any statute—the parties agree to discuss the dispute with the aim of reaching an agreement that is acceptable to both sides. The Agreement will be documented in writing, dated and signed by both DMC and the Client.
- b. If one party requests an opportunity to discuss the dispute, the parties should attempt to reach an agreement within 21 days of that request (or a longer period if agreed between the parties).
- c. If the parties cannot reach an agreement within 21 days, the parties agree to refer the dispute exclusively to Dubai International Financial Centre (DIFC) courts in Dubai ,UAE. Parties undertake that they shall refrain from maligning each other on social media. If the Client for any reason mis-behaves with DMC employees/representatives and/or choses to malign DMC on social media without first obtaining a judgment/order in his/her favor from the courts in UAE, DMC shall be entitled to recover suitable damages from the Client which shall be in addition to any other legal recourse DMC may have against the Client.
- d. This Agreement shall be governed by the laws of Abu Dhabhi ,UAE

9. Miscellaneous

9.1 Force Majeure. Neither Party will be liable to the other for failure to fulfil its obligations hereunder if such failure is due to causes beyond control, including, without limitation, acts of God, earthquake, fire, flood, embargo, catastrophe, sabotage, utility or transmission failure, governmental prohibitions or regulations, national emergencies, insurrection, riots or wars or viruses which did not result from the acts or omissions of such Party, its employee or agents; strikes, work stoppages or other labor difficulties, unavailability or delays in transportation, default of suppliers ("Force Majeure Event"). The time for any performance required hereunder will be extended by the delay incurred because of such Force Majeure Event. If such Force Majeure Event continues for a period of (ninety) 90 days, then either party may terminate this Agreement

9.2 Entire Agreement. This Agreement constitutes the entire understanding between the Parties with respect to the subject matter of this Agreement and supersedes all prior agreements, negotiations and discussions between the Parties relating to it.

9.3 Assignment. Client shall not assign and/or transfer his/her rights and/or obligations under this Agreement without prior written consent of the other Party.

9.4 Notices. All notices, requests, demands, consents, waivers or other communications required to be given by either Party to the other pursuant to this Agreement shall be in English, in writing on the address mentioned in this Agreement.

9.5 Counterparts. This Agreement may be executed in two or more counterparts, each of which shall be deemed an original, but all of which together shall constitute one and the same instrument, and in pleading or proving any provision of this Agreement, it shall not be necessary to produce more than one of such counterparts.

9.6 Language. This Agreement may be executed in different languages. Parties agree that in the event of discrepancy, the English version of this Agreement shall prevail over any other versions of this Agreement.

Signed by the Didactic Management Consultants:



Signature: _____

Page 3 out of 13 pages

Chetan Kumbhar (Founder & Managing Partner)

Vidisha Kumbhar (Founder & Managing Partner)

Date: 18/04/20

ABU DHABI

Baris As

***Note: I hereby acknowledge that I have read and understood the contractual terms and conditions mentioned in this agreement and also agree that the agreement is legally binding.

Your i/p: is captured.

Signature: _____

Page 4 out of 13 pages

AGREEMENT FOR SERVICES
Agreement No 20600

Service Provider	Name:	Disha Immigration Services
	Address:	Office 3403, Latifa Tower, East Wing, Sheikh Zayed Road, Next to Crown Plaza Hotel, Dubai
	Phone No:	+971 4 344 7757
	Email:	info@dm-consultant.com
Client	Name:	Baris As
	Address:	Dubai
	Phone No:	971562074747
	Email:	barisdxb@hotmail.com
Service Category	Canada Dependent Visa	
Program Interested	Dependent Visa	
Fees & Charges	Fees and charges are set out in 2.	

Important Information for Clients:

The terms and conditions of providing immigration services ("Agreement") are set out below. Make sure you have read and understood the conditions before entering into the Agreement. If you wish to seek independent legal advice about this Agreement, you should do so before signing this Agreement. By signing at the bottom of each page, you are indicating that you have read and understood the terms on that page.

I have read and understood the terms and conditions on the following pages and I agree to be bound by this agreement.

Signature: _____

Page 5 out of 13 pages

TERMS AND CONDITIONS OF AGREEMENT FOR SERVICES

1. APPOINTMENT

The Client hereby appoints Disha Immigration Services (“DIS”) to perform the services described in this Agreement (“Agreement”).

2. SERVICES TO BE PROVIDED

2.1 DIS shall provide the following Services to the Client:

- a. Advisory services relating to the Client’s intent to get Dependent Spouse Visa
- b. Provide truthful and sincere advice regarding the prospects of success.
- c. Analyze current immigration law relating to the visa category or review application.
- d. Assist in the completion and/or checking of relevant application forms.
- e. Provide advice and assistance relating to documentation required to support the application.
- f. Prepare necessary supporting submissions to be filed before the relevant Visa Application Centre/Embassy.
- g. Submit the application to the relevant assessing authority, department or review body for processing as soon as possible.
- h. Wherever possible, supply any further documentation or information on receipt of documents from the Client.
- i. Wherever possible, assist the Client to comply with any request as per Embassy.
- j. Keep the Client fully informed of all developments concerning the progress of the application/in case file is submitted by DIS.
- k. Promptly advise the Client of any communications from the Visa Centre/Embassy.
- l. During the processing of the application, advise the Client of any changes in the law or other policy requirements affecting the visa application.

3. WHO WILL PERFORM THE SERVICES

- a. Administrative services may be provided by other staff.

4. DIS COVENANTS THAT IT

- a. Is authorized to provide services as per terms of this Agreement.
- b. Has sufficient knowledge of the relevant laws and processes to be able to competently provide the agreed services.
- c. Will advise the Client in writing, if in DIS’s opinion, the application is vexatious or grossly unfounded.
- d. Will act in accordance with the law and in the best interests of the Client, and deal with the Client competently, diligently and fairly.
- e. Will ensure that the Client has access to an interpreter if necessary. (The Client will be required to pay any fees charged by the interpreter.)

5. CLIENT’S OBLIGATIONS

5.1 Client’s Obligations are set out in 1.

5.2 The Client acknowledges and confirms that:

- a. Services are limited to advising about Dependent Visa law and process for filing visa application. DIS will be unable to predict future changes in the law and/or whether or not the Client’s application will be accepted/rejected.
- b. The Client will respond promptly to requests by DIS for further information or documents.
- c. The Client will not hold DIS responsible for delays caused by the Client’s failure to promptly provide correct information or documents.
- d. DIS will be under no obligation to submit the Client’s application to the Visa Centre/Embassy.
- e. The final decision on an application submitted is beyond DIS’s control? Nothing contained herein shall be construed as guaranteed success of any application.
- f. DIS will not be liable for any loss arising from changes to the law affecting the Client’s application, which occurs

Signature: _____

Page 6 out of 13 pages

after filling of the application. The Client bears the risk that changes in law may cause an application to be refused.

- g. DIS is under no obligation to provide any refund should the application be refused for reasons outside the DIS's control.
- h. The Client will not sell property, leave employment, finalise any business or personal affairs or take similar steps in anticipation of obtaining a visa.
- i. All information provided to DIS is true and current and that all documents supplied are genuine and authentic.
- j. The Client will, during the processing of an application, notify DIS of any material changes in the circumstances of the Client or the Client's immediate family.
- k. If DIS has advised the Client in writing that in the DIS's opinion, an application would be vexatious or grossly unfounded; the Client will provide written acknowledgement of the receipt of the advice, if notwithstanding the advice, the Client still intends to file the application. The Client is aware that the provision of false information or documents is likely to lead to an application being refused.
- l. The Client is aware that failure to make prompt payments to the concerned Visa Centre/Embassy may lead to an application being refused.
- m. The Client agrees that DIS is not the sole contact with concerned authorities and the Client will not contact such authorities without consent of DIS. The Client agrees that if the Client breaches the terms of this clause, DIS has the right to terminate the Agreement, or in the alternative DIS has the right to charge additional fees for any additional services required as a result of the breach.
- n. If due to any reason the Client is unsatisfied with the Services of DIS, the Client may terminate this Agreement pursuant to clause 6.

6. TERMINATION OF AGREEMENT

- a. This Agreement shall automatically terminate upon expiry of 3 months from the date of signing by the Client.
- b. Either Party may terminate this Agreement:
 - i. For convenience by giving 2 days written notice to the other Party.
 - ii. Forthwith due to breach of material terms of this Agreement by the other Party.
 - iii. If the Client mis-behaves with any of DIS employee/representative of the Client.
- c. Upon termination of the Agreement, all liabilities of DIS shall be discharged and DIS shall not be liable to refund any fees to the Client.
 - i. DIS shall provide the Client with breakup of different services provide until the termination and applicable fees on hourly basis amount to be deducted from the fees already paid.
 - ii. Unless otherwise agreed by DIS, upon termination of the Agreement, all liabilities of DIS shall be discharged and DIS shall not be liable to refund any fees to the Client.

7. RETENTION OF DOCUMENTS

- a. DIS agrees to keep securely and in a way which will ensure confidentiality all documents provided by, or on behalf of, the Client or paid for by, or on behalf of, the Client until the earlier of: (i) 1 month after the date of the last action on the file for the Client; or (ii) when the documents are given to the Client or dealt with in accordance with the Client's written instructions.
- b. The Client will ensure they collect their original documents (if any) from DIS within 7 days of receipt of intimation from the visa authorities of approval or rejection of the Client's visa application.

8. CONFIDENTIALITY

- a. DIS will preserve the confidentiality of the Client. DIS will not disclose or allow to be disclosed confidential information of the Client or the Client's business without the Client's written consent, unless required by law.
- b. Client acknowledges and agrees that his/her details will be shared by DIS for the purposes of immigration process with the third parties including without limitation agents for hotel booking / flight reservation / insurance company and similar other institutions/agents and share the Client's details for marketing, branding for promotional activities.

Signature: _____

Page 7 out of 13 pages

9. RESOLUTION OF DISPUTES

- a. If a dispute arises—out of or relating to this Agreement, or the breach, termination, validity, or subject matter thereof, or as to any related claim in restitution or at law, in equity or pursuant to any statute—the parties agree to discuss the dispute with the aim of reaching an agreement that is acceptable to both sides. The Agreement will be documented in writing, dated and signed by both DIS and the Client.
- b. If one party requests an opportunity to discuss the dispute, the parties should attempt to reach an agreement within 21 days of that request (or a longer period if agreed between the parties).
- c. If the parties cannot reach an agreement within 21 days, the parties agree to refer the dispute exclusively to Dubai International Financial Centre (DIFC) courts in Dubai ,UAE. Parties undertake that they shall refrain from maligning each other on social media. If the Client for any reason mis-behaves with DIS employees/representatives and/or choses to malign DIS on social media without first obtaining a judgment/order in his/her favor from the courts in UAE, DIS shall be entitled to recover suitable damages from the Client which shall be in addition to any other legal recourse DIS may have against the Client.
- d. This Agreement shall be governed by the laws of Dubai ,UAE.

10. Miscellaneous

10.1 **Force Majeure.** Neither Party will be liable to the other for failure to fulfil its obligations hereunder if such failure is due to causes beyond control, including, without limitation, acts of God, earthquake, fire, flood, embargo, catastrophe, sabotage, utility or transmission failure, governmental prohibitions or regulations, national emergencies, insurrection, riots or wars or viruses which did not result from the acts or omissions of such Party, its employee or agents, strikes, work stoppages or other labor difficulties, unavailability or delays in transportation, default of suppliers ("Force Majeure Event"). The time for any performance required hereunder will be extended by the delay incurred because of such Force Majeure Event. If such Force Majeure Event continues for a period of (ninety) 90 days, then either party may terminate this Agreement.

10.2 **Entire Agreement.** This Agreement constitutes the entire understanding between the Parties with respect to the subject matter of this Agreement and supersedes all prior agreements, negotiations and discussions between the Parties relating to it.

10.3 **Assignment.** Client shall not assign and/or transfer his/her rights and/or obligations under this Agreement without prior written consent of the other Party.

10.4 **Notices.** All notices, requests, demands, consents, waivers or other communications required to be given by either Party to the other pursuant to this Agreement shall be in English, in writing on the address mentioned in this Agreement.

10.5 **Counterparts.** This Agreement may be executed in two or more counterparts, each of which shall be deemed an original, but all of which together shall constitute one and the same instrument, and in pleading or proving any provision of this Agreement, it shall not be necessary to produce >more than one of such counterparts.

10.6 **Language.** This Agreement may be executed in different languages. Parties agree that in the event of discrepancy, the English version of this Agreement shall prevail over any other versions of this Agreement.

Signature: _____

Page 8 out of 13 pages

Annexure 1

Obligations of the Client

1. To help DIS assist the Client effectively, and to reduce the costs of representation, the Client understands and agrees to the following terms and conditions.

1.1 Documents

- a. The Client shall provide all documents required by the visa processing departments in Canada. The Client shall be responsible for ensuring the accuracy of any forms they sign or documents they provide to DIS. The Client will review all forms before providing them to DIS.
- b. The Client will not sign forms or other papers from government bodies or other organizations until DIS reviews the documents first. This shall not relieve the Client from its obligations to provide true and accurate information.
- c. All documentation must be in English or as required for Legal Translation.
- d. The Client will provide all translation along with a sworn statement from a person fluent in both English and the language of the documents. The translator cannot be Client or one of Client's relatives. An accredited translator must translate police certificates.

1.2 Disclosure of medical Condition and Criminal/Security History

- a. The Client confirms that they and their dependents do not have any severe and communicable medical condition or a criminal record.
- b. The Client and their dependents must pass all medical and criminality/security background checks for the Client to be accepted.
- c. DIS shall not be responsible if the application is rejected based on the results of a medical or criminal/security background check.

1.3 Misrepresentation

- a. The Client agrees not to provide false or inaccurate documents or information. If the Client misrepresents information, the application will be declined.
- b. The Client acknowledges that they are solely responsible for any adverse consequences if false or inaccurate documents or information is provided to DIS.

1.4 Attending Interviews

- a. The Client and their accompanying family members over the age of 18 may be asked to participate in an interview at the Visa Office where the application is being processed.
- b. If the application is filed or transferred to a Visa Office outside the Client's country of residence, they must attend an interview at that location if one is scheduled.
- c. The Client will not sign any forms or documents they do not understand during an interview. They have the right to consult with DIS before signing anything unclear.
- d. DIS shall not be held responsible for any contradictory consequences resulting from the Client not attending a scheduled interview.

1.5 Settlement Funds

- a. The Client is aware that he/she must have sufficient settlement funds to apply for visa for Canada.
- b. The Client cannot source the settlement funds from elsewhere. Proof of funds and its source must be provided with the application and again when the Client arrives at the Canada border with a valid visa.
- c. Lack of adequate funds or proof of source of sufficient funds may lead to a successful Client being refused visa at the border. The Client must provide recent documentation confirming the existence of these funds with them when they enter Canada after being approved by the Embassy.
- d. The Client will make their own arrangements for travel and transferring funds to Canada. DIS does not provide help or provide assistance in this regard.

1.6 Communication with DIS & Government Bodies

- a. The preferred method of contact with DIS is via email, and the Client agrees they will contact DIS by email whenever possible.

Signature: _____

Page 9 out of 13 pages

- b. All communication between the Client and DIS will be in English. Should the Client wish to make use of a translator at any stage of the process, the Client assumes full responsibility for any translation quality issues, and DIS will not be responsible for any errors or miscommunications due to translation.
- c. The Client will immediately notify DIS in writing if a government body or other organization contact them concerning this application. The Client will delay a response, if possible until DIS can provide the Client with further instructions.

1.7 Acknowledgment The Client acknowledges and understand that:

- a. If he/she does not clear the dues on the date of the amount falling due then 500 AED per month on the due amount would be imposed.
- b. He/she would not issue instructions to his/her banker not to honor the cheque/demand draft that is issued by him/her in favor of DIS.
- c. Cheque bouncing charges ((AED) 100) shall be applicable as per DIS policy.
- d. Total Fee charged by DIS is towards preparation and filing of his/her application. DIS is therefore entitled to the entire fee once the Client's application is filed. The total cost to be paid by the Client becomes due once he/she retains the services of DIS, irrespective of the stage at which the Client shall pay the same, as the Client may make the payment based on the payment plan selected by him/her. In case the Client's application does not get processed for any reason, DIS will not refund any of the total fees for the services provided and shall be entitled to full payment for the Services.
- e. Visa processing fees (VPF) or any other charges levied by other designated organizations/Immigration Authorities/Embassy/Visa Centre in accordance with the current policy shall be payable by the Client in addition to the fee paid by the Client to DIS for Services. Since the Visa Processing Fee is paid to the concerned Authorities, the Client shall not seek a refund of the said fee from DIS. The Client shall solely be responsible for any adverse effect on the application due to delay/non-payment/insufficient payment to the Visa Processing Fee, or any other fees levied by the concerned Authorities, from time to time, would be borne by the Client. Further, the above Fees and the processing fee is non-refundable as per the current Laws.

1.8 Exclusions

- a. DIS shall not directly or indirectly assist the Client in the following:
 - i. In applying for / obtaining passport (of any type).
 - ii. In procuring Documents of Spouse.
 - iii. Other documents and evidence required for the Visa Application.
- b. DIS shall not be responsible for any loss of records in transit.
- c. All the documents submitted by the Client for onward submission to the designated Visa Office are believed to be genuine and would be forwarded to concerned Authorities in Good faith and believing it to be real and authentic.
- d. DIS shall not be held responsible for wrong outcome in situations where the Client fails to disclose any information.
- e. DIS or any of its agents do not give the Client any guarantee of obtaining Visa of Canada, other than providing the Client with the advice and helping him/her in best possible way.
- f. The terms of this Agreement shall apply equally to all members of the Client's family who are included in the visa application.
- g. If DIS is asked to act on the Client's behalf on matters other than those outlined in this agreement, or because of a material change in the Client's circumstances, or because of material facts not disclosed at the outset of the application, the Client will have to pay a separate fee as appropriate to the nature of the application.
- h. DIS is not associated to any Embassy authorities that provides consultation and guidance information in relation to the application.
- i. DIS is not responsible for the loss of documents in transit as this is the responsibility of the courier company. DIS recommends that all correspondence be sent by registered mail or with a reputable international courier and the Client should notify DIS before dispatching any documentation.
- j. In case of refiling, the Client shall pay additional Fees as per policy of DIS.

Signature: _____

Page 10 out of 13 pages

Annexure 2 SCHEDULE OF FEES & PAYMENT

1. **Fees-** The Client will have below mentioned payment plan option for all the services mentioned in this fee agreement.

Upfront

Fee Category	Retainer	Professional	Amount (AED)
Total Package	0		0

Note: The total retainer fee paid is non-refundable.

VAT is applicable on above fees as its not included.

Please refer to receipt for complete payment details as per package selected.

2. Additional Professional Fees

- a. The Client acknowledges that additional charges may apply if DIS is asked to act on the Client's behalf on any of but not limited to the following:
 - o All issue other than those that are outlined above in this Agreement.
 - o Due to a material change in the Client's circumstances.
 - o Because of material facts not disclosed at the outset of the application.
 - o Due to a change in government legislation, policy or procedures.
- b. In these unlikely situations, and others DIS will inform the Client, and a signed amendment to this Agreement will be required.

3. Payment Methods

- a. Clients can make Payments by Cheque, Credit Card, Bank Transfer, Cash, or through online payments.
- b. Clients shall make all Bank transfers in (AED) currency to the following account:

Signature: _____

Page 11 out of 13 pages

Bank Name	EMIRATES NBD
Beneficiary's name	DISHA IMMIGRATION SERVICES
Account #	1015497947501
Bank address	BURJUMAN, DUBAI, UAE
IBAN/Swift/IFSC #	AE480260001015497947501

4. Terms of Payment

- a. All payments are due upon receipt of an invoice.
- b. Not paying an invoice within the stipulated time of receipt and without the prior consent of DIS, will suspend/ put this Agreement on hold, and no further services will occur until the full payment is received.
- c. Not paying the invoice within thirty (30) calendar days of receipt will automatically terminate this Agreement.
- d. The Client understands that DIS fees are not for the issuance of a visa or other approval from a government body. Professional prices reflect services rendered to the Client's application by both the parties and its associates.
- e. If the Client does not clear the outstanding dues to DIS, it shall be perceived as a breach of the Agreement and DIS shall have the right to stop providing Services to the Client without prior notice. If for any reason whatsoever, the Client becomes disinterested in pursuing his/her application for permanent residence or withdraws his/her application, then in such case DIS shall be entitled to full payment of the fee set out in Schedule 1 of 3.
- f. The client further acknowledges & understands that if he/she do not clear the dues on the date of the amount falling due then 500 AED per month on the due amount would be imposed

5. REFUND POLICY

DIS is not liable to refund the amount paid on below grounds-

- a. The Client acknowledges that the granting of visa is at the sole discretion of the Embassy/Immigration Offices and not DIS.
- b. Should unexpected, subsequent, or retroactive changes to immigration laws occur from the date of this Agreement, DIS will not refund fees that have already been paid and earned, as the Services were performed in good faith.
- c. If in case of any ambiguity happens between the current resident country where the Client resides and the state that the Client is applying for immigration.
- d. DIS will not refund any fees for the services provided if the Client withdraws the application before processing is complete.
- e. The Client provides different information other than that which was mentioned on any of the Parties assessment form, and the new report makes the Client ineligible for the application after work has commenced.
- f. The application is not accepted or closes, and the maximum capacity for the application has been reached.
- g. The Client does not obtain the required documents within the stipulated time as determined by DIS or the visa office.
- h. The Client fails to complete the visa application process by missing an interview or neglecting to undergo a medical examination.
- i. The Client is rejected based on a medical condition, criminal record, or national security concern, or for any other unforeseen or undisclosed reasons.
- j. The Client communicates directly with government bodies and other organizations without DIS's written consent, and the application is negatively affected as a result; and the Client breaches any of the terms of this Agreement by providing false information, fraudulent documents or commits any other type of fraud or misrepresentation.
- k. Once the Client file has been created; the initial consultation is complete; and the Client receives the required document checklist, the Client agrees that the initial payment is non-refundable as a considerable amount of work has already been put into the Client file.
- l. Once the application is prepared/submitted to the visa office for processing, no refunds will be allowed as this is contrary to the applicable laws that forbid contingency billing.
- m. Once the Client signs the contract and then he/she does not wish to proceed further for any reason whatsoever.
- n. The Client voluntarily withdraws the application at any stage
- o. Refunds are applicable where the Client has paid the full shelf rate/package amount. If the Client makes a partial payment in such instance Refund will not be applicable.

Signature: _____

Page 12 out of 13 pages

- p. If a file is dormant for 30 days and above and action is pending from the Client's end, and no communication is received from the Client, the application will be temporarily closed with an email communication. Refunds will not be applicable in such cases.

6. Fees Paid to Government Agencies or Other Organizations

- DIS is not responsible for obtaining refunds of money the Client pays directly to other entities, and the Client understands that they will be subject to the refund policies of the government or organization that is involved.
- As fees to other organizations are paid for directly by the Client, DIS not obligated to reimburse this money to the Client for any reason.
- If DIS pays government fees on a Client's behalf, the Client must contact the government body for a refund. DIS will not reimburse the Client for this amount.
- If a refund option exists, DIS will give the Client instructions on how to recover pre-paid government fees.

Signed by the Disha Immigration Services:



Chetan Kumbhar (Founder & Managing Partner)



Vidisha Kumbhar (Founder & Managing Partner)

Date: 18/04/20
ABU DHABI

Baris As

***Note: I hereby acknowledge that I have read and understood the contractual terms and conditions mentioned in this agreement and also agree that the agreement is legally binding.

Your i/p: is captured.

Signature: _____

Page 13 out of 13 pages