

WOMAN IN TRAVEL CONSULTANCY

TERMS & CONDITIONS

Effective 2026

IMPORTANT: PLEASE READ

These Terms and Conditions form the agreement between you and Woman In Travel Consultancy (Pty) Ltd (“WITC”). They explain what we do, what we need from you, how our fees work, and the limits of our responsibility.

A note from WITC: We have tried to keep these terms clear, practical and easy to understand. Immigration, nationality and passport applications can be stressful, and our aim is to make the process as organised and straightforward as possible. Please read these terms before accepting our quotation or making payment.

1. Our Services and Proprietary Information

1.1 WITC provides professional visa, immigration, nationality, citizenship, passport and related application-support services. Our services may include assessing your circumstances, providing case-specific guidance, preparing or assisting with application forms, reviewing supporting documents, preparing checklists and correspondence, and assisting with the submission process, depending on the service you purchase.

1.2 Our services may include, where applicable, UK visa and immigration services; UK nationality and citizenship services; UK passport application support; South African and other country visa or immigration services; Schengen and other travel visas; and related administrative support. The exact service included in your matter will be set out in your quotation or service agreement.

1.3 UK Nationality & Passport Services may include assistance with British citizenship applications, including naturalisation and registration routes, children's nationality applications, document checks and application-form assistance, as well as British passport application, renewal or replacement support where offered by WITC.

1.4 WITC does not issue visas, citizenship certificates, passports or other government documents. Decisions are made by the relevant government department or authority. Our role is to provide professional assistance and support with the application process.

1.5 Once you accept our quotation and pay the agreed service fee, we may provide access to our case-specific guidance, checklists, document requirements, forms, instructions, consultations and other materials prepared or compiled by WITC for your matter.

1.6 Our templates, checklists, guides, written advice, website content, branding, documents and other materials are WITC intellectual property or are used under licence. They are provided for your personal application only and may not be copied, resold, published, distributed or used commercially without our prior written consent.

1.7 Initial enquiries, general website information and preliminary qualification discussions before engagement are not a substitute for a formal case assessment and do not constitute the full service included after onboarding.

2. Information You Provide to Us

2.1 You confirm that the information and documents you provide to WITC are accurate, complete and genuine to the best of your knowledge.

2.2 You must tell us about anything that may be relevant to your application, including previous visa refusals, immigration history, criminal convictions or pending matters, changes in employment, relationship or family circumstances, and any other material information.

2.3 If information changes after you have instructed us, you must tell us promptly. Delays or problems caused by information that is incomplete, inaccurate, outdated or withheld may affect the application and our ability to assist you.

2.4 WITC may request further information or verification where reasonably necessary. We may pause work or decline to proceed where required information cannot be verified or where proceeding would be inappropriate or unlawful.

3. Changes in Immigration, Nationality and Government Requirements

3.1 Immigration, nationality, citizenship, passport and visa requirements can change. Government departments may also change forms, fees, documentary requirements, processing procedures or eligibility criteria.

3.2 WITC will use reasonable care to keep you informed of material changes that come to our attention and that may affect your matter. You should also check communications from WITC and provide requested information within the timeframes given.

3.3 If a change in law, policy, government procedure or a third-party requirement affects your application, WITC cannot guarantee the original route, timing, cost or outcome. Where appropriate, we may discuss alternative options with you. Any additional service will be quoted to you before work is undertaken.

3.4 WITC is not responsible for delays, losses or changes caused by government departments, embassies, consulates, passport authorities, biometric centres, skills-assessment bodies, testing providers, couriers or other third parties.

4. Processing Times and Decisions

Government departments and other authorities control their own processing times and decisions. Any timeframe mentioned by WITC is an estimate or guideline based on information available at the time and is not a guarantee. WITC cannot guarantee approval, a particular processing time, a passport being issued by a particular date, or a successful nationality or citizenship outcome.

5. Third-Party and Government Processes

5.1 Your application may require services or documents from third parties, such as government departments, embassies, consulates, biometric centres, medical practitioners, language-test providers, police authorities, translators, couriers or other organisations.

5.2 Third-party requirements, fees, appointments and processing times are outside WITC's control. You remain responsible for paying government and third-party charges unless your quotation expressly states otherwise.

5.3 Where a third party refuses, delays, changes or cannot provide a required service or document, WITC will assist where this falls within the agreed scope of our service, but cannot accept responsibility for the third party's decision or delay.

5.4 WITC does not make the final decision on any visa, immigration, nationality, citizenship or passport application. That decision belongs to the relevant authority.

6. Our Commitment to You and No-Refund Policy

6.1 We value the trust you place in WITC and are committed to providing professional, personalised and transparent assistance throughout your application.

6.2 Our professional fees are charged for the time, expertise, consultation, assessment, advice, preparation, document review, administration and other services provided by WITC. Our fees are not a payment for a visa, passport, citizenship certificate, immigration status or any other government decision.

6.3 Once you have accepted our quotation and payment has been received, WITC may immediately begin work on your matter and provide you with case-specific information, advice, documentation requirements, forms, checklists, preparation and other proprietary information.

6.4 WITC operates a strict NO-REFUND POLICY. Once WITC has commenced work on your matter, professional fees paid to WITC are non-refundable, including where a client subsequently changes their mind, decides not to proceed, becomes unavailable, fails to provide documents, delays the application, or decides to pursue another option.

6.5 A client's decision not to proceed with an application does not mean that the professional services already provided by WITC have not been performed. Time spent assessing the matter, providing advice, preparing documentation, reviewing information and communicating with the client forms part of the service purchased.

6.6 Government, embassy, consular, biometric, courier, translation, medical, testing and other third-party fees are separate from WITC's professional fees and are subject to the refund policies of the relevant authority or service provider.

6.7 If an application is refused, delayed or unsuccessful by a government authority, this does not entitle the client to a refund of WITC's professional fees, provided WITC has performed the services agreed with the client.

6.8 If legislation, government policy, eligibility requirements or processing procedures change after WITC has commenced work, this does not automatically entitle the client to a refund of professional fees already paid.

6.9 Nothing in this section is intended to exclude or limit any consumer right, remedy or protection that cannot lawfully be excluded or limited under applicable law.

7. Consent and Personal Information

7.1 To assess and assist with your matter, WITC may need personal information and supporting documents. Depending on the application, this may include identity, contact, employment, financial, family, health, criminal-record or immigration-history information.

7.2 By instructing WITC, you authorise us to use and, where necessary, submit relevant information to the appropriate government department, embassy, consulate, service provider or other third party for the purpose of providing the agreed service.

7.3 WITC will handle personal information in accordance with applicable data-protection and privacy laws and our Privacy Policy. You should read our Privacy Policy alongside these Terms and Conditions.

7.4 You should only provide information that is relevant to your matter and should tell us promptly if information previously supplied becomes incorrect or changes.

8. Electronic Communications

8.1 You agree that WITC may communicate with you by email, WhatsApp, telephone, online platforms or other electronic means that you have agreed to use.

8.2 You are responsible for checking your email, messages and other agreed communication channels regularly and for letting us know if your contact details change.

8.3 Electronic communications may contain confidential information intended for you. Please do not forward or share them without our permission where they contain WITC proprietary information or another person's confidential information.

8.4 WITC will take reasonable measures to protect information in its possession. However, electronic communications can carry risks, including interception, delivery failure or technical problems. Where the law requires a higher standard of protection, WITC will comply with that requirement.

9. Security and Protection of Information

WITC takes reasonable steps to protect information held by us against unauthorised access, loss or misuse. Further details should be set out in WITC's separate Privacy Policy. Clients should use secure methods when sending sensitive documents and should not send passwords or unnecessary sensitive information by unsecured channels.

10. Fees and Payment

10.1 The fees for your matter will be set out in the quotation or service offer provided by WITC.

10.2 Unless the quotation states otherwise, WITC service fees become due upon acceptance of the quotation and these Terms and Conditions.

10.3 Government, embassy, consular, biometric, courier, translation, testing, medical, legal and other third-party fees are separate from WITC's professional service fees unless expressly included in writing.

10.4 If additional work is requested or becomes necessary outside the agreed scope, WITC will explain the additional service and provide a quotation where applicable before proceeding.

11. Customer Satisfaction and Complaints

We genuinely want you to feel supported throughout your application. If you are unhappy with any part of our service, please contact us directly at vuyo@witc.online so that we can understand what happened and have an opportunity to address it. We welcome both positive feedback and constructive criticism.

12. Important UK Nationality and Passport Service Terms

12.1 UK nationality and citizenship applications are decided under British nationality law by the relevant UK authority. WITC cannot guarantee eligibility, approval, a citizenship ceremony, a naturalisation or registration certificate, or any particular decision.

12.2 Where WITC assists with British citizenship or nationality applications, our role is limited to the services described in your quotation, which may include eligibility assessment, document review, application-form assistance, submission support and related case administration.

12.3 British passport applications are separate from citizenship applications. WITC may assist with the application process where this service has been purchased, but the passport is issued or refused by the relevant UK authority.

12.4 Clients must provide truthful and complete information. False, misleading or incomplete information can have serious consequences for an immigration, nationality or passport application.

12.5 Where UK nationality advice is provided as a regulated service, WITC will provide it only where legally permitted to do so and in accordance with the applicable regulatory requirements.

13. General Terms

13.1 If any part of these Terms is found to be unlawful or unenforceable, the remaining provisions will continue to apply to the extent permitted by law.

13.2 These Terms, together with your quotation or service agreement and any documents expressly incorporated into it, form the agreement between you and WITC for the services purchased.

13.3 Any change to the agreed scope, fees or material terms should be confirmed in writing.

13.4 You may not transfer your rights or obligations under these Terms to another person without WITC's written consent.

13.5 These Terms are governed by the laws of the Republic of South Africa, subject to any mandatory rights or protections that apply to you under applicable law.

14. Acceptance

By accepting a WITC quotation, signing these Terms, instructing WITC to proceed, or making payment for the agreed service, you confirm that you have read, understood and accepted these Terms and Conditions.

Client Name	_____
Signature	_____

Date	_____
WITC Consultant	_____

Thank you for choosing Woman In Travel Consultancy.
We look forward to supporting you on your journey.