



PENMAT TRAVELS

1828 SOKAK bina 11 meteçehşme Esenyurt istanbul Turkey

Penmattravels@outlook.com

+90 506 509 45 99

Website: www.penmat.world

Visa & Travel Consultancy REG NO: 7979729

CLIENT TRAVEL CONSULTANCY AGREEMENT FORM

This Travel Consultancy Agreement ("Agreement") is entered into between Penmat Travels ("the Company") and the undersigned client ("the Client").

This agreement outlines the terms and conditions governing the provision of travel consultancy and visa assistance services.

1. CLIENT INFORMATION

Full Name: _____

Date of Birth: _____

Nationality: _____

Passport Number: _____

Phone Number: _____

Email Address: _____

Residential Address: _____

2. SERVICE REQUESTED

The Client hereby requests the following service(s):

Tourist Visa Assistance Student Visa Assistance Work Visa Assistance Flight Reservation Hotel Reservation Travel Consultation Document Review / Preparation

Other: _____

Destination Country: _____

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3. SCOPE OF SERVICES

Penmat Travels provides professional travel consultancy services, including but not limited to: • Visa application guidance • Document preparation assistance • Travel consultation • Flight reservations • Hotel reservations • Travel advisory services

Penmat Travels acts only as a consultancy and advisory service provider.

The company does not represent any embassy, consulate, or immigration authority.

4. NO VISA GUARANTEE

The Client acknowledges and understands that: • Visa approval or refusal is solely determined by the embassy or immigration authorities of the destination country. • Penmat Travels does not guarantee visa approval under any circumstances. • The company cannot influence the decision of any embassy or immigration authority.

Therefore, the Client agrees that Penmat Travels cannot be held responsible for visa refusals.

5. CLIENT RESPONSIBILITIES

The Client agrees to:

- Provide accurate and truthful information at all times.
- Submit genuine and valid documents only.
- Respond promptly to requests for additional information.
- Follow all instructions given by Penmat Travels during the application process.

The Client acknowledges that submitting false, misleading, or incomplete information may lead to visa refusal or application rejection.



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Penmat Travels shall not be liable for any refusal, delay, or consequences arising from inaccurate information provided by the Client.

6. SERVICE FEES

The Client agrees to pay the agreed consultation and service fees to Penmat Travels.

Important: • All service fees paid to Penmat Travels are for consultancy services only. • Embassy fees, visa fees, and other third-party charges are separate unless explicitly stated otherwise.

Service fees become non-refundable once the application process has commenced.

7. NON-REFUNDABLE POLICY

The Client understands and agrees that the following situations do not qualify for refunds:

• Visa refusal by any embassy or immigration authority • Client withdrawal after the application process has begun • Submission of incorrect or fraudulent documents by the client • Failure of the client to attend embassy interviews or appointments • Failure to provide required documents within the required time

Refunds may only be considered if Penmat Travels has not yet started the service.

8. DOCUMENT AUTHENTICITY

The Client confirms that all documents submitted are authentic and valid.

If any document provided by the Client is found to be fraudulent, altered, or misleading, Penmat Travels reserves the right to: • Terminate the service immediately • Refuse further assistance • Retain all service fees already paid

9. LIMITATION OF LIABILITY



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Penmat Travels shall not be held liable for: • Visa refusals • Embassy processing delays • Immigration policy changes • Losses resulting from visa refusal • Travel disruptions caused by airlines, hotels, or third parties

The company provides consultancy services only and cannot control decisions made by embassies or immigration authorities.

10. CLIENT CONDUCT

The Client agrees to maintain respectful communication with the company.

Penmat Travels reserves the right to terminate services without refund if the client engages in: • Harassment or abusive behavior • Threats or intimidation • Defamation or false accusations against the company

11. CONFIDENTIALITY AND DATA PROTECTION

Penmat Travels will treat all client documents and personal information as strictly confidential.

Client information will only be used for: • Visa processing • Travel consultation • Related administrative services

The company will not share client information with unauthorized third parties.

12. CHARGEBACK AND PAYMENT DISPUTE POLICY

The Client agrees not to initiate a chargeback or payment dispute after services have commenced.

If a chargeback is initiated after services have been rendered, Penmat Travels reserves the right to pursue legal recovery of the service fees and any associated costs.

13. AGREEMENT ACCEPTANCE

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By signing this agreement, the Client confirms that:

- They have read and understood all terms and conditions.
- They agree to comply with the policies stated in this agreement.
- They understand that visa approval cannot be guaranteed.

CLIENT DECLARATION

I confirm that the information provided is accurate and that I agree to the terms outlined in this agreement.

Full Name: _____

Signature: _____

Date: _____

PENMAT TRAVELS REPRESENTATIVE

Name: _____

Signature: _____

Date: _____

Important Notice

Applications submitted without a signed agreement form may not be processed by Penmat Travels.