

Refund Policy

1. Scope of this Refund Policy

The main fees related to your visa application are as follows:

- **“Visa Fees”** are the fees ultimately paid to the Consulate for the receipt and processing of your application. Visa Fees are non-refundable and non-transferable, regardless of whether your application is ultimately granted, delayed or refused. TLScontact accepts no requests for refund of Visa Fees, such requests are not to be addressed to TLScontact.
- **“TLS Fees”** are the fees you pay to TLScontact for our services, namely:
 - **“Services Fees”**: the fees covering the collection of your application and transfer of the same to the Consulate;
 - **“AVS Fees”**: the fees related to the optional added value services (“AVS”) you may subscribe to.

The purpose of this Refund Policy is to clarify the conditions for the cancellation, rescheduling and refund of the TLS Fees. By placing an order with TLScontact, you acknowledge and accept the terms of this Refund Policy.

2. Services Fees

You are entitled to a refund of the Services Fees you paid if you cancel your appointment within fourteen (14) days from your booking date (the “Cooling-Off Period”) for as long as you cancel at least three (3) days (excluding Saturday, Sunday and public holidays in the jurisdiction of the relevant Visa Application Center as published on our website) in advance of your appointment.

IF YOU BOOK AN APPOINTMENT AND YOUR APPOINTMENT DATE IS BEFORE THE END OF THE COOLING-OFF PERIOD, YOU CONSENT, BY BOOKING YOUR APPOINTMENT, TO WAIVE THE FULL APPLICATION OF THE COOLING-OFF PERIOD.

You are not entitled to a refund of the Services Fees under other conditions, notably but not limited to, in the following cases:

- Notice of cancellation is received by TLScontact after the Cooling-Off Period or less than three (3) days (excluding Saturday, Sunday and public holidays) prior to your appointment date ;
- You fail to attend your appointment or arrive late by 30 minutes or more;
- We are unable to collect your application on the appointment date due to incompleteness and/or incorrectness of your application; or
- Your application has already been processed, even partially.

3. AVS Fees

At the exclusion of the specific AVS cases listed thereafter, you are entitled to a refund of the AVS Fees if you cancel the AVS before the service is delivered, even partially, or if you fail to attend your appointment.

“Prime Time Appointment” / “Prime Time Weekend” / “Premium” services are subject to the same cancellation and refund conditions as those of the Service Fees listed in section 2 above.

“Apply Anywhere Service” / “Bio mobile on demand” service, are services with an effective start date that precedes the appointment date, to arrange it with the Consulate, to organize the travel, to verify the documents.... All relevant documentation must be submitted at least seven (7) days before the appointment date, which is the latest effective start date for this service. Therefore, if you cancel this service during the Cooling-Off Period but less than seven (7) days before the appointment date or after sending us your supporting documents, you will not be refunded. If you pay or send us your documents twenty-one (21) days or less from your set appointment date, you expressly waive the full application of the Cooling-Off Period.

If for unforeseen reasons your appointment is cancelled by TLScontact after you have submitted your documents, you will be refunded in full.

4. Cancellation and refund procedure

We recommend that you inform us as soon as possible if you are unable to attend a booked appointment, if you wish to cancel it or reschedule it.

To cancel your appointment or service, and to request a refund where applicable, you must either send us the cancellation form enclosed at the end of this refund policy duly completed by registered post to the relevant Visa Application Center, OR make the request via the "Contact Us" section on our website.

Refund requests will only be considered if they meet the conditions set out herein.

Your cancellation and refund request must contain at least the following information:

- Explicit intention to cancel;
- Refund request;
- Order date;
- Order number (the Application Reference Number);
- Your name.

Failure to provide any of the foregoing will result in your cancellation not being valid and refund denied.

Eligible refunds will be processed diligently and within applicable legal deadlines subject to a complete and compliant request and to your bank processing time. Refund is done in local currency and with the same method of payment used for the payment of the Fees, unless mutually agreed.

Any expense or fee incurred in processing the refund will be deducted from the refunded amounts, subject to applicable law.

5. Rescheduling of Appointments

There is no guarantee for rescheduling appointment date and/or time.

If the rescheduling option is not available in your personal page, “My application” section, you can send a request through the “Contact Us” section on our website or contact our Call Center (telephone number on the Contact Us page), at least three (3) days (excluding Saturday, Sunday and public holidays) before the date of your current appointment. Requests must contain at least the following information :

- Express intention to reschedule your appointment;
- At least three (3) alternative dates to which the appointment can be rescheduled to;
- Your Application Reference Number.

Failure to provide any of the foregoing may result in your request for rescheduling being denied.

In all instances, there is no assurance of appointment rescheduling.

TLScontakt’s determination on the available dates for rescheduling or whether an appointment can be scheduled for a different date and/or time is final and binding.

If the appointment cannot be rescheduled, refundability conditions of TLS Fees will be determined in accordance with the cancellation provisions mentioned above.

6. Changes

We reserve the right to modify this Refund Policy at any time.

Last updated: April 2025

Cancellation form

To the attention of TLSCONTACT (UK) LIMITED, 18 Ryeland Boulevard, Wandsworth, London, United Kingdom, SW18 1UN :

I hereby give notice that I cancel my contract for the supply of the following service :

- Order date:
- Order number (the Application Reference number):
- Service Name:
- Customer name :
- Customer postal address and email address:
- Customer signature (solely for notification by printed copy of this form): ...
- Date: