

Visa Application Disclaimer and Information Release Agreement

The “Customer” is deemed to have agreed to the term and conditions/ disclaimer set out below by virtue of having entered into any written or oral agreement with the “Supplier” for the supply of the services. Also, the “Customer” agrees that he/ she/ it has read and understood the terms and conditions/ disclaimer and agrees to them.

Terms & Conditions

The “Supplier” is Rennies Travel Namibia, its employees, members, directors, agents, representatives, contractors, and subcontractors.

The “Customer” is any natural or juristic person and any of their employees, members, directors, agents, contractors, sub-contractors, representatives and/or clients acting for or on behalf of the “Customer” who enters into an oral or written agreement with the “Supplier” for the supply of the Facilitation Services to the “Customer”.

- 1. The “Facilitation Services” / “Services” provided by the “Supplier” are:**
 - International Advisory Assistance
 - International & National Courier Services Assistance
 - Visa Advisory Services
- 2. The provision of the requirements of the relevant third party(ies) in respect of the completion and processing of the Visa Documents.**
- 3. The submission and collection of the Visa Documents from the relevant third party(ies).**

The “Facilitation Services” do not include:

- the third party processing of any documentation whatsoever;
- the third party review of any such documentation at any stage in order to verify the accuracy, correctness or completeness of such documentation, including documentation delivered to or collected from the “Customer” or any third party;

Any advice provided to the “Customer”, by the “Supplier” in an advisory capacity, which is not a requirement of a third party in relation to the completion and processing of any Visa Document, is at the “Customer’s” own risk and the “Customer” is required to verify all such advice with any relevant third party, as necessary.

The “Supplier” acts as a visa(s) advisory and facilitation service provider for online or physical application(s). All decisions of whether or not to grant a visa to the “Customer” resides solely with the Embassy, Consulate or High Commission concerned and cannot be influenced by the Supplier.

Disclaimer: Exclusion of Liability and Indemnity

The "Supplier" will not be liable for any direct, indirect or implied loss, injury, death, damage, cost and/or expense sustained or incurred by the "Customer", its employees, agents, contractors, sub-contractors, its clients and/or any third party which occurs as a result of the provision of the "Services", including but not limited to any handling errors, theft, hijacking, loss or damage, inaccuracy, error, incompleteness, defect or deficiency in the documents submitted or collected in relation to the "Services", or which occurs as a result of any action or omission of whatsoever nature on the part of the "Supplier" in the performance of the "Services", whether caused by the negligence of the "Supplier" or otherwise, and the "Customer" indemnifies and holds the "Supplier" harmless against such negligence, loss, injury, death, damage, cost and/or expense.

The "Supplier" is entirely reliant on the relevant third party(ies) who provide the "Supplier" with the requirements for the successful completion and processing of the Service Documents and for the third-party forms relating to the Service Documents. As such, the "Supplier" will not be liable for direct or indirect loss, injury, death, damage, cost and/or expense suffered or incurred by the "Customer", its employees, agents, contractors, sub-contractors, its clients and/or any third party which occurs as a result of any change in such requirements or any change in third party forms as provided to the "Supplier" by a third party(ies), whether or not caused by the negligence of the third party(ies) or otherwise, and the "Customer" indemnifies and holds the "Supplier" harmless against such negligence, loss, injury, death, damage, cost and/or expense.

The disclaimer or exclusion of liability above does not exclude the liability of the "Supplier" where such liability is statutorily imposed upon the "Supplier" in terms of any Namibian legislation.

The liability of the "Customer" for any loss, injury, death, damage, cost and/or expense sustained or incurred by the "Customer" is limited to direct damages only, and excludes any liability for loss of revenue, business, contracts, anticipated savings, profits, or commercial opportunities or in respect of any indirect or consequential losses whatsoever."

The "Customer" is deemed to have agreed to the terms and conditions/ disclaimer set out below by virtue of having entered into any written or oral agreement in whatever format or manner with the "Supplier" for the facilitation of the "Services". Also, the "Customer" agrees that he/ she/ it has read and understood the terms and conditions/ disclaimer and agrees to them.

I (Name and Surname) _____ with the
Passport number _____ understand, acknowledge, and agree to
abide by the Terms of this Visa Application Disclaimer and Information Release Agreement.

Signature of Applicant

Date