



You Have Requested:

Requirements For: Russia

Type Of Visa: Business, One Entry, Consulate Decides Validity

Traveller Nationality: Canada
Account Number: 10162
Information Valid As Of: 19/04/2013

Important Information:



Business Invitation

You must wait to complete the Russia online visa application until after you have received your confirmed Business Invitation. Once received you may proceed to fill out the online application. If you need assistance with obtaining a Business Invitation please go to http://ca.cibt.com/russian-invitations.php to obtain assistance.

You Need To Provide:



Passport

You must provide your actual *signed* passport, including one copy of the personal information pages of your passport. Your passport must:

- Have at least three blank visa pages
- Be valid for six months beyond the validity of your requested visa



Photographs

You must provide one colour, passport-type photograph. The Consulate of Russia enforces strict requirements for facial expressions shown on the photographs. The photograph must:

- Show your face centered in the middle of the photo and square to the camera
- Show no sunglasses
- Show the full front view of your head, including the tops of your shoulders
- Show a neutral expression on your face, neither frowning nor smiling, with your mouth closed
- Have a white background
- Be printed on photo paper
- Be 35mm by 45mm
- Have been taken within the last six months



Business Introduction Letter

A letter of introduction from your Canadian based company is required. Your completed introduction letter must:

- Be printed on your company's official letterhead
- Display an original signature
- Specify the number of entries requested
- Include the dates and length of your stay
- Include the validity of your requested visa







Russia Business Invitation Letter

You must obtain an official Russian Business Invitation Letter to travel to Russia. The organization you are visiting in Russia is responsible for obtaining the invitation from the Russian Ministry of Foreign Affairs. The letter must:

- Include the dates and length of your stay
- Include the full local address of the organization you will be visiting
- Specify the number of entries and duration of validity that you are requesting in your visa application **CIBT can obtain a Russian Invitation Letter on your behalf.** Simply complete and return the enclosed Russian Business Invitation order form.



Photocopy of All Application Materials

You must provide photocopies of all items that you submit to CIBT, including a copy of the information page of your passport. If you prefer that CIBT make photocopies for you, additional fees will be applied to your order.



Letter of Authorisation

You must complete and provide one copy of the CIBT Letter of Authorisation found in your visa application kit.

You Need To Fill Out:



Visa Application Form

The Russian Embassy has instituted a web-based visa application form. The application must be completed online by all travelers, and can be found at https://visa.kdmid.ru/. This application, hosted by the Russian government, may take up to an hour to complete and requires very detailed information. Please read the CIBT Russian Visa Application Guide included in this kit before you begin the online Russia visa application form. Your visa request cannot be processed if you do not complete the application form online. Your completed application must:

- Provide answers for all fields (handwritten changes are not accepted)
- Include your name as it appears in your passport
- Include the institution or organization in Russia to be visited
- Be signed inside the box found directly below the section where we will attach your photograph
- Be printed double-sided



CIBT Order Form

You must provide one completed CIBT Order Form. The form must:

- Include a valid email address and payment information
- Include your signature in blue or black ink

This May Pertain To You:



Former Russian Nationals Only

You must provide a cover letter stating the date that you renounced your Russian citizenship. The consulate will not issue a visa to former Russian nationals who do not supply this cover letter.

 You must also provide a copy of your Landed Immigrant Papers. These are documents that were provided when you arrived/landed in Canada

Quebec Russia Processing Fee

Be advised, all applications received from Quebec province will be charged a \$105.00 Russia processing fee.







Urgent Applications

For urgent visa applications which carry a tight deadline, we offer a Pre-Check service to save applicants valuable time. Once you have collected the required documents for your visa application and completed the visa application form, simply scan these items and email them over to our team. One of our experienced Visa Consultants will check the documents and contact you to advise of any potential problems within 3 hours of receipt of the email, preventing unnecessary delays to your application. For more information on this service visit http://cibtvisas.ca/visa-pre-check-service.php



You Need To Send To CI BT:

	CIBT		
ude all the items belo	ow for your Russ	ia visa:	
rt			
raphs			
ss Introduction Lette	r		
Business Invitation L	etter		
opy of All Application	Materials		
of Authorization			
plication Form			
rder Form			
	Toronto ude all the items belo rt graphs ss Introduction Lette Business Invitation L	94 Cumberland Street, S Toronto, ON M5R 1 ude all the items below for your Russion irt iraphs ss Introduction Letter Business Invitation Letter opy of All Application Materials of Authorization	94 Cumberland Street, Suite 305 Toronto, ON M5R 1A3 ude all the items below for your Russia visa: irt iraphs ss Introduction Letter Business Invitation Letter opy of All Application Materials of Authorization oplication Form

4

Visa Application Requirements



Support Services:



Vaccinations: Countries may require vaccinations if your immediately prior point of departure is from countries deemed a health risk. Please go to http://wwwn.cdc.gov/travel/contentVaccinations.aspx for the most up-to-date health requirements for each segment of your trip.

Processing Times:

The fastest a Russia visa can be secured is 4 business day(s) after the visa application has been submitted to the consulate. Some consulates may encounter unforeseen delays or require additional documents that can increase processing times. Some consulates may require appointments that increase the pre-submission period. Every effort will be made to submit your completed applications to the consulate on the day received, if it reaches our office by 9.00 a.m. or earlier. A fee of C\$30 will be assessed for orders submitted on the same day that we receive your application. See below for important shipping information.

Pricing:

CI BT Service Fees:

The following prices are for CIBT's professional services per visa or passport request. Service fees are charged per item and are exclusive of HST. Final cost is determined by the number of business days allowed for processing and the services required to complete your order. Additional charges will apply for same day processing. See http://cibtvisas.ca/service-fees.php for more details.

Standard Service (8 or more days)

C\$82.00

Rush Surcharge (4 - 7 days)

C\$52.00

Consulates may require that consulate fees be paid by CIBT via a money order. In these cases, a money order service fee of C\$9.00 will apply for each money order purchased by CIBT.

Consular Fees:

In addition to CIBT's service fees, consular processing fees are included in the cost of your visa application. CIBT submits payment for your application to the appropriate consulate on your behalf. A 4.9% processing fee is assessed on consular fees. The fees for consular processing services are as follows:

• One Entry, Consulate Decides Validity (4 Business Days)

C\$135.00

One Entry, Consulate Decides Validity (10 Business Days)

C\$75.00

Shipping:

To CI BT:

We recommend that items be sent to us via FedEx, Purolator, or other secure and traceable delivery service. Included in this packet is a FedEx priority overnight shipping label that you may use when mailing your completed application to CIBT. Priority overnight shipping ensures that your application will be received by our office at approximately 10:00 a.m. the following morning. A fee of C\$29.50 will be assessed with the use of this label.

From CI BT:

We will return your completed documents via overnight mail. A fee of C\$42.00 will be charged for standard overnight shipping. Additional charges will apply for international shipping, weekend, same day, and afterhours delivery. A C\$6.00 handling fee will apply to customer-supplied shipping labels. To offset increased overnight carrier charges related to fuel recovery, a 5% carrier fuel charge is assessed on shipping charges.

Customer Service:

To receive assistance with your application, please contact CIBT by email at customerservice@cibtvisas.ca or call at 888-665-9956 between 7:30am and 8:00pm Central Time, Monday to Friday. Please visit cibtvisas.ca to view our Terms & Conditions.

A Guide to Completing Your Russian Online Visa Application Form

The following instructions will assist you in successfully completing your Russian Online Visa Application Form.

Important Note: If CIBT is providing the Business Invitation or the Russian Tourist Voucher, you must wait to complete the application until you have submitted and received your confirmed invite or voucher. Once received via email you may proceed to fill out the online application.

If you need assistance with obtaining a Russian Tourist Voucher or Business Invitation please go to http://ca.cibt.com/russian-invitations.php and CIBT can assist.

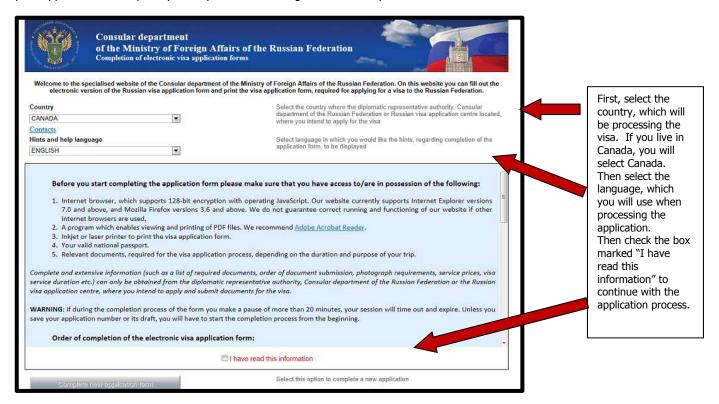
Tips for Completing Your Russian Online Visa Application

- Allow approximately 25 30 minutes to complete the application
- Make sure you have collected required information listed in the guide prior to starting, this includes confirmation of your Russian Tourist Voucher or Russian Business Invitation
- Your first step will be to create your security question and record your Application ID number.
- In order to advance to the next stage, provide an answer for each field
- For patronymic name, enter your middle name
- Sign and date your application with a black pen
- Include the final printed Russian Visa Application, including your original signature, with the required documents listed in our Application Kit. Photocopies of your signature will not be accepted

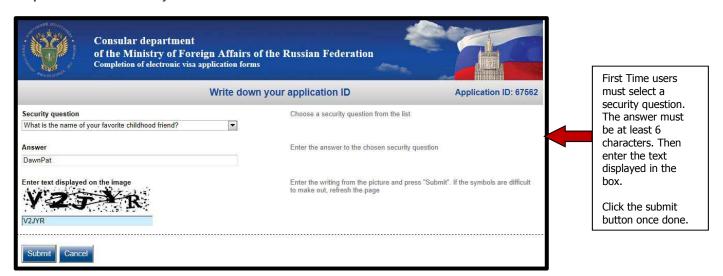
Step By Step Guide, Including the Required Information You Will Need to Complete Your Online Visa Application We recommend that you print this guide for ease of use, and have all the information collected before you start.

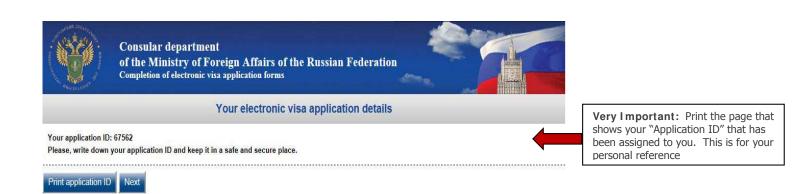
Step 1: Register with the website

The Russian Visa Application form can be found at https://visa.kdmid.ru/. To get started, you must first select your country of processing and language to be used during the application process. You can save as you go by selecting the "Save Draft" button. Once your application is complete you may still make changes as necessary.

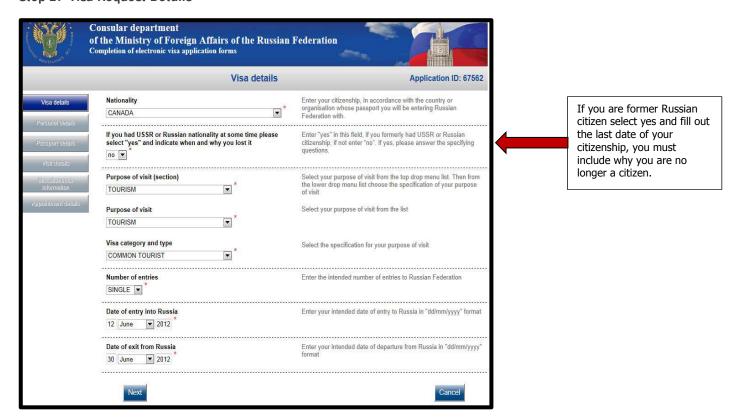


Step 1: Screen 2 Security Question and Answer Process

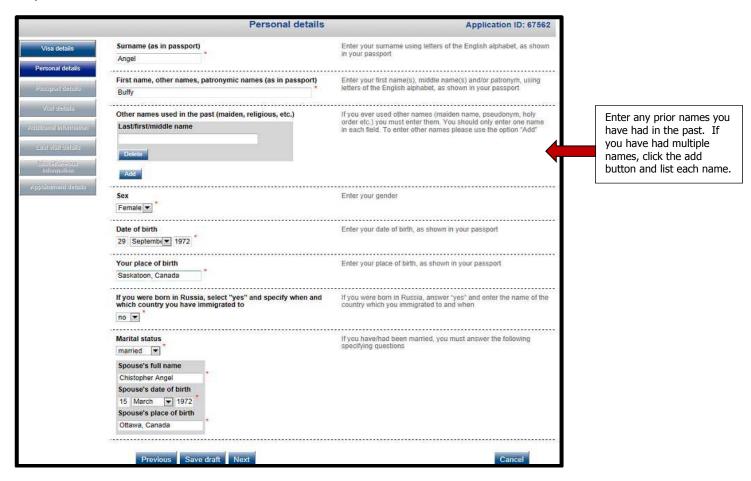




Step 2: Visa Request Details



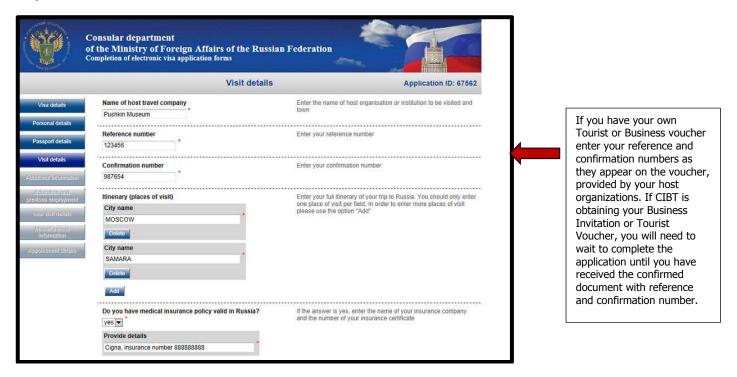
Step 3: Personal Details



Step 4: Passport Details



Step 5: Visit Details



Who will pay for your trip to and stay in Russia? Self	Indicate who will pay for your trip and stay in Russia		
Name, address and phone of a person or hotel in Russia that you plan to stay with	List all places where you intend to stay. You should only enter one place of visit per field. In order to enter more places of visit please		
Name of a person or hotel	use the option "Add"		
Hotel Moscow *			
Address			
54321 Volga Way, Moscow			Hotel information
Phone		4	entered on the
000-000-0000			application must match
Delete			the information that is on the invite as well.
Name of a person or hotel		,	
Hotel Samara			
Address			
54321 Petersburg Way, Samara			
Phone			
* * *			
Dateto			

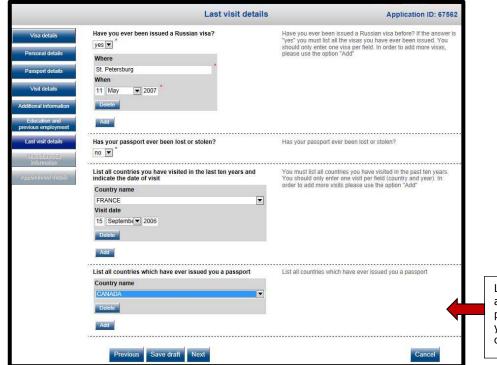
Step 6: Addional Information

1. All questions must be answered in full

Step 7: Education and Previous employment

- 1. If you have attended higher education, please provide details on the schools attended. Provide, name of the school, full address including postal code, phone number, educational focus or degree, and dates of admission and graduation. If you have not attended higher education, leave this section blank, do not enter any information.
- 2. For previous employment enter the last 2 places you have worked before working at your current position. Do not enter your current position. For previous employment enter, full address including postal code, phone number, your position, and your boss' name under "Your Chief's surname". If you have no previous employment leave this section blank, do not enter any information.

Step 8: Last Visit Details

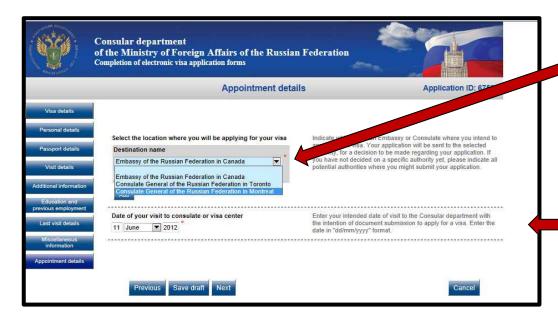


List all countries that have ever issued you a passport to include your current passport. Example: if the only passport you have had is Canadian then list Canada only.

Step 9: Miscellaneous Information

- All information with a red star is required information and must be answered. Please ensure that full addresses including city, province and postal code are entererd.
- 2. If you are not currently employed enter "no current employment" in space provided
- 3. If you have answered "Yes" to having relatives in Russia, please be advised that you will not qualify for a tourist visa.

Step 10: Appointment Details

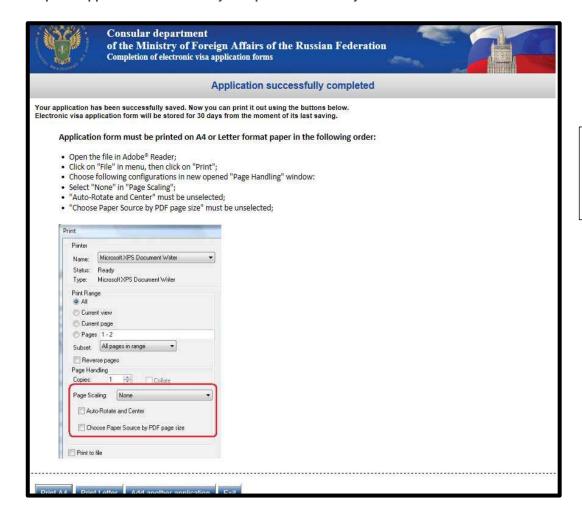


Alberta, Manitoba, Saskatchewan and Ontario (excluding Ottawa) should select Toronto for processing. For Quebec processing you must chose Montreal. Select the Embassy of Russia in Ottawa for Ottawa and its environs, British Columbia, Nova Scotia, Nunavut, New Brunswick, Newfoundland, Labrador, Prince Edward Island, Yukon and Northwest Territories. Do not select multiple options for processing.

Note: The Russian Embassy/Consulates does not accept applications via courier; CIBT is an authorized agency and will submit the documents on your behalf. Please enter the date as the estimated date your visa request will arrive at our office.

Step 10: Review all Information and Edit anything entered incorrectly prior to your final save.

Step 11: Application Successfully Completed and Ready for Print



Print doubled-sided on a single sheet of paper and sign the application. Send the application along with all other required documents.

Printing Instructions: Please note that the Russian Embassy/ Consulates in Canada will not accept application forms on two separate pieces of paper; please ensure that you have printed your application form DOUBLE-SI DED on one piece of paper. Be certain to SI GN your application form prior to submission for your document to CI BT, in BLACK pen only. The original signed form must be submitted to your local office along with all supporting documentation.



Sample Business Introduction Letter

(Date)

Consulate General of (Country)

Dear Sirs/Madam:

On behalf of (Traveller's Full Name), we are submitting his/her valid passport and required documents for a (Length And # Of Entries) (Business/Tourist) visa. (Mr./Mrs./Ms Traveller's Name) has been a (Job Title/Position) with (Name Of Company) since (Date of Hire) for (Length Of Employment). (Applicant's Company's Name)'s contact number in the Canada is (Canadian Corporate Contact Number).

(Traveller's Name) is planning a (Business/Tourist) visit to (Country Name). (If Business Please Explain Activities Of The Organization). He/She will depart Canada on (Departure Date) and will arrive in (Arrival City) on (Arrival Date) and remain for approximately (# Of Days) and will return (# Of Times Traveller Is Expected To Return To This Country If Requesting A Multiple Entry Visa) over the next year. We would greatly appreciate any assistance you can provide us in expediting this process. While there, he/she will be contacting (Local Contact Name And Company Name). His/Her address is (Exact Street Address). The phone number is (Number).

(Company Name) guarantees that (Traveller's Name) will have adequate funds in his/her possession, as well as confirmed living accommodations and return transportation. (Name Of Company) also guarantees that he/she will not become dependent upon the Government of (Country Name) in any way during the course of his/her visit.

Thank you for your kind assistance in this matter. Please feel free to contact me with any questions.

Sincerely,

(Authorized Signer Other Than The Traveller) (Signer's Title)

Important instructions

- Write one letter for each country and for each applicant
- All letters must be on company letterhead
- Replace all information in parentheses with the data for this trip
- A consulate address is not necessary
- The letter cannot be signed by the applicant



Global Visa and Passport Professionals

RUSSIAN BUSINESS INVITATION REQUEST FORM

By law, an invitation is required to travel to Russia. All commercial organizations in Russia must apply for a business invitation on behalf of the traveler. This is done via the Russian Ministry of Foreign Affairs or the Ministry of the Interior of the Russian Federation. CIBT can assist travelers in securing this document.

The total service charge includes the Russian Foreign Ministry fees, as well as CIBT's service fees. Invitation fees are non-refundable and subject to change without notice. All processing times are in BUSINESS days. The price quoted is for a Russian Invitation only. Obtaining a Russian visa involves a separate transaction with a separate fee. Also, if you do not stay in a hotel, there will be an additional fee to register your visa in Russia. This fee will vary depending on your visa category. The Embassy of the Russian Federation reserves the right to request the ORIGINAL letter of invitation in order to process your visa.

This form is for BUSINESS Invitations only. Please verify with your host that arrangements for an invitation have not already been made on your behalf.

Please fill out this form completely. Any omissions can delay your invitation or cause it to be issued improperly.

Personal Information: All Fields Require	d	
Last name:		First name:
Date of birth: Gender:	_	Country of citizenship:
Male [Female	
Country of birth:		City of birth:
Passsport number:		Passport validity: mm/dd/yyyy
		From: To:
Consulate where your visa will be processed	ed: Select One	Harris San Carlotte and Land Land Book Book Book Book Book Book Book Boo
Ottawa Montrea	al	Has your visa application already been submitted to the appropriate CIBT office?
Toronto		No Yes
Trip Information: All Fields Required		
Number of entries:		Purpose of travel:
Cities to be visited:		Date of departure from Canada:
Date of entry into Russia:	mm/dd/yyyy	Date of exit from Russia: mm/dd/yyyy
Russian Company Data: All Fields Requ	iired	
Company name in Russia:		
Company address in Russia:		

Contact Information: * Fields Require	red						
Your title: *			Company name:	*			
Street: *			Building / Suite: *				
City / Province / Postal Code:							
Work phone number: *			Work fax number:	*			
Invitation Type and Processing Time	e: Select Only One						
Visa Type:	Processing 15-30 Days	12-1 Submiss	essing 4 Days ion 1 month entry date	5-7 Submiss	cessing Days sion 1 month o entry date	Proce 3-5 D Submissi prior to e	ays on 2 weeks
Single entry, valid up to 30 days	N/A		\$150.00		\$210.00		\$270.00
Single entry, valid up to 90 days	N/A		\$170.00		\$230.00		\$290.00
Double entry, valid up to 90 days	N/A		\$190.00		\$250.00		\$310.00
Multiple entry, valid up to 1 year *	\$400.00		N/A		N/A		N/A
Please note there are processing exce A visa to Russia can only be obtained more than 90 days may also apply thr based on individual applications. *Multiple entry requests require specia Russian visa issued in the previous ye A multiple entry business visa allows n	in the country of the travel- rough their country of residual clearance and cannot be ar. EU nationals may be r	er's citizer ence. The expedited efused a r	ship. Foreigners when the consular is a specific to the consular is a specific to the consultiple entry visa expension.	Division we note that the notes of the notes	will make a decis the Russian Co y have an official	ion on all other nsulate may as multiple entry i	exceptions sk to see a
Billing Information: All Fields Requir	red						
Are you planning to use CIBT to apply	for your Russian Visa?		Yes		No.)	
Name on credit card:			Credit card ty	/pe:			
			America	ın Expres	s Discove	er MC	Visa
Credit card number:			Expiration Da	ate:			mm/dd/yyyy
Billing street address:			Billing City:				
Billing province:			Billing postal	code & c	ountry:		
Ocad halder simushina.							
Card holder signature:			Date:				
X							
Please return this completed form with For questions please email: customer: CIBT, Inc 94 Cumberland St, Suite 308	service@cibtvisas.ca	pages of y	our passport to CIB	T Canada	a		
Toronto, ON M5R 1A3							



CIBT CANADA VISA AUTHORIZATION LETTER

Date:
Month/ Day / Year
Name:
Last, First Middle
Date of Birth:
Month/ Day / Year
Place of Birth:
I Authorize CIBT Canada Inc. to submit my visa application to The Embassy/Consulate and to accept delivery of the passport on my behalf.
I authorize the Embassy/Consulate to discuss any problems, which may arise with my visa/passport application with CIBT Canada.
I want the Embassy/Consulate to contact me directly should a problem arise with my application, which concerns matters other than the date on which the passport will be ready for pick-up.
Daytime phone number is: ()
Signature:



CI BT Visa Order Form/ Formulaire

Account Number/Numéro de compte::10162 Call for assistance:888-665-9956 Contactez-nous si vous avez besoin d'assistance

Important Travel Dates/Dates Important	de Voyage				
Date passport must be back in your possession* Date à laquelle votre passeport doit vous être retourné			xt international trip: re prochain voyage à		
emergen	cy service fees may app	ly. Fast Track my visa	y as possible. Additional consula et traiter ma demande le plus rapiden rvices d'urgence peuvent s'appliquer.		
Traveller Information/Information Sur Le	e Voyageur:				
Name (as printed in your passport) Nom du voyageur (comme imprimé dans le passeport)	Date of Birth (dd/mn Date de naissance	n/yy Phone Numb Téléphone	er Email Corriel		
Contact Information/L'information de co	ntact				
Who should we contact regarding the order? Qui devrait nous entre en contact concernant l'ordre?		Phone Number Téléphone	Email Corriel		
Primary Contact/Contact Primaire:		<u> </u> 			
Alternate Contact/Contact Alternatif: Visa Services/Services de Visa					
Entry Entrée		Type (enter Tou Type (touriste, affa	rist, Business, Work, etc.) aires, travail, etc.)	# of Entries Nombre d'entrées:	
Country/Pays #1:					
Country/Pays #2:					
Country/Pays #3:					
	ens de retour de door Pick up at our office: Reprenez à notre bureau		The address is/L'adresse indiq Residential/Résidentiel: Business/Affaire:	uée ci-dessus est:	
City/Ville:	Province:		Postal Code/Code Postal:		
Return Shipping Method/Méthode de reto			r ostar code/ code i ostar.		
FedEx Priority Overnight: Service prioritaire le lendemain de Fed Ex Same Day or Courier (Call for Rates): Le jour même ou par messager (contactez nous pour les tari	Choose one/Cho Delivery Without S La livraison sans signa	ignature \square	Signature Required for Delivery Signature requise pour la livraison	0	
Replacement Service/Service de Remplac	ement				
Yes, Enroll me in the CIBT passport and visa replacement service that protects against travel disruption due to lost or stolen documents. A \$C25 fee applies. For additional information, visit http://www.cibtvisas.ca/replacement-service.php . Oui, Inscrivez-moi dans le service de remplacement de passeport et de visa, fournit par CIBT. Cela protège contre les perturbations et les délais de voyage en raison de documents perdus ou volés. Un frais de C\$25.00 est applicable. Pour plus de renseignements veuillez visiter: http://www.cibtvisas.ca/replacement-service.php					
Payment Method/Mode de Paiement		11			
Card Number/Numéro de la carte			Exp. Date / Date d'expiration (mr	m/yy):	
Name on card/Nom qui apparaît sur la cart:					
Signature:	Billing Reference/Ré	férence pour la factu	ıration:		

^{*}I understand that any visa request that is needed in seven business days or less, or any passport that is needed in ten business days or less will be assessed a rush or emergency surcharge./Je comprends que toute demande de visa qui est nécessaire dans les sept jours ouvrables ou moins, ou tout passeport qui est nécessaire dans les dix jours ouvrables ou moins seront évalués une ruée ou d'urgence en supplément.

From: (866) 665-9956

CIBT 94 Cumberland St Suite 305 Toronto, ON M5R1A3 CA

Origin ID: YOOB





SHIP TO: (888) 665-9956 Inbound Shipping Label

CIBT 94 Cumberland Street, Suite 305

Toronto, ON M5R1A3 CA

BILL SENDER

Ref#

Invoice # PO#

CIBT CIBT Dept #

Ship Date: 19APR13

Delivery Address Bar Code

ActWgt: 1.0 LB CAD: 103749732/WSXI2500

RELEASE#: 3785346

MON - 22 APR A3 PRIORITY OVERNIGHT

TRK# 0451 7995 6582 2057

6B YOOB

M5R 1A3 ON-CA YYZ



518G1/64BE/93AB

Use This Label to Submit Your Documents to CIBT

To Use This Label:

- 1. Complete the requirements of this application kit
- 2. Enclose all documents in a FedEx shipping envelope or other form of secure packaging
- 3. Tape the FedEx Shipping Label to your sealed package
- 4. Record the 12 digit tracking number found near the 'TRK #' symbol on your label
- 5. Drop your envelope at any FedEx Shipping Service location.

IMPORTANT INFORMATION: THIS SHIPPING LABEL IS FOR ONE-TIME USE ONLY AND DOES NOT EXPIRE UNTIL USED. DO NOT DUPLI CATE. DUPLI CATI ON AND USE OF A PHOTOCOPI ED LABEL MAY RESULT IN YOUR PACKAGE BEING RETURNED OR SEVERELY DELAYED IN DELIVERY TO CIBT. If you choose to use this label, a fee of C\$29.50 will be applied to the total cost of your application.

WHEN WILL MY DOCUMENTS REACH CIBT?

Using this label will ensure that your application receives standard overnight shipping and will reach our office by 12:00 p.m. the next day. If your documents need to reach our office before 12:00 p.m., do not use this label, use your own shipping service such as Purolator or FedEx First Overnight.

Terms Of Use



Terms Of Use:

CIBT will make every effort to provide you with accurate information and to obtain the travel visa, passport or other documents required for your international trip. CIBT does not warrant any information that it provides, and you use and rely on CIBT at your own risk. The following terms of service apply only to individual travelers who use CIBT to assist in obtaining a visa, passport, ETA, ESTA or other travel document. CIBT does not accept any liability for individuals or organizations obtaining information from CIBT who do not submit an order to CIBT for processing. CIBT endeavors to provide the most current travel document requirements and related application forms, fees and processing times on our web site and application kits, however these items are subject to change frequently and without notice. The government agency issuing the visa or passport (""issuing authority"") will make the final determination as to the type of visa or passport, the visa or passport of what duration it will be issued. Prior to approval, the issuing authority may ask for additional documentation. The issuing authority may reject any visa, passport or other travel document application for any reason and may not provide a reason to CIBT for the rejection. CIBT does not issue visas or passports and cannot make any guarantee or assurances that any issuing authority will issue any document nor can CIBT guarantee the time required for an issuing authority to grant or reject an application. Issuing authorities may choose to grant a different type of travel document than that which the applicant has requested which may impact the purpose, validity or number of entries. As a result, non-refundable tickets or reservations should not be purchased until all the required travel documents for your trip have been secured. CIBT, in addition to the issuing authorities, reserve the right to prioritize processing according to the travel dates you provide. CIBT service fees are assessed for taking reasonable actions to foster the issuance of a req

Once CIBT submits a travel document request to an issuing authority on your behalf, CIBT's service fees are non-refundable. All fees paid to an issuing authority by CIBT on your behalf are non-refundable. In the event that a visa or passport application is submitted on your behalf and the request is rejected for any reason, CIBT will, at your request, make an additional attempt to secure the travel document. Additional CIBT service fees will not be assessed in this situation but you will be required to pay any additional fees assessed by the issuing authority. Orders cancelled prior to submission to the appropriate government agency will be assessed CIBT's standard processing fees. Payment of CIBT service fees and all anticipated consular or embassy charges are due at the time of ordering service, unless account facilities have been agreed in writing prior to order. CIBT reserves the right to retain passports and documents until full payment is received. CIBT's service fees are exclusive of any consular, embassy or administrative charges imposed in connection with securing the requested services and must be paid regardless of the issuance of the visa or passport. Except where the Fast Track My Visa service is selected, CIBT service fees vary according to the number of business processing days available to procure the service, beginning with the day all necessary and complete documents are received in our office, and conclude on the day prior to your specified need date. Consulate closings and holidays are excluded. When Fast Track My Visa is selected, CIBT will secure the fastest processing speed available at the consulate and recalculate the number of business processing days used. CIBT's service fees may change without notice. A complete listing of service fees can be found on Service Directory page of CIBT's website.

Where an Australian Electronic Visa (ETA) or US Electron System for Travel Authorizations (ESTA) has been requested, the fee paid to CIBT includes the processing of the ETA/ESTA visa only and does not include the cost of any appeals or additional services. The cost of an ETA/ESTA application is non-refundable and should your application be refused, or an existing ETA/ESTA is found, you will not be issued a refund. A credit card is required to secure a passport submission reservation. Failure to cancel a reservation 48 hours prior to the appointment or failure to provide your documents in time for successful submission by CIBT will constitute a ""no-show"" and be assessed a \$60 cancellation fee. Unless otherwise noted on the order form, all orders will be enrolled in CIBT's Passport Replacement Service; charges will apply. Orders which are not submitted via the online order process will be assessed a fee.

When CIBT returns your passport and documents, it is your responsibility to verify that all the visas you require for your trip have been obtained, that the visas for each country you intend to visit are valid for the entry and exit dates of your visit, that your personal details are reflected accurately, and that your passport is valid for at least six months beyond the completion of your trip. Please note that even when a visa is issued, a traveler may be denied entry since in each country the local immigration officials make the final entry decision. CIBT recommends all travelers secure a visa prior to departure and do not attempt to obtain one ""on arrival"". CIBT accepts no liability for travelers electing to obtain on-arrival visas. By engaging CIBT, you agree that the sole remedy against CIBT for damages in connection with any and all claims, cause of action, liabilities and damages for any kind shall not, in any circumstance for any reason, exceed the lesser of the service fees or direct costs of up to \$500 for the specified traveler. Consequential damages will not be covered. Refund requests and documentation of direct costs must be submitted to CIBT within 90 days of occurrence. CIBT will not be liable under any circumstance to compensate you for any loss, damage or delay of travel documents or other failure or fault in performance by any third party deliver company such as FedEx, UPS, DHL/Airborne, USPS, local delivery services and other delivery methods. Likewise, by submitting an order to CIBT you agree that CIBT will not under any circumstances be responsible for the loss, damage, or delay in returning of passport and documents by the consulates or passport agency, nor be liable for the failure of the consulate/embassy or passport agency to issue requested documents on time or at all. By submitting an order to CIBT, you agree to all the terms and conditions set forth.