



5 Star China Holidays

Travel to China, follow 5 Star!

Terms and Conditions of Using our Visa Services

5 Star China Holidays Ltd is committed to protecting your privacy and the confidentiality of any information that you submit to us.

When you use our service to obtain visas, you need to complete the 5 Star Visa Service Form with full name, address, and telephone number and e-mail address. This allows us to contact you regarding your visa application and send your passport back to the correct address. We will not share or sell your personal information with any other company or third party.

5 Star China Holidays Ltd. is committed to provide most efficient service to help you obtaining the visa with the least hassle. However, we shall not be held liable for loss, delays or rejection of any application caused by the Chinese Embassy arising from or in connection with incorrectly or falsely or incomplete application forms; inaccurate or incomplete supporting documentation. The issue of a Chinese Visa is subject to the consent of the Chinese Embassy. In certain circumstances, the Chinese Embassy may require you to provide further documents or interview in person. 5 Star China Holidays Ltd. Shall not be held liable for delays caused by further requests by the Chinese Embassy. In very rare case the applicant's application is turned down, the Embassy fee will be refunded and the CVASC fee and service charge will not be refundable.

5 Star China Holidays is committed to turn your visa around in scheduled time. However, we shall not be held liable for loss, delays or rejection of any application caused by weather conditions, strikes, acts or omissions by government or authorities, the mistakes made by Chinese Embassy or unusual and unforeseeable circumstances beyond the control of 5 Star China Holidays.

5 Star China Holidays takes extreme care of customers' passport and documents. In the unfortunate event of loss or damage to a passport during the course of a visa or passport processing and which loss or damage is proven to be the negligence of 5 Star China Holidays (which never happened in the past), damages are limited to the service charge at the time of ordering. 5 Star China Holidays shall not be liable for any direct or indirect, special, incidental or consequential damages including any loss of profits, business, revenue or goodwill arising from the use of our services.

5 Star China Holidays will provide advises to the best of our knowledge based on the many years experience and will process applications according to clients' request. Unless specific instructions are received in writing to the contrary, 5 Star China Holidays shall not be held liable for acting in the best interests of and in a manner which would be considered reasonable to enable them to fulfil the implied instructions of the client. It is the responsibility of the applicant to check the validity of the passport, visa or document before sending the application and after being issued to ensure that it covers the period of stay requested, the number or entries required and the correct details on the visa.

The service provided by 5 Star China Holidays Ltd includes return delivery by Royal Mail Special Delivery. Once documentation is passed from 5 Star China Holidays Ltd. to Royal Mail, 5 Star China Holidays can take no responsibility for lost or damaged goods as the contract is now between Royal Mail and you.

By sending the visa application to us, you have read and agree with these Terms and Conditions of using our Visa services.

