



Company Address: Ontario, Canada

Phone: +1 289-278-4436

Email: [imaratravellers@outlook.com](mailto:imaratravellers@outlook.com)

Website: [www.imatravellers.com](http://www.imatravellers.com)

## IMARA TRAVELLERS LTD \_CLIENT SERVICE AGREEMENT

---

### 1. Introduction

This Agreement is entered into between **Imara Travellers Ltd** (hereafter referred to as "the Company") and the undersigned individual (hereafter referred to as "the Client"). The purpose of this Agreement is to outline the terms and conditions under which the Company shall provide travel-related support services to the Client.

### 2. Nature of Services

- Imara Travellers Ltd is a **travel support and facilitation company**.
- The Company provides guidance and administrative assistance for travel-related applications and documentation.
- **Imara Travellers Ltd is NOT affiliated with Immigration, Refugees and Citizenship Canada (IRCC)**, nor is it an authorized immigration consultancy or legal representative.
- All services are supportive in nature and based solely on publicly available information.

### 3. Application Types and Terms

Clients have the option to choose between two types of service packages:

#### a) Single Entry Application

- This is a **one-time application** process supported by the Company.
- If the application is **approved**, the Client must pay any remaining balance owed.
- If the application is **rejected by a third-party authority**, the Company:
  - Will **not** file an appeal or re-attempt the application.
  - May only assist with a new application if the Client chooses to **start afresh** and pays the applicable fees for a new application.

#### b) Multiple Entry Application

- This package includes **one free reapplication** in case the initial application is rejected.
- The second application will be done at **no additional cost** to the Client.

- The reapplication will take place at a **mutually agreed date** between the Company and the Client.
  - If the **second reapplication is also rejected**, the Company's responsibility shall **end there**.
- 

#### 4. No Guarantee of Outcome

- The Company does **not guarantee** the approval of any visa, permit, or document.
  - Decisions regarding travel, immigration, or permits are made **solely** by the appropriate third-party authorities.
- 

#### 5. Fees and Payment Policy

- All service fees are to be paid upfront as per the agreed package.
  - Once the process begins, **all payments become NON-REFUNDABLE**, regardless of the outcome.
- 

#### 6. Client Obligations

The Client agrees to:

- Provide honest, complete, and accurate information and documentation.
  - Meet deadlines and cooperate with the Company's requests.
  - Accept responsibility for decisions made by immigration or travel authorities.
- 

#### 7. Limitation of Liability

- The Company shall not be held liable for delays, denials, rejections, or additional costs arising from third-party institutions or inaccurate information provided by the Client.
  - The Client waives any claim against the Company for outcomes beyond its control.
- 

#### 8. Confidentiality

- All personal information and documents will be treated as confidential and used solely for the purposes of service delivery under this Agreement.
-

## 9. Acknowledgment

By signing this Agreement, the Client confirms they have read, understood, and agreed to all the terms outlined herein. The Client also acknowledges the difference between Single and Multiple Entry Applications and understands the limitations and scope of service provided by Imara Travellers Ltd.

Applicant's Name: \_\_\_\_\_

Signature: \_\_\_\_\_

Date: \_\_\_\_\_

Spouse/Guardian Name: \_\_\_\_\_

Signature: \_\_\_\_\_

Date: \_\_\_\_\_

### For Office Use Only

1. Ensure that the Questionnaire is Thoroughly filled in and accurate information provided
2. Confirm that the Spouse or Guardian or Witness for Applicant has Signed and provided National Identity copy
3. On a scale of 1-5 indicate the applicant's level of confidence in the process. Refer the Work Guide to determine whether the applicant is suitable to proceed or not.
4. Package Agreed Single Entry or Multiple, Use the S OR M to denote.
5. Officiating Officer's Name: a) Thomas Obachi

b) Edwin Bakari

OR

+1 289-278-1436  
imaratravellers@outlook.com

www.imaratravellers.com

Referral (If referred, indicate name of the referee) : \_\_\_\_\_

### Payment

Ontario, Canada

Total Agreed cost in CAD or KSH:

Amount Paid as Deposit:

Balance:

### **Imara Travellers Ltd**

Officer Name:

Title:

Signature: \_\_\_\_\_

Date: \_\_\_\_\_