



Frequently Asked Questions

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Where can I find all the requirements and application forms to apply for a visa through Key Travel?

All information regarding all the embassies we can apply to can be found on our website database [Key Travel Visa Database](#)

Why cant Key Travel used my existing application and details to apply for the same visa this time around?

All applications must be applied from new as Key Travel cannot store your information as your circumstances may have changed along with the embassy requirements

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I only need an Application form, where can I get it from?

All visa downloadable visa forms can be found on our [visa database](#).

Do all the documentation I be sending you need to be in original format

All the application forms need to be original format and if possible any UK company letters if required. Also unless specified, Birth and Marriage certificates can be copies, Unless you applying for a new passport.

I hold a UK resident permit card, Should I send this to you?

Yes, if you do not hold a UK or a EU passport, then you would need to show your UK Status either by a valid UK visa in your passport (old or new) or an Original UK Resident permit card.

Do I need to sign the back of my photo(s)?

Generally it is not a necessary unless specified in the requirements.

Should I confirm my tickets before I have obtained my visa?

Generally Key Travel along with the lines of the embassy processing the visa, do advised not too confirm any travel dates until your visa has been granted.

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What is the main difference between a Business visa and a Work Visa?

Business visas can cover a wide aspect of activities including meetings, seminars, conferences, site visits, charity work, Work visa are generally used for actual employment where the client can be subject to the country Tax Laws.

Is there a difference between Charity work and Employment Visas?

Yes there is a difference even though the requirements maybe the same when applying, with Charity /NGO visas, the issuing embassy have granted you special status to allow you to work in the country. Employment visas are normally issued after a work contract has been signed between the person seeking employment and the Employer has offered the Job out.

Can I use my Tourist visa for Business purposes or vice versa?

Generally all visas applied for and granted should be used for the intended purpose it was meant for, this is the agreement you made with the embassy when you signed your application form.

I am going to a conference; would a tourist or business visa be sufficient?

Normally we will always recommend applying for the appropriate visa for the purpose; however some countries do not differentiate requirements between business and conference visas. Please check with Key Travel Visa department for specific requirements if not mention in our visa packs

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Is the embassy flexible about the length of validity of my passport?

This rule should be adhered to at all times as immigration on arrival may still refuse your entry into country even after a visa has been granted if passport does not meet the specific requirements.

My Passport does not meet the specific amount of blank pages, what are my options?

In most instances, the embassy will not grant you a visa in current passport if there are insufficient pages as stated in our requirements.

I have forgotten to include some documentation in my package?

Depending what they are it can be scanned to us by email as an attachment.. Please check in our visa pack/database to confirm if this document has to be in an original format or check with Key Travel visa department.

Are there any other documents I can provide that it is not on your list?

Generally our database is as up to date as it can be, however if you have had experience with a previous visa with documents required, Your welcome to include it or check with us first

I missed my appointment time to lodge an application what are my options?

(Please note only applicable to countries where an appointments is mandatory to lodge an application)

Key Travel can re-arrange an appointment to lodge your application, however in some case a new application form may be needed.

I have the wrong size photos or not enough photos

Key Travel can either obtain duplicates of your supplied photos or enlarged them. We can also print your scan photograph through our professional supplier. We have a set fee of £38.99 for enlargement and £23.99 for a set of duplicates.

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Can I Change the type of visa after it's been applied for or issued?

This may not be possible without the risk of losing all previously paid fees and reapplying.

Can my visa be extended on Arrival?

This is generally not possible; we would suggest you contact immigration immediately upon landing in country to confirm what options you can obtain in regards extending your stay.

Can some one else complete my application form on my behalf?

This is possible however all forms must be signed by the applicant applying for the visa.

Can the embassy process my visa quicker than advertised?

Generally No, However In some cases it may be possible to request upon lodging if a one off favour can be done.

I no longer required you to process my visa, are there any charges to pay?

This will depend on the amount of work has been applied to your application, if your application has not been checked or attempted to be lodged with embassy, then there will not be any charge apart from the cost of returning your documents. If we checked your application and advised you of this then there is a cancellation fee of £15.00 plus vat at this stage in addition to the cost of returning your documents. If we have attempted to lodge the application with the embassy then usually the full handling fee will be chargeable.

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Can Key Travel collect my passport from the embassy even if it wasn't lodge by you?

Yes, however we will need the receipt and in some cases a letter of authorisation.

Would it possible for myself to collect the passport and visa from the embassy direct if you lodged the application on my behalf?

Yes in most cases, however you will need the receipt from Key Travel to do this.

Would it be quicker to for me to post my application to the embassy to process?

Key Travel strongly recommend try avoid posting any documentation or passports direct to the Embassy as if there is a problem with your application there can be a delay in the embassy communicating this back to you also the payment of the visa can cause unnecessary difficulties as well.

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I haven't got an account with Key Travel can I still use your services and pay by card?

Yes we can process most applications on anyone's behalf unless the embassy only operates a personal application only.

How do I pay Key Travel for commissioning your services?

Our preferred payment for Non Account holders can be by card payments.

What are your handling fees?

Our handling fees are £45.00 plus vat per application, however if you have booked flights with Key Travel and can supply proof then it is reduced to £35.00 plus vat per application. Account holder fees are charged at the agreed rate.

I have an account Key Travel; can I still be charged at my account rate for personal travel?

Yes you can, please ensure to mention this fact on our [Key Travel Booking form](#)

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Where do I need to send my documents?

Please send all completed documents to our offices in London for processing at KEY TRAVEL, VISA DEPARTMENT, 28 - 32 BRITANNIA STREET, LONDON, WC1X 9JF

How do you recommend we send our documentation to your offices?

Always send your important travel documents by a secured method such as Royal Mail Special Delivery or DHL, if time permits, otherwise you can courier to us if it's extremely urgent. Whichever method you used please ensure it's traceable.

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Can I hand deliver all my documentations to Key Travel offices?

Yes you most welcome to drop in person with your application without an appointment.

What are Key Travel Visa department opening Hours?

Are hours of operations are from 0845hrs to 1730hrs Monday to Friday.

Do you have a cut off time for accepting applications?

Yes we do have a deadline. That deadline is set at 1700hrs for the good reason of all work has to be thoroughly checked and prepared so our couriers are first in the queue the next morning with your application.

If my application arrives after 1700hrs but before your closure time of 1730hrs can it still be processed for the next day?

Yes it can still be process and submitted the next working day; however this will be done on our Priority service if required. Likewise if we received your application before 0930hrs and you want it lodged with the embassy the same day, then also you be charge a priority fee.

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I need my passport back urgently after the visa has been granted what options do I have?

We can arrange for a courier to deliver your passport to any address in the country, the cost of this service depends on the distance and the time needed by.

Can Key Travel arrange for my passport and visa to be courier directly to the airport?

Yes Key Travel can arrange for what we called a Meet and Greet service at most airports in the UK, Please contact us for a quote.

Can Key Travel Deliver my Passport and visa overseas?

Yes we can send your passport to most countries worldwide, Time and cost will vary according to destination, Contact Key Travel for an estimate cost transit time.

Can you collect from me outside office hours?

Yes this is possible however we strongly recommend you contact the visa department as we may be able to offer an alternative solution to an expensive courier.

I've made a mistake on my application form can you amend or complete a new form?

In most cases we can complete an application form on your behalf for a fee starting from £20.00 plus vat

I need a courier to deliver my passport back to me same day

We can arrange this for you. Please call our department for a quote.

My passport is due to be collected on the day I travel, what are my options

If we have already confirmed we are unable to obtain an earlier collection date from the embassy and then we can arrange a "Meet and Greet" service, this is where one of our special couriers will be commission to meet you at a designated area at the airport. Please contact us for a quote

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My visa was issued incorrectly can I still use it to travel?

Key Travel strongly recommends you contact the Visa Department before use, as depending on the discrepancy it may not be advisable to travel on a visa with errors on it.

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I do not have a British Passport

We can still apply for most visas on your behalf so long as you have a valid UK visa

If you hold a passport from the EU where you do not need a visa to reside in the UK, then normally either two recent utility bills will be sufficient. Please check with the requirements as not all visas required you to present these with your applications when applying.

Will the process take longer if I do not hold a UK PASSPORT?

Generally the time taken for most of the applications will be the same as a UK passport holder, except to say India visas, where if haven't got Indefinite Leave to Remain in the UK or cannot provide the utilities bills as specified in the requirements, then the process can take up to 15 working days. (Please note this is only referring to India visa only)

Do I have to complete a different form as a NON UK passport holder?

Presently all applicants must complete the same form as UK passport holders when applying for a visa for any country

Would I have to complete any additional forms?

Presently most of the countries do not required to complete extra forms, except to say India. Please check the visa requirements each time when applying as this can change.

Will there be any extra fees to be paid due to the passport I hold ?

Key Travel will not charge any extra and the embassy will not charge any more than advertised on there's or our website.

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How can I make this process go as smoothly and least cost effectively as possible?

Key Travel recommends you follow the requirements guidance on our visa packs or visa database carefully. Also we recommend you apply for your visa well in advance as possible.

How to make this process go without any hiccups?

Key Travel recommends you adhered to all the requirements as presented in our visa packs.

Also please follow these simple steps to ensure all documentation is in order

- Checked you have the most up to date visa application form and fully completed
- Checked all supporting docs meet the embassy requirements
- Checked these supported docs are dated correctly, Letters that are dated over a month can be rejected
- Checked you have the require amount of photos and are the correct specifications.
- Check all application forms and supporting docs are signed.
- Check, if applicable your have the correct authority approval
- Ensure you have completed the [Key Travel Booking form](#)

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It would appear your information you supplied me is either wrong or not up to date

Key Travel will be grateful if you bring to our attention and discrepancies or inconsistent information with our visa packs or visa database. We welcome you to report your concerns to visa@keytravel.com we will then cross refer yours information along with ours and the embassy information and make the necessary changes immediately.

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