

## Japan Visa Promo Frequently Asked Questions

### Can I pay for my family members? Friends? Colleagues?

Yes! You can register and pay for your family members, friends and colleagues; however, applications must be filed all at the same time. Please take note, however, that the payment made is non-refundable.

### How many days will I wait for you to verify my payment (if payment is made either via Credit Card or Bank Deposit)?

A confirmation email and acknowledgement of your payment will be emailed as soon as the payment is verified by the bank.

### What other documents do I need to present upon submission of my visa application?

The following requirements must be presented upon submission of the visa applications:

- **CONFIRMATION VOUCHER** with the list of names of valid applicants will be asked by UHI representative for validation purposes.
- Travel dates to Japan
- Complete and Original documents
- Signed Authorization letter of applicants with copy of other valid IDs (except passport) if not present during the submission of documents

### Can I apply right after I made my payment?

Yes, but you may only submit your visa application **at least 3 months prior to Travel date** and within the **Redemption period (until December 30, 2018)**.

### **\*\*Please note of the IMPORTANT Conditions of the PROMO\*\***

- **NON – TRANSFERABLE**
- **NON – REFUNDABLE (if unused)**
- **STRICTLY NO EXTENSION OF REDEMPTION PERIOD**
- **All service fees are non-refundable regardless of the Cancellation / Granting / Withdrawal / Denial of Application.**

### Do I need to submit ORIGINAL DOCUMENTS?

YES, you must submit "complete" ORIGINAL DOCUMENTS as per the list of requirements per type of Visa. Incomplete documents will NOT be accepted.

**Can somebody submit the documents on my behalf?**

We encourage personal appearance in applying for a Visa. In some cases, you may send an **Authorized Representative** (should be relatives of the applicants), for MINORs-parents or siblings, for SENIOR CITIZEN-children. They must bring a signed authorization letter with copy of applicant's ID/s. Minors should be represented by any of the parents.

**Can I submit incomplete documents?**

Unfortunately, UHI cannot accept incomplete documents as per Embassy regulation.

**How long does it take for my application to be processed?**

Processing time is minimum of 5 working days from the day we submitted your documents to the Embassy.

**When can I apply again for a Visa after I had been denied?**

You can reapply again after 6 months if you have the same purpose, except for emergency cases or humanitarian reasons or application for a different purpose.

**My passport is less than 6 months valid, can I still apply?**

Yes, but you need to apply for your new passport and attach it with the old passport with the visa when you depart.

**Are you accepting documents via courier?**

Yes we do. However, we need to pre-assess your documents prior to courier. You may send first the scanned copy of all documents to [japanvisa@universalholidays.com](mailto:japanvisa@universalholidays.com). UHI will coordinate with you on the next steps after the assessment.

A Courier fee will be collected separately to be used in sending back your passport to your declared address or you may advise UHI to pick up the passport to the nearest 2GO branch in your area. We only use 2GO Express as our accredited courier service provider and we do not accept prepaid pouch from other courier.

Tracking numbers will be sent to your email and mobile number once passports were delivered.

**What time do you release passports with Embassy's decision?**

Our schedule of Release are as follows :

\*\* Mondays to Fridays - 09:00AM to 03:00PM

\*\* Saturdays - 09:00AM to 11:30AM