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# TERMS & CONDITIONS

*InfoPathway - A Trading Name of Neptune Education Ltd*

## 1. About Us

InfoPathway is a trading name of Neptune Education Ltd and provides document preparation and application support services within the United Kingdom.

## 2. Services

Services may include visa documentation support, passport renewal assistance, eVisa support, form filling assistance, document checking, appointment booking assistance, and CV & cover letter preparation.

## 3. No Legal or Immigration Advice

InfoPathway provides administrative and document support services only. We do not provide legal services, regulated immigration advice, or representation before any government authority.

## 4. Client Responsibilities

Clients are responsible for providing accurate information, genuine documents, and reviewing applications before submission.

## 5. Fees and Payments

Fees must be agreed before work begins. Government fees, visa fees, passport fees, translation fees, and third-party charges are not included unless expressly stated.

## 6. Limitation of Liability

InfoPathway and Neptune Education Ltd are not responsible for decisions made by government authorities, visa refusals, passport delays, or incorrect information supplied by clients.

## 7. Confidentiality

Client information will be handled with care and confidentiality and processed in accordance with our Privacy Policy.

## **8. Refunds**

Refunds may be considered where services have not commenced. Once work has started, fees are generally non-refundable.

## **9. Changes to Terms**

These Terms and Conditions may be updated from time to time without prior notice.

## **10. Contact Information**

Email: [info@pathway.co.uk](mailto:info@pathway.co.uk) | Phone: +44 7789 754469

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