

TERMS AND CONDITIONS:

1. ALL VISA APPLICATIONS WILL BE SUBJECT TO APPROVAL.
2. MINIMUM **3** EMBASSY WORKING DAYS ARE REQUIRED FOR VISA APPLICATIONS.
3. VISA RECTIFICATION WILL TAKE ANOTHER 2 EMBASSY WORKING DAYS.
4. AT THE TIME OF COLLECTION OF PASSPORTS APPLICANTS HAVE TO COME PERSONALLY, PRODUCE AN IC ON BEHALF OF APPLICANT AND REQUIRE TO VERIFY VISA-VALIDITY, OTHER PERSONAL PARTICULARS AS MUSTAFA AIR TRAVEL WILL NOT BE RESPONSIBLE FOR ANY ERROR REJECTION/DELAY/NON ISSUANCE OF VISA AND NO MONETARY CLAIM WILL BE CONSIDERED FOR THE SAME.
5. PLEASE KEEP AMPLE TIME BETWEEN YOUR TRAVEL PLANS AND VISA PROCEDURES, THE RISK OF ANY DELAY BY THE EMBASSY ARE BORNE BY APPLICANT.
6. APPLICANTS WHO WISH TO WITHDRAW THEIR PASSPORT DUE TO EMERGENCY REASONS NEED TO COME PERSONALLY WITHIN THE STIPULATED HOURS 09:30 AM TO 03:00 PM, WITHDRAWAL PROCESSING TIME WILL BE TWO EMBASSY WORKING DAYS.
7. MALAYSIAN EMBASSY WORKING HOURS ARE FROM MONDAY TO FRIDAY 08:00 AM -04:30 PM
8. MUSTAFA AIR TRAVEL WILL BE RESPONSIBLE FOR THE VISA SERVICES RENDERED AND NOT FOR THE CLIENTS TRAVEL PLANS.