**Definition of Convenience (Handling) Charges in addition to Visa Fees, VFS Charges, Service Charge, Courier Charge & Value-Added Services like Photo making, translation, etc.**

**Convenience (Handling) Charges** (inclusive of 18% GST) are the **non-hidden charges** applied additionally to Consular & VAC charges. It is applicable per person or per family or per group based on visa type and services requested by applicant/customer on case-to-case basis in following conditions: -

* It is levied to cover additional costs (without official receipt) for processing of a particular visa application based on demand and situation at that time.
* It is also levied for the exclusive arrangement and sometimes additional visa costs (without official receipt) for time definite service requested by applicant/customer
* It also covers supplementary charges (without official receipt) which cannot be defined separately like Bank Charges on online payment of Consular & VAC Fees, Bank Charges on Currency conversion for the fees paid in foreign currency other than INR, Bank Draft Charges (making & cancellation), Bulk Photocopies, colored print outs in bulk, Notary Service, etc.
* It is also levied to cover the **logistics especially during Pandemic** like (but not limited to) - extra visits to the mission for verification of application, additional visits for fee deposit in mission or bank, regular follow ups (in-person) until the final decision on the visa application.
* It is also levied to cover logistics like (but not limited to) – extra working hours, extra manpower, extra follow ups (online & offline) for a particular application until the final decision on the visa application.
* It is also levied to cover the operational costs even for a single application during Pandemic.

**The above-mentioned Convenience (Handling) Charges does not cover additional costs for visa applications like**

* Visa Application Fees (Visa Fees) payable to Embassy/Consulate/Immigration
* Service Fees payable to VFS/VAC outsourced by Embassy/Consulate
* Premium Service Fees of VFS/VAC outsourced by Embassy/Consulate
* Convenience/ **Service Charge** of Murugan Airvoyz Pvt Ltd (Murugan Travels)
* Value Added Service Fees of Murugan Airvoyz Pvt Ltd (Murugan Travels) Like Courier, Cargo, Photo Making, Translation, Insurance, etc.