

**POSTAL ADDRESS & CONTACT DETAILS:**

VISASMART TS LTD  
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WIMBLEDON, LONDON  
SW19 3UX  
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**POLICE REPORT (ACRO) APPLICATION PACK**

Please supply this form, fully completed (typed or by hand), with all documents in the checklist below. Failure to provide any of the documents will result in a delay to your application. All forms can be emailed to us for this service.

If you are sending multiple applications at the same time and the return address is the same for all applicants, you only need to provide one request form per party.

**1. CHECKLIST OF DOCUMENTS YOU MUST SEND**

**PASSPORT COPY.**

**APPLICATION** - Please complete the questionnaire attached. We will complete the online application using this information for you.

**UK PASSPORT PHOTO**

**PROOF OF ADDRESS** - This must be a drivers license, bank statement or utility bill

**2. SERVICE OPTIONS**

**ACRO POLICE CERTIFICATE STANDARD SERVICE (Acro fee £55.00 + our service fee £30.00 VAT inclusive)**

**ACRO POLICE CERTIFICATE EXPRESS SERVICE (Acro fee £95.00 + our service fee £30.00 VAT inclusive)**

**3. RETURN OPTIONS**

Please note that these options are only for those who need the certificate to be mailed to our office and returned from there. All others will be returned directly from ACRO by 1st class mail to the address provided.

**ROYAL MAIL SPECIAL DELIVERY BY 1PM (£9.50)**

**DHL EXPRESS (FROM £45.00)**

**OWN PREPAID, ADDRESSED ENVELOPE** - please note that we will not return any passport via 1st class post.

**PERSONAL COLLECTION** - we will inform you when the passport is available for collection & book an appointment for you.

**4. CONTACT DETAILS & RETURN ADDRESS**

**APPLICANT NAME**

**NAME OF CONTACT** - for your security, we will only correspond with the named party on this form regarding the application

**CONTACT PHONE & EMAIL**

**RETURN ADDRESS**

**5. DECLARATION**

I CONFIRM ACCEPTANCE OF THE TERMS & CONDITIONS AS WELL AS THE PRIVACY POLICY FOR VISASMART TRAVEL SOLUTIONS LTD. I ACKNOWLEDGE THAT NO GUARANTEE CAN BE PROVIDED AND THAT THE DECISION RESTS WITH THE GOVERNING BODY BEING APPLIED.

**SIGNATURE**

**DATE**

## INFORMATION FOR THE ACRO POLICE CERTIFICATE SERVICE

Processing time for the police to issue your certificate is 2 business days on express or 2 weeks on standard services. Please note that the certificates are posted back directly and this can take longer than the specified processing times.

If your certificate will need to be attested or legalised & you need us to complete that service for you, we will have the certificate mailed back to us directly to save time. We will only do this if the required order forms for the service you require is supplied with the order form for the police certificate. If the document is to be returned overseas, the certificate will be mailed directly to our office and sent on to you from there.

Providing no other service is required, all documents for this service can be emailed to us at [admin@visasmart.co.uk](mailto:admin@visasmart.co.uk)

When your documents have been received, we will check that they are correct before contacting you (via the email address provided) to confirm receipt and provide your invoice. If you prefer to send your cheque or postal order with your documents, you can, however we request that no payment is made before we can check that everything is in order.

Payments can be made by PayPal, Bank Transfer, cheque or postal order. Please note that we do not begin to process your request until your payment has been made. All fees are per person.

When you receive the email to confirm when your documents have been received, it will contain your unique reference number. For all queries during your process, you must quote this reference number or we will not be able to provide information. This is to protect your security. We will only email with additional instruction or to confirm the return details for your passport. You must check your documents on receipt & advise immediately if there are any queries.

You will only receive email updates if there are any delays.

For our terms and conditions, please see our website, [www.visasmart.co.uk](http://www.visasmart.co.uk). By using our services, you are agreeing to those terms.

Return methods carry their own terms and conditions. It is your own responsibility to view them on the respective service sites.

## BRITISH POLICE CERTIFICATE SERVICES (ACRO) QUESTIONNAIRE

PLEASE ANSWER ALL QUESTIONS ACCURATELY. WE DO NOT ACCEPT RESPONSIBILITY OR LIABILITY FOR ANY FALSE INFORMATION SUPPLIED.

FULL NAME

ADDRESS HISTORY FOR THE PAST 10 YEARS (INCLUDING DATES) OR LAST UK ADDRESS IF YOU HAVE LIVED OUT WITH THE UK FOR 10 YEARS

NATIONAL INSURANCE NUMBER

IF YOU HAVE EVER BEEN CHARGED OR CONVICTED OF ANY CRIME, PLEASE PROVIDE INFORMATION HERE TO INCLUDE THE DATE OF CHARGE, PLACE OF CHARGE, REASON FOR CHARGE;

THIRD PARTY AUTHORISATION

NAME & ADDRESS

DATE

I hereby authorise VISASMART TRAVEL SOLUTIONS LTD to act on my behalf for making an application for my police certificate.

SIGNED