

**POSTAL ADDRESS & CONTACT DETAILS:**

VISASMART TS LTD  
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WIMBLEDON, LONDON  
SW19 3UX  
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**REPLACEMENT PASSPORT 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 must be printed and signed.

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**

**COPY OF PASSPORT ID PAGE IF AVAILABLE.**

**APPLICATION** - You will need to obtain a passport application from a Post Office.

**2 NEW UK PASSPORT SIZE PHOTOS**

**LS01** – we will email this to you.

**2. SERVICE OPTIONS**

**UK REPLACEMENT PASSPORT STANDARD SERVICE (Passport fee £160.00 + our service fee £120.00 VAT inclusive)**

**3. RETURN OPTIONS**

**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 PASSPORT RENEWAL SERVICE

Replacement passports are for those that have had their passports stolen or have lost them.

All passport services require us to pre-book an appointment to attend on your behalf. Please note that we can attend the London office only. Appointment times are subject to availability at the Passport Office in London and cannot be guaranteed.

Processing time is 1 week (from the date of the appointment) on standard services for replacement passports. The new book will be mailed to the address placed on the application form directly from the Passport Office within 1 week of the appointment.

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.