

Terms & Conditions

These Terms & Conditions govern the use of this website and the purchase of services offered herein.

1. Nature of the Service

This website provides a paid digital assistance and guidance service designed to help travelers understand and navigate Indonesia's arrival process.

We do not issue arrival cards, visas, or any official government documents.
All official forms are completed directly on official government websites by the traveler.

2. No Government Affiliation

This website is operated by a privately owned third-party service provider and is not affiliated with the Indonesian Government or the Directorate General of Immigration.

3. Free Official Forms

Submitting arrival documentation through the official Indonesian government portal is free of charge.

Use of this website and its services is optional.

4. User Responsibility

Users are solely responsible for the accuracy and completeness of all information entered on official government websites.

We are not liable for errors, delays, or rejections caused by incorrect or incomplete information submitted by the user.

5. Service Delivery

After payment, users are redirected to the official government platform to complete the required forms independently.

The service is considered delivered once access, guidance, and redirection are provided.

6. Limitation of Liability

We shall not be held liable for immigration decisions, entry refusals, or government system availability.

7. Governing Law

These Terms & Conditions are governed by applicable European Union consumer protection laws, unless otherwise required by local regulations.