



VISA ALLIANCE

Building On Progress

The case and recommendations for streamlining the UK visa application process for Chinese visitors

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Chairman's foreword

Britain's economy would benefit hugely from increasing the number of Chinese people who visit the UK. For the past 18 months, UKCVA has been working with the government and public and private sector partners to find ways of encouraging more Chinese people to visit Britain.

The UKCVA has commissioned new research among tour operators, published here for the first time, which shows more than **half of them believe simplifying the visa system** would encourage more Chinese to come to the UK.

The UKCVA estimates that the UK economy is losing up to £1.2 billion annually and could create an additional 24,000 jobs if we attracted as many Chinese visitors as, for example, France.

Chinese travellers have become the world's biggest tourist spenders, with the number of Chinese people holidaying abroad growing each year. This can only increase: China's 1.3 billion people are becoming wealthier and are being encouraged to travel more.

Beyond their direct spending, the growth in Chinese visitors has further benefits for Britain, as more Chinese people to choose to study in, invest in and trade with the UK.

The UKCVA believes relatively Chinese visitors apply for a UK visa because there is a need to go through the application process twice – once for a Schengen visa (enabling access to 26 European countries) and once for a UK visa. The most effective way to increase significantly the number of Chinese visitors to the UK is to allow them to make one application for both visas.

Because the Government has already recognized the importance of attracting more Chinese visitors to Britain. The Home Secretary's many enhancements of the visa application process in China and her decision to create a more consumer focused UK visas and immigration service has been very encouraging. The UKCVA hopes this report and the new research will help to build upon that progress and be acknowledged as a positive and constructive contribution to future thinking.

Over the past year, the UKCVA has been impressed at the open and energetic way in which ministers and officials in the Home Office and throughout government have addressed this particular issue. But global tourism is a highly competitive environment and we cannot afford to rest on our laurels. As our competitors innovate so must we if the UK is to maintain – or ideally grow – its share of this high-value, fast-growth market. We are confident that the government will continue to look positively at any proposals that benefit the UK's relationship with China and look forward to continuing our productive relationship with them.



Andrew Murphy

Chairman, UK China Visa Alliance
Director, London First
Retail Director, John Lewis

The UK China Visa Alliance

UKCVA www.UKCVA.com is a business-led campaign group. It aims to work with Government to improve the visa system so the UK performs as well in attracting Chinese visitors as our major European neighbours without comprising UK border security.

UKCVA undertakes research, analysis and campaigning to encourage the government to introduce practical improvements to the visitor visa application system in China which, the UKCVA believes, will result in significant increases in Chinese visitor numbers.

UKCVA's central argument is to make it easier to apply for both a UK and a Schengen visa at the same place and same time. Visitors and tour operators do not want to apply separately for the two visas needed to include the UK on a multi-country European tour. The UKCVA has identified a number of ways to allow applicants to apply just once for both visas while retaining border security through separate processing of applications.

Our Executive Members are:



Global Blue

Global retail tourism expert



the Business Improvement District representing
600 retailers in London's West End



The non-profit organisation that promotes London
as world-leading business destination



Representing 180 British luxury brands



European leader in designer outlet retailing



Leading global provider of payment services

Our Members are:

Aurum Holdings

British Hospitality Association

The Cadogan Estate

Capital & Counties

Crown Aspinalls Ltd

European Tour Operators Association (ETOA)

GEG Europe

Genting UK Plc

Heart of London Business Alliance

Heathrow Airport Holdings (formerly BAA)

Intercontinental Hotels Group

International Airlines Group

Maybourne Group

Qumin

Selfridges

UKVISAS.COM

Westfield

1. Why China is so important for the UK's economy?

- 1.1 China's growing economic power is a hugely important factor in the continued prosperity of the UK. In particular, China is a vital market for the UK tourist industry. While visitor numbers are relatively small they are growing fast. UK Visas and Immigration, issued 284,000 visitor visas from October 2012 to September 2013, a 40% increase on the same period in the previous year¹.
- 1.2 In November 2013 VisitBritain published its Market and Trade Profile China (excluding Hong Kong)². This shows the importance of the Chinese market and the extent to which the UK benefits:
- China has a population of 1.3 billion which is growing at 0.5% annually
 - Its economy is growing by around 7% per annum
 - The country has over 643,000 high net worth individuals (with more than \$1 million in assets)
 - The number of affluent or upper middle class households is likely to rise from 44 million in 2012 to 225 million in 2022
- 1.3 VisitBritain's research also shows that:
- In the 12 months to June 2013 the number of visitors from China to the UK was 190,000, an increase of 36% on the same period 2011-12
 - Of these visitors 67,000 were on holiday (35%), 48,000 on business (25%) and 47,000 (25%) were visiting friends and relatives
 - In 2012 Chinese visitors spent £300 million in the UK
- 1.4 The United Nations World Tourism Organisation reported in April 2013 that China had overtaken the USA and Germany as the world's top spender on international tourism, spending \$102 billion during their travels in 2012³.
- 1.5 Research by New West End Company, the Business Improvement District for London's West End, shows that Chinese visitors spend over three times the average visitor spend on shopping (£1,688 compared with an average of £567)⁴.
- 1.6 Importantly, the UK benefits not just from the spending made by Chinese visitors, but also by raising the profile and attractiveness of the UK as a place to invest, study and do business.
- 1.7 The Heritage Foundation China Global Investment Tracker shows that in 2012 alone China invested over \$6 billion in the UK⁵. VisitBritain's Market and Trade Profile of China cites two examples of Chinese investment - The Industrial and Commercial Bank of China is investing in a new £650 million business district at Manchester Airport and the Zhongrong Group is planning a £500 million project to recreate Crystal Palace in south London⁶. In October 2013 the Mayor of London, Boris Johnson, welcomed 10 Chinese businesses that have signed-up to the proposed £1 billion Asian Business Park due to be developed in the Royal Albert Dock by Chinese company ABP⁷.

1 HMG "Tables for Immigration Statistics July-September 2013"
<https://www.gov.uk/government/publications/tables-for-immigration-statistics-july-to-september-2013>

2 VisitBritain "Market and Trade Profile – China (excluding Hong Kong)" November 2013
http://www.visitbritain.org/Images/China%20-%20Nov%2013%20MM_tcm29-14678.pdf Chapter 3

3 UNWTO "Tourism Highlights 2013 Edition" <http://mkt.unwto.org/publication/unwto-tourism-highlights-2013-edition>

4 New West End Company internal consumer research

5 The Heritage Foundation "China Global Investment Tracker Interactive Map"
<http://www.heritage.org/research/projects/china-global-investment-tracker-interactive-map>

6 VisitBritain "China Market and Trade profile" November 2013 P 8
http://www.visitbritain.org/Images/China%20-%20Nov%2013%20MM_tcm29-14678.pdf

7 Greater London Authority Press Release October 15 2013
<http://www.london.gov.uk/media/mayor-press-releases/2013/10/mayor-welcomes-10-chinese-businesses-as-they-sign-up-to-london-s>

- 1.8 Universities UK report that in 2011-12 there were 78,715 Chinese students making China the largest source of international students at UK universities. In that year, higher education student numbers increased by 19% on the previous year. This represents 26% of all non-EU students in the UK. They contribute £10.2 billion to the UK economy and this is forecast to increase to £17 billion by 2025⁸.
- 1.9 It is very important that the UK attracts Chinese people to visit for both direct and indirect benefits to our economy. The government recognises this and embarked on high level visits to China in 2013 by the Chancellor and the Prime Minister accompanied a variety of ministers and business representatives. The Mayor of London has also visited to promote London for investment, study and tourism.
- 1.10 Visitor numbers from China are rising fast as shown by the 40% annual increase in visitor visas issued in 2012-13⁹. In December 2013 the Culture Secretary, Maria Miller, announced that the government has a target of 650,000 Chinese visits annually by 2020 worth nearly £1.1 billion to the UK economy¹⁰.
- 1.11 Yet despite this UKCVA is still concerned that the UK does not attract enough Chinese visitors. The reason for this is because, while absolute numbers are increasing, relative to many of our European neighbours, the UK still attracts far fewer Chinese visitors. While UK businesses appreciate the increase in visitor numbers they see the potential that is being lost when compared with countries such as France and Germany.

2. The relative performance of UK and European countries in attracting Chinese visitors

- 2.1 Britain underperforms significantly in terms of the number of Chinese visitors it attracts compared with our major European neighbours, such as France. The key point is the UK's relative underperformance is not so much in the number of visas it processes but in the number of Chinese visitors it attracts. The UK's visa processing broadly matches that of the countries issuing most Schengen visas¹¹.

Country	Visitor visas issued 2012
UK	210,400
France	277,099
Germany	236,258
France	268,348

Rather it is that, because a Schengen Country can welcome visitors with a visa issued by any one of the 25 other Schengen countries, the available market for a Schengen member is far greater than the number of visas it alone issues.

- 2.2 VisitBritain uses International Passenger Survey (IPS) figures and the French Government's equivalent to conclude that the UK attracted around 4% of the market in our competitor set (i.e. countries seen as competing for the same Chinese visitor market, five of which are European) whereas France attracted around 24% (i.e. six times more)¹².

8 Universities UK "The UK's relationship with China: Universities" November 2013
<http://www.universitiesuk.ac.uk/highereducation/Documents/2013/UKandChina.pdf>

9 UK Visas and Immigration "The UK Visa Service in China" December 2013

10 VisitBritain "China Welcome initiative announced" December 3 2013
<http://www.visitbritain.org/mediaroom/pressreleases/chinawelcome.aspx>

11 "UK Visa and Immigration – The UK Visa Service in China, September 2013" and European Union "Complete statistics on short stay visas issued by the Schengen States 2012"
http://ec.europa.eu/dgs/home-affairs/what-we-do/policies/borders-and-visas/visa-policy/index_en.htm

12 VisitBritain "Market and Trade Profile – China (excluding Hong Kong)"
http://www.visitbritain.org/Images/China%20-%20Nov%2013%20MM_tcm29-14678.pdf page 30

- 2.3 The Home Office questions the accuracy of the visitor surveys used by VisitBritain to draw its comparison and prefers to look at the number of visas issued. The Home Office's figures for 2012 show the UK issued 210,400 visitor visas to Chinese nationals compared with "fewer than 1.2 million" issued by the Schengen countries.¹³ But even using the Home Office's figures the available market for France was around 1.2 million Chinese visitors, compared with just 210,000 for the UK, nearly six times as great. Full figures for 2013 are not yet available.
- 2.4 In addition to those with visitor visas, Chinese people with long-stay Schengen visas (e.g. for study or work) are allowed to visit other Schengen countries for 90 days in 180¹⁴. They still count as visitors to those countries even though they do not have Schengen visitor visas.
- 2.5 In 2012 The UKCVA estimated, based upon VisitBritain's past figures for Chinese visitor numbers and spending (133,000 visitors spending £184 million in 2010) and the UK's relative under-performance that the UK economy is losing up to £1.2 billion annually. The tourism industry estimates that one job is created for every £50,000 spent, so this underperformance could be costing the UK up to 24,000 jobs¹⁵.
- 2.6 The impact of this underperformance will increase as Chinese visitor numbers grow. The Government announced in April 2013 that the number of visitor visas issued to Chinese travelers in 2012 (286,000) was 75% more than the number issued in 2009¹⁶. However, during the same period the number of Schengen visitor visas issued in China rose from 597,000 to 1,186,000, an increase of 98%¹⁷. And whereas a 75% increase for the UK represents an additional 123,000 Chinese visitors, for the Schengen area its slightly higher growth rate actually represents an additional 590,000 visitors.
- 2.7 The case has been put to the Alliance that the smaller numbers of Chinese visitors to the UK stay longer and spend more than the larger numbers visiting other European countries. Therefore, including the UK in a European tour mix could potentially reduce the number of days, and therefore money, spent in the UK. The profile of UKCVA member (below), Chinese tour operator GEG Europe, demonstrates why this is unlikely to be the case. The UK is a separate one week tour which is added to a one week mainland Europe tour for those visiting Europe for two or more weeks. The numbers shown in the profile of GEG Europe illustrate how much the UK is missing out on Chinese visitor numbers, with 750 Chinese visitors to mainland Europe each week compared with just 33 to the UK. Few Chinese visitors on a two week holiday are including the UK tour in their mix.
- 2.8 Around 1.1 million Chinese people travel half way around the world to visit Europe each year but, because they do not have a UK visa, they do not then make the short trip across the Channel to visit Britain¹⁸. This is a lost opportunity to the UK and its economy. British companies would like the opportunity to compete for a portion of the spending money of these 1.1 million Chinese people in addition to that of our 210,000 existing Chinese visitors.

13 UK Visa and Immigration – "The UK Visa Service in China, September 2013"

14 EU Immigration Portal
<http://ec.europa.eu/immigration/tab2.do?subSec=38&>

15 UKCVA "Promoting Growth in Britain's Economy" January 2012 para 3.8
<http://ukcva.com/wp-content/uploads/2013/05/VISA-Report-2012.pdf>

16 Government news release "New Service launch in China to support growth in Chinese visas" www.gov.uk/government/world-location-news/new-services-launch-in-china-to-support-growth-in-uk-visas

17 European Union "Complete statistics on short stay visas issued by the Schengen States 2012" http://ec.europa.eu/dgs/home-affairs/what-we-do/policies/borders-and-visas/visa-policy/index_en.htm

18 1.1 million is the number of Chinese visitors to Europe in 2012 who had just a Schengen visa. See paragraph 5.8 for an explanation of this figure.

Profile: GEG Europe

GEG Group specialises in organising tours for Chinese visitors to Europe. Founded in 1988 it has offices in Hong Kong, Beijing, Shanghai, Holland, France, Hungary and the UK. Each year GEG brings XX Chinese visitors to Europe.

- GEG runs three tour routes in mainland Europe for Chinese visitors each week
 - Red Tour – Netherlands, Belgium, Luxembourg, France, Germany
 - Green Tour – France, Italy, Switzerland
 - Blue Tour – Germany, Switzerland, Austria, Hungary, Slovenia, Czech Republic
- GEG also operates one route in the UK. The seven day itinerary includes London, Cambridge, York, Edinburgh, Glasgow, The Lake District, Manchester, Stratford-upon-Avon
- Visitors on tours of more than one week will take two or more tours.
- Each mainland European route operates five coaches of 50 people every week, a total of 750 visitors.
- In contrast each week GEG Europe runs just one coach of 33 visitors in the UK.

<http://www.gegeurope.com/01gongsijianjie.html>

Profile: McArthurGlen Group

McArthurGlen Group opened its first designer outlet in Cheshire Oaks, UK in 1995. It now owns and operates 20 designer outlets in the UK and Continental Europe

- Chinese tourists visiting McArthurGlen's seven Designer Outlets across the UK spend eight times more than the average shopper.
- At all seven UK centres, they spend more than any other nationality from outside the EU.
- They account for 37% of non-EU shopper spend.
- While total sales of Chinese shoppers at McArthurGlen's 20 Designer Outlets across eight countries in Europe (Austria, Belgium, France, Germany, Greece, Italy, the Netherlands and the UK) more than doubled in 2012, the UK showed just a 12% average increase across the six centres.

<http://www.mcarthurglengroup.com>

3. Reasons for underperformance – is it lack of demand?

- 3.1 There is a range of factors affecting the performance of Britain in attracting Chinese visitors. These include demand side issues such as the attractiveness of the destination, general perceptions of the UK as a destination, marketing, historical links and relative costs. There are also supply side issues such as ease of access, facilities for visitors (e.g. flights and accommodation) and available tour packages.
- 3.2 On the demand side, all the evidence suggests that the UK is attractive to potential Chinese visitors. The government works hard to promote the UK in China, mainly through its major worldwide marketing campaign, “Great”, which is aimed at stimulating further demand. In 2012 the government allocated an additional £8 million for the Great campaign in China¹⁹. In December 2012 the government announced a “China Welcome” initiative to make Britain the most welcoming destination in Europe for Chinese visitors²⁰ which involves a number of UKCVA members. According to VisitBritain’s review of the Chinese market, the UK ranks at number 3 out of 50 countries in terms of its attractiveness as a national brand to Chinese people²¹.
- 3.3 In April 2013 YouGov China surveyed Chinese consumers on a range of issues. One question asked was “where you like to go?” as a holiday destination. Paris came top at 38%. London and Dubai came joint second at 29%. Sydney was fourth at 27% and Rome fifth at 25%.²²
- 3.4 In September 2013 TripAdvisor released data gathered from its travel website designed specifically for Chinese travelers under the brand daodao.com. In July and August 2013, millions of unique visitors came to daodao.com to research outbound destinations. Based on unique visitors recorded in these months, the top 20 most popular global destinations are as follows (also comparing year-on-year growth %age for July and August 2012 versus July and August 2013):

1.	Hong Kong, China	(50%)
2.	Phuket, Thailand	(250%)
3.	Taiwan	(350%)
4.	Bangkok, Thailand	(270%)
5.	Paris, France	(360%)
6.	Dubai, UAE	(210%)
7.	Macau, China	(50%)
8.	Seoul, South Korea	(180%)
9.	Singapore	(170%)
10.	Bali, Indonesia	(310%)
11.	Rome, Italy	(180%)
12.	Chiang Mai, Thailand	(180%)
13.	New York, United States	(280%)
14.	London, United Kingdom	(120%)
15.	Jeju Island, South Korea	(570%)
16.	Boracay, Philippines	(360%)
17.	Kyoto, Japan	(580%)
18.	Kota Kinabalu, Malaysia	(550%)
19.	Hanoi, Vietnam	(510%)
20.	Kuala Lumpur, Malaysia	(190%) ²³

19 Government Press Release, August 14 2012
www.gov.uk/government/news/culture-secretary-calls-for-post-olympic-tourism-revolution

20 VisitBritain “China Welcome initiative announced” December 3 2013
<http://www.visitbritain.org/mediaroom/pressreleases/chinawelcome.aspx>

21 VisitBritain “Market and Trade Profile – China (excluding Hong Kong)” http://www.visitbritain.org/Images/China%20-%20Nov%202013%20MM_tcm29-14678.pdf page 25

22 YouGov –“ Infographics: China’s Love for London and Obama” November 26 2013-12-30
<http://yougov.co.uk/news/2013/11/26/infographic-chinas-love-for-london-and-oba/>

23 International Business Times “The 10 Destinations Chinese Tourists Are Most Interested In Right Now” September 25 2013
<http://www.ibtimes.com/10-destinations-chinese-tourists-are-most-interested-right-now-1410608>

What is clear from this research is that, while most Chinese international travel is within Southeast Asia, London is one of only five cities outside that region that features in the top 20.

- 3.5 In September 2013 UKCVA commissioned Quimin, the UK's only full service Anglo Chinese digital marketing company to assess the relative popularity of the UK, France and the USA in China by examining how these countries have been searched on the main Chinese search engines, Baidu and Weibo over the previous 12 months. The results were –

Country	Baidu	Weibo
France	11,700,000	3,050,793
UK	15,600,000	4,181,311
USA	11,700,000	11,304,450

- 3.6 All the evidence indicates that London and the UK are popular potential destinations for Chinese visitors, more so than most other European cities and countries. So it appears that lack of demand is not the main reason for the UK's relative underperformance in terms of the number of Chinese visitors it attracts.

4. Reasons for underperformance – is it supply side issues?

- 4.1 It is on the supply side that the difficulty seems to lie. The need to obtain a UK visa to enter Britain as a Chinese visitor is seen as the major factor in the UK's underperformance. The government's Tourism Regulation Task Force reported in 2012 that although "the government has made clear that Britain needs to punch its weight more strongly in international tourism.....the current visa regime conspires against this goal". "Visa restrictions directly impact visitor numbers. Key inbound tourism markets where visas are required include Russia, India and China"²⁴.
- 4.2 An indication of the impact of visas on visitor numbers was shown when, in 2009 Taiwan was removed from those countries that require a visa to visit the UK and South Africa was added to them. In that year visits from Taiwan grew by 40% and visits from South Africa fell by 11%²⁵.
- 4.3 The key issue is that Chinese people visiting Europe usually wish to visit more than one country. Research by the European Travel Operators' Association shows the average Chinese visitor visited 4 European countries²⁶. VisitBritain's research shows that 40% of Chinese visitors to the UK are on multi-country tours²⁷. To visit the UK as well as other major European countries a visitor requires two visas. A Schengen visa will allow access to 26 European countries. Because Britain is not a member of the Schengen Agreement, an additional UK visa is needed to visit the UK (and Ireland) as part of a multi-country tour. This puts Britain at a competitive disadvantage.
- 4.4 In a report on trends in Chinese tourism in Europe produced by Tui Think Tank and Z_punkt, The Foresight Company, in June 2012 the issue of the visa requirement was highlighted. "In spite of many facilitations, procuring visas continues to be one of the largest obstacles to travel for Chinese travelers, and they prefer to delegate responsibility. England, as a non-Schengen state, is off limits for many trips to Europe, because of the additional difficulty in obtaining a visa. In spite of the fact that England is one of the preferred destinations of Chinese tourists, the number of visits dropped by 6.2% in the period 2004 and 2009"²⁸.

24 Tourism Regulation Task Force "Smart Regulation and Economic Growth"
http://webarchive.nationalarchives.gov.uk/20121204113822/http://www.culture.gov.uk/images/publications/bha_taskforce_report.pdf page 20

25 VisitBritain Website, Visas
<http://www.visitbritain.org/britaintourismindustry/tourismaffairs/visas/>

26 European Tour Operators Association "Europe: Open for Business?"
http://www.etoa.org/docs/visa-reports/2010_origin-markets-report.pdf?sfvrsn=2 page 6

27 VisitBritain "Market and Trade Profile – China (excluding Hong Kong)"
http://www.visitbritain.org/Images/China%20-%20Sep%2013_tcm29-14678.pdf page 42

28 Z-punkt and The TUI Think Tank "New Chinese Tourists in Europe From 2017". Page 10
http://www.zpunkt.de/fileadmin/be_user/D_News/D_2012_06_Newsletter/New_Chinese_Tourists_in_Europe_from_2017_en.pdf

- 4.5 Although the visa issue is often cited as the major obstacle, UKCVA wanted to test whether this was the case or whether there were other issues that caused greater problems. In September 2013 UKCVA commissioned research into the reasons why relatively few Chinese people travel to the UK, despite the clear desire to do so.
- 4.6 The research focused on Chinese tour operators. Most Chinese visitors to Europe come on organized tours. Many travel on large tours organized by Approved Destination Status (ADS) tour operators in China. These companies have been approved by the Chinese government to take large tours of Chinese people to international destinations. Increasingly more Chinese people are traveling independently, but even then many will use a tour operator or travel agent to organize their trip to Europe. Recent initiatives by the government to improve the visa process are focused on Chinese tour operators (see paragraph 5.12).
- 4.7 The research was undertaken by the market research agency Accent. It interviewed 150 Chinese tour operators. All 150 offered tours to the UK and 149 offered tours to other European countries. The majority organized trips for up to 100 Chinese people each year but some brought more than 1,000. Accent estimate the 150 interviewees accounted for around 50,000 Chinese visitors to Europe annually. All of the interviewees, interviewed on the telephone by Chinese speakers, were actively involved in organizing trips to the UK. The vast majority of the respondents (143) played an active role in visa applications. 79% of visitors for which the agencies organized trips travelled for leisure. 7% travelled to study and 7% to visit friends and relatives.
- 4.8 The research found almost two thirds (62%) of tour operators say 10% or fewer of their Chinese visitors to Europe go to the UK. However, 51% of respondents say that over 80% of their visitors go to France and Germany. Despite the clear demand to visit the UK, examined in chapter 3, this is not translated into visits.
- 4.9 The research then asked whether there were countries to which it was difficult to arrange a trip. 54% said there were. Of these, the most difficult was the United States (49%) followed by the UK (47%). In comparison only 6% mentioned France and 5% Germany.
- 4.10 The research asked tour operators why more trips to the UK were not organized. The question was an open question and no prompts were given. The top answer given (47%) was issues about obtaining a visa. The next (27%) was insufficient demand. 24% said the UK was too expensive. So, while there are a range of issues, the need to obtain a visa was by far the most cited obstacle.
- 4.11 The 70 tour operators who mentioned visas as the main obstacle were asked what particular element was the problem. The top answers were:
- Too complicated **24%**
 - Success rate low **23%**
 - Application procedure too lengthy **20%**
 - Too much personal information required **19%**
 - Can only visit the UK **16%**
 - Too much paperwork **16%**
 - Too expensive **16%**
- 4.12 All tour operators were asked what Britain could do to make the UK a more attractive destination. No prompts were given. The response was:
- Simplify the visa system **51%**
 - Better marketing materials and promotion **27%**
 - Merging the visa with the Schengen visa **21%**
 - Provide incentives for travel agencies **19%**
 - Provide incentives for travelers **19%**

- 4.13 Combining the first and third most popular answers, 61% (net) of tour operators said that improvements to the visa system were the way to encourage more Chinese visitors to the UK.
- 4.14 When asked what they meant by simplifying the visa process there were two main answers:
- Fewer documents to fill in **41%**
 - One visa for all European destinations **39%**
- 4.15 7% suggested loosening the requirement for biometrics and 5% suggested that there should be more local biometric collection posts.
- 4.16 No agents suggested lowering the price of the visa. Of the 70 who raised the visa as an obstacle, just 16% mentioned the price of the visa as a problem.
- 4.17 General awareness around announcements by the UK government relating to improvements to the visa application process by tour operators is low. Just under a fifth (19%) said they had heard of any announcements. Of those that were aware of any announcements, in total 29 respondents, around a quarter mentioned Simplified ADS (28%), shortened online application form (24%), or passport pass-back (24%). Just under a third did not know or could not remember (31%). This is probably not surprising, given that the research was undertaken before the Chancellor's announcement of tour operator pilots in October (paragraph 5.12) and further promotion during the Prime Minister's visit to China in December.
- 4.18 The researchers informed the 131 tour operators who were not yet aware of any changes of the improvements announced in recent months by the government (see Appendix A for a list of announced improvements, the majority (62%) believed these would have a positive impact on visitor numbers.
- 4.19 Looking to the future, tour operators were asked what difference it would make if the UK government was to work more closely with Chinese tour operators to make the process of applying for visas easier. 89% said it would have a positive impact, with 29% saying it would be a major positive impact.
- 4.20 Tour operators were asked what difference it would make if the Schengen countries were to introduce biometric visas, requiring a trip to a Visa Application Centre. 58% said this would lead to fewer Chinese travelers visiting Europe. Importantly, however, they don't believe that it would lead to an increase in visitors to the UK. Fewer than 1 in 5 (17%) think it would increase the number of visitors to the UK while more than half (57%) think it would make no difference. A quarter (26%) feel that visitor numbers to the UK would actually decrease.
- 4.21 It is clear from UKCVA's research, and other evidence, that the need to obtain a separate visa to visit the UK is the biggest obstacle preventing more Chinese from visiting the UK. If the UK is to match the performance of our European neighbours in terms of the number of Chinese visitors it attracts, this is the issue that most needs to be addressed.
- 4.22 While the visa was clearly the main obstacle to organizing more trips to the UK, it is worth also exploring the other two main issues raised in the research. After visa related issues (47%) the second and third reasons for not organizing more trips to the UK were not enough demand (27%) and the UK being too expensive (24%). Given the positive view that Chinese tourists have about Britain as a destination (see chapter 3) it seems likely that the lack of demand is more because there are practical issues that detract from it (e.g. the perceived difficulty in arranging a trip).
- 4.23 Of those tour operators who said the UK was too expensive (41, or 27%) 61% cited the total cost of the trip, 32% said it was the cost in the UK, 12% said it was the cost of arranging the trip and 10% the cost of getting to the UK. This seems to indicate again the cost of the visa is not a major factor.

- 4.24 During discussions between UKCVA and various elements of government, other reasons for the UK's underperformance in attracting Chinese visitors have been suggested such as the lack of direct flights to the UK and problems with travelling within the UK. Interestingly, none of these were raised as issues by any of the tour operators interviewed, even though the questions were open and no prompts given so that interviewees could respond with any answer they wished.
- 4.25 Appendix B is a selection of comments made by tour operators when asked why they do not include the UK on more of their European tours.
- 4.26 The UKCVA's research makes it clear that Chinese tour operators see the current visa regime as the main obstacle preventing more Chinese people from visiting the UK. The two top answers to the question of how to simplify the visa process provide the key to the solution - fewer documents and one application for all destinations. It helps to understand what the problem is and how it can be overcome without compromising the UK's border security. The following chapter uses this and other information to analyse the visa problem.

5. UKCVA's analysis of the visa problem

- 5.1 Many individuals, businesses and organisations are frustrated by the obstacle the visa system presents to potential visitors, students and business people to the UK. To its credit, the government recognises this and, in China, has made a range of improvements to the system.
- 5.2 UK Visas & Immigration says that 96% of applicants successfully obtain a visitor visa; average processing time for a visitor visa is less than seven days; the number of supporting documents required has been reduced; and the passport pass back service allows applicants to apply for the two visas simultaneously²⁹.
- 5.3 In December 2012 the Home Secretary announced a series of initiatives aimed at improving further the visas system in China³⁰ (see Appendix C). These are welcome although, given their recent introduction, the full impact has yet to be seen. UKCVA's tour operator research showed these improvements have not yet been widely recognised by the tourism trade (paragraph 4.18). Operational improvements to the visa service in China, such as additional staff during busy times, has also helped to improve performance. And the new VIP mobile visa service should make it easier for high net worth travellers to apply for a visitor visa.
- 5.4 The Home Secretary's decision in March 2013 to create UK Visas and Immigration within the Home Office as part of the replacement for UK Border Agency was a welcome move. By splitting immigration and visas from immigration law enforcement it allowed two distinct cultures to be created. In the words of the Home Secretary, the first is "a high-volume service that makes high-quality decisions about who comes here, with a culture of customer satisfaction for businessmen and visitors who want to come here legally"³¹. The second is "an organisation that has law enforcement at its heart and gets tough on those who break our immigration laws".
- 5.5 In UKCVA's report on UK visas for Chinese visitors ³²we look at the various elements of the visa system where improvements could be made, including reviewing the application form (e.g. reducing its length, allowing applicants to complete it in Chinese), refining the amount of supporting material required, reducing the fee, streamlining the biometric element and addressing the time taken to process applications. But we conclude, while there are always areas of improvement to the system, these marginal improvements in themselves will not lead to the significant increases in Chinese visitor numbers required to match the performance of, say, France.

29 "UK Visa and Immigration – The UK Visa Service in China, September 2013"

30 UKBA Latest News and Updates
<http://www.ukba.homeoffice.gov.uk/sitecontent/newsarticles/2012/december/15-china>

31 Home Office Oral statement March 26 2013
<http://www.ind.homeoffice.gov.uk/sitecontent/documents/news/ho-os.pdf>

32 UKCVA "Promoting Growth in Britain's Economy"
<http://ukcva.com/reports/visa-report-2012/>

- 5.6 In a letter to the Home Secretary³³ in May 2012 the British Ambassador in Beijing pointed out the British performance in terms of the number of visas issued compares favourably to that of other European countries. The Alliance agrees with this and understands the Ambassador's frustration that, while officials are generally processing almost as many visas as other major European embassies, there is still criticism of their performance. But unless something changes, this will always be the case because the main issue is not the under-performance in terms of processing and issuing visas, it is that not enough Chinese travellers are applying for a UK visa.
- 5.7 The UKCVA believes the reason why these improvements do not seem to be making a big difference in terms of Britain's relative performance in attracting Chinese visitors is because in most cases they address the wrong issue. The Alliance does not believe that the problem is the difficulty of applying for a UK visitor visa. Indeed, VisitBritain's consumer research on visas showed that only 12% of applicants found it difficult to apply³⁴. The issue, we believe, is the need to go through the application process twice – once for a Schengen visa and once for a UK visa. Applying for any visa - UK or Schengen - takes time, effort and money. It involves a trip to a Visa Application Centre which in China can often be many hours away. Rather than having to go through the time consuming application process twice it is easier for potential visitors simply to leave the UK off their itinerary and instead visit other countries already covered by their Schengen visa.
- 5.8 And since most Chinese visitors to Europe come on organised tours³⁵, the tour operators have to organise all their clients' visas. It is simpler for them to leave the UK off their European itineraries than to make visa arrangements twice for large numbers of travellers. No matter how much the UK is promoted in China, and no matter how much the application process is improved, the UK will continue to be missed off most European tours if there needs to be two separate visa applications.
- 5.9 This is shown by government figures. Only around 6% of Chinese visitors to Europe bother to obtain two visas³⁶. 85% obtain just a Schengen visa and 9% obtain just a UK visa. So other European countries can welcome 91% of the 1.3 million Chinese visitors to Europe. The UK can welcome only the 15% who have obtained a UK visa.
- 5.10 UKCVA's central argument is that the most effective way to increase significantly the number of Chinese visitors to the UK is to not just to make it easier to apply for a UK visa but to make it easier to apply for both a UK and a Schengen visa at the same place and same time. Visitors and tour operators do not want to apply twice for two visas so we need to find ways for them to apply just once for both.**
- 5.11 It is important, however, for the UK's border security, that the UK retains its independent visa system. No major political party is proposing that the UK should join the Schengen Agreement and neither is UKCVA. The key is to have one point of application for both visas but retain two separate processing systems.
- 5.12 The Alliance is pleased the government has accepted our core argument. In October 2013 The Chancellor announced in China a pilot to allow certain Chinese ADS tour operators to use a Schengen form to apply for a UK visa, so making it easier to apply for both visas at the same time³⁷. This is significant because it is the first improvement to link the UK and Schengen visa application processes.

33 Evening Standard "Fortress UK puts off visitors says our man in China" June 6 2012
<http://www.standard.co.uk/news/uk/fortress-uk-puts-off-visitors-says-our-man-in-china-7820387.html>

34 VisitBritain, Market and Trade Profile China, November 2013 p33
http://www.visitbritain.org/Images/China%20-%20Nov%2013%20MM_tcm29-14678.pdf

35 VisitBritain "China Visa Study" March 2012 Question 13 - 56% of Chinese travelers came to Britain on an organised tour.

36 UKCVA analysis of visa numbers issued by the UK and Schengen in 2011-12 ("UK Visa and Immigration – The UK Visa Service in China, September 2013" and European Union "Complete statistics on short stay visas issued by the Schengen States 2012"
http://ec.europa.eu/dgs/home-affairs/what-we-do/policies/borders-and-visas/visa-policy/index_en.htm)
 and VisitBritain estimate of the number of Chinese visitors to the UK obtaining a Schengen visas (40%) in China Market and Trade Profile 2013 p42.
http://www.visitbritain.org/Images/China%20-%20Nov%2013%20MM_tcm29-14678.pdf

37 HM Treasury and Home Office "Chancellor announces simplified visa applications for Chinese visitors." October 14 2013
<https://www.gov.uk/government/news/chancellor-announces-simplified-visa-applications-for-chinese-visitors>

- 5.13 Speaking in a Lords debate on China on November 7th the Foreign Office Minister, Lord Green of Hurstpierpoint, replying to the visa question raised by Baroness Valentine, Chief Executive of London First, a UKCVA member, said:
- “Last month, in Beijing, the Chancellor of the Exchequer announced measures to streamline and simplify the visa process for Chinese nationals who want to visit the UK for business, study or pleasure. This includes plans to open a 24-hour visa service and streamlining the UK and Schengen visa application process.”
 - “The Schengen process itself is moving - or so they claim - to biometrics, which will level the playing-field. I hope that we will increasingly be able to provide, in effect, a one-stop-shop service for Schengen and UK visas.”
 - “Progress is being made in discussions with Schengen about how to converge the two processes as much as possible.”³⁸
- 5.14 In December 2013 the BBC reported the Prime Minister speaking to students on his trip to China saying that “efforts were under way to set up a “joint shop window” so that Chinese tourists could apply for a British visa at the same time as applying for a Schengen visa, which grants them access to the rest of the EU.”³⁹
- 5.15 These three public announcements by senior ministers at the end of 2013 makes it clear the government is committed to finding ways to introduce some form of “one-stop shop” for applying for both visas at the same time. The UKCVA welcomes the government’s position and the next chapter of this report proposes practical ways in which this can be achieved.
- 5.16 In the Lords debate the minister, Lord Green, mentioned that Schengen may move towards biometric visas. Since 2007 the UK’s visas in China have been biometric. This means every individual applying for a UK visa has to visit a UK Visa Application Centre in person to give their fingerprints and be photographed. This has put the UK at a disadvantage compared with Schengen countries that do not yet require biometric details. Applications for a Schengen visa can be made by an agent on behalf of a traveler.
- 5.17 The date for the introduction of biometrics in China by Schengen has constantly slipped although there is a possibility of introduction in 2014. While the minister rightly says this will create a level playing field, having to give biometric details for a Schengen visa will make the application process even more onerous. This will make it even less likely that a visitor will go through the application process twice. It will be important to find some way of collecting the biometric data just once for both visas if the UK isn’t to lose out even more.

6. How do we enable potential visitors to apply for two visas at the same time?

- 6.1 In October 2013 representatives of the UKCVA visited China at the same time as the Chancellor and the Mayor of London. During that trip they toured both the UK’s Visitor Application Centre (VAC) in Beijing and the British Embassy’s Visa Processing Centre which manages all applications from the 12 VACs in China, except those from Shanghai (which has its own processing centre).
- 6.2 The VACs are managed on behalf of the British government by a private company, VFS Global, which has recently been awarded a further 7 year contract in China. The VACs are responsible for collecting and checking the visa application forms and supporting material, taking biometrics and collecting fees. The applications are then sent to the Visa Processing Centre where they are processed and decisions made on visas by UK officials.

38 Lords Hansard November 7 2013 columns 371 and 372
<http://www.publications.parliament.uk/pa/ld201314/ldhansrd/text/131107-0002.htm>

39 BBC news December 5th 2013 <http://www.bbc.co.uk/news/uk-politics-25198517>

- 6.3 From our observations, the VAC in Beijing is run professionally and effectively. The system allows applicants to book appointments, usually within 5 working days, and the application process takes no longer than half an hour. On the day the UKCVA visited there were no queues, plenty of staff and applicants were being seen quickly.
- 6.4 The processing of visitor visa applications is also efficient. The government sets a target of 15 days to process a visa application, although in practice this is often far shorter. From October 2012 to September 2013 the average processing time for a visitor visa was just 7 days. Visas applied for under the Priority Service are processed within three to five working days. Additional visa officers are employed during peak times to ensure that applications are processed within the approved times. 96% of all UK visitor visa applications in China are approved.

Continue to streamline the application processes for a UK visa and a Schengen visa

- 6.5 To explore how to create a one stop shop, the UKCVA examined the stages of the process from the view of a consumer to see how the elements that impact on applicants can be streamlined.
- First the application form has to be filled-in and supporting documents obtained.
 - Secondly an appointment has to be booked at a VAC, and a visit made to submit the documents and give biometric details (fingerprints and a photograph). Payment can be made online or at the VAC.
 - Finally the applicant awaits the decision on his or her visa application and, in 96% of the cases, is issued with a visa.
- 6.6 To encourage more Chinese people to apply for a UK visa as well as a Schengen visa ways need to be found to streamline the first and second element into one process and to give assurance that their application is most likely to be successful and granted in a timely fashion.

Element One – application form and supporting documents

- 6.7 The government's recently announced pilot allows a small number of ADS tour operators to use a Schengen application form when applying for a UK visa. In effect this means that for a party of 50 tourists the tour operator needs to fill in just 50 forms rather than 100. The UK application will require a separate declaration form, but this is minimal. The pilot is a paper based scheme at present although the government is working to produce a web based application system which would allow online applications.
- 6.8 The government is also moving to streamline the required documents and is accepting photocopies rather than originals. This, along with the passport pass-back scheme (where an applicant can bring his or her passport to the VAC, a copy of it is made and the passport returned so that a separate application can immediately be made for a Schengen visa) allows applications to be made for both a Schengen and UK visa simultaneously, although still with two separate processes.
- 6.9 Currently the pilot only applies to a limited number of ADS tour operators. However there is evidence that more Chinese people are travelling independently rather than in organised tours. This is particularly the case with high net worth individuals. Any improvements need also to address the requirements of these individuals.
- 6.10 It is clear the government is moving in exactly the right direction on this element. To complete the streamlining of this element the UKCVA proposes –
- The government creates a web based version of the pilot
 - The pilot is extended to all ADS tour operators
 - The pilot is extended to smaller tour operators and to independent travellers
 - UK Visa and Immigration continue to streamline necessary supporting materials so that they closely match those required by Schengen countries

Element Two – visit to a Visa Application Centre

- 6.11 Currently applicants for a UK visa have to attend a UK VAC in person to submit their application and leave biometric details. Applicants for a Schengen visa can have their application submitted on their behalf by an agent (usually their tour operator) because, at present, no biometric details are required. This means that to obtain both a UK visa and a Schengen visa there are two separate visits to two VACs. The aim should be to reduce that to just one visit to one VAC to apply for both visas. Since the applicant has to attend the UK VAC to leave biometric details we should explore ways to have this as the only visit they need to make.
- 6.12 VFS Global, which operates the UK VACs in China, also operates the VACs for 10 Schengen countries. In Beijing these VACs are in the same building and actually on the same floor as the UK VAC. These countries, and the number of Schengen visas they issued in 2012, are –
- | | |
|--|---------|
| ● Austria | 31,327 |
| ● Belgium | 16,110 |
| ● Denmark | 21,070 |
| ● Greece | 22,491 |
| ● Iceland | 1,078 |
| ● Italy | 268,348 |
| ● Malta | 1,135 |
| ● Norway | 20,033 |
| ● Spain | 60,621 |
| ● Sweden | 27,975 |
| ● Total number of Schengen visas issued by these ten VACs in 2012 is | 470,188 |
| (UK issued 210,000 in the same period) | |
- 6.13 The VACs of the France and Germany, countries which, together with Italy, issue the most Schengen visas to China, are co-located in Beijing just one mile away from the UK VAC. In 2012 France issued 277,099 visas and Germany issued 236,258, or 513,357 in total.
- 6.14 The UKCVA proposes an agreement is sought with VSF Global to act as an agent for applicants requiring both a UK and Schengen visa. The applicant would attend the UK VAC to submit his or her documentation and leave biometric details. The applicant would leave a duplicate copy of the application (based on the improvements in Element One), together with the fee for a Schengen visa and VFS Global would ensure these applications are submitted to the other countries' VACs. For the 10 Schengen countries shown in paragraph 6.16 this would simply involve an internal transfer of documents. For France and Germany, a system should be established for daily deliveries to their nearby VACs. Together this would cover nearly 1 million Schengen visa applications (983,545) out of the 1,185,000 Schengen visas issued in 2012. At the end of this process the applicant would have their passport returned containing both visas.
- 6.15 VSF Global has recently been appointed for a further 7 year contract (from April 2014) and so has an incentive to expand its services. A small administration fee could be charged for providing this service which could cover the cost and provide a profit incentive for VSF. UK Visa and Immigration should promote this product as a "UK and Schengen Visa option", within the visitor visa package, priced at the combined cost of the two visas plus the administration fee. This would provide a simple product for those wanting both a UK and Schengen visa.

- 6.16 As well as the immediate benefit of offering this enhanced service it would also establish a system and a working relationship which could form the basis for joint data collection if Schengen countries introduce biometric visas in China. This is expected in 2014 although the introduction date has slipped in the past. UKCVA believes it is vital that some form of joint data collection is introduced if Schengen countries introduce biometric visas. UKCVA believes that the need for every traveller to visit two VACs to give biometric data for both a UK and a Schengen visa will reduce even further the number of Chinese visitors applying for the two visas and Britain will lose out (see paragraphs 5.16 and 5.17).

Other issues

Managing misperceptions

- 6.17 It is clear there are some misperceptions about the visitor visa service offered by the UK. The approval rate is 96%. The average time for processing a visitor visa application is 7 days (see paragraph 6.4). Yet UKCVA's tour operator research showed 23% of the 70 tour operators who mentioned the visa process as an obstacle said that the success rate was too low. 20% said the application procedure was too lengthy. Although our research showed that misperceptions were not the main issue (see paragraph 4.26), it is clearly worth addressing them. Despite UK Visa and Immigration publishing performance data this is clearly not getting through to consumers. One way to address this is to create a more consumer-friendly visa packages.
- 6.18 UKCVA believes the way in which UK Visa and Immigration outlines the visa options on its website and provides guidance could be better presented. Appendix D shows the page on the current website and the link page giving guidance to applicants. Because UKVI attempts to cover all forms of visas at the same time the website is fairly confusing, especially for people who are not experienced in applying for visas. There are also no relevant performance messages to give applicants the reassurance that they will both obtain their visa and in good time. For example the page "Visiting the UK" (which includes a baffling array of 20 different visa categories, all of which are given equal weight) contains this as the only sentence on performance - "Our service standards for visitor visas are that we will decide 90 per cent of applications within 3 weeks, 98 per cent within 6 weeks and 100 per cent within 12 weeks"⁴⁰. This does not sound as encouraging to potential travelers as the impressive actual performance figures used in other documents by UKVI (see paragraph 6.4).
- 6.19 UKCVA is aware the website is currently undergoing a re-design. UKCVA proposes a more simplified webpage is created which offers a number of packages for different types of applicants. One package, for example, would be the visitor visa where the emphasis should be on those most popular (e.g. tourism and visiting friends). This should then give a range of options for visitor visas, for example, the basic visitor visa, the priority visitor visa and the VIP visitor visa. Clicking on any would then lead to a page dedicated to that particular visa. It would explain the purpose of the visa, link to the application form, give the price, explain what supporting documents are required and give clear performance guidance (time for processing, success rate, etc).
- 6.20 Chinese visitors applying for US visas can now track their application in real time via the internet. The Alliance urges the government to examine ways to include this service in any enhanced web presence.
- 6.21 The government is moving towards a more uniformed style for its websites for all government departments. While there is merit in this, it is important that any new visa website should be tailored more towards its consumer audience. It is also important that this website should be the most dominant website in the major search engines. A number of private sites exist selling visa application services and these have a vested interest in making the process seem more difficult than it actually is.

Private sector support

- 6.22 There are a number of areas where UKCVA members have a great deal of private sector experience and expertise which could help the government to improve the visa application process as suggested above including marketing, web design, customer management. In January 2012 President Obama issued an Executive Order to the US government to streamline the visa application process, particularly for China. Significantly he recruited private sector support from organisations such as Disney to advise on good customer management. It may be helpful if a small working group is established in the UK as a way of enabling the private sector to contribute practically to any future visa improvements to the visa process.

Resources

- 6.23 Should changes be made which lead to significant increases in the number of applications for UK visitor visas, over and above those expected through the general growth in the Chinese tourism market, the UKCVA would urge the government to ensure that the VACs, Embassy and consulate have sufficient resources to process the applications within the established timescales. It may be the economies of scale work to the government's benefit but, if not, then the UKCVA hopes any additional resources would be seen as a worthwhile investment given the benefits to the UK economy of encouraging more Chinese visitors.
- 6.24 Paragraph 2.7 of this report illustrates how ADS tours operate week-long tours on mainland Europe and the UK. Our aim is to encourage more Chinese visitors to include a week's UK tour on their itinerary by making easier to apply for a UK and Schengen visa. Should this happen and visitor numbers increase significantly we urge the government to ensure that ADS tours are able to pass quickly through borders (most likely to be on coaches via ferry or rail - Eurotunnel – than airports). The status of ADS tours and the amount of advance passenger information provided should be used to speed the process and allow faster movement of larger volumes of tourist through the borders without compromising border security.

7. Other ways of reducing the need for two separate application procedures.

- 7.1 The proposals outlined in chapter 6 would in practice allow visitors to apply at the same time and place for the two visas required to include the UK on a European tour and UKCVA urges the government to proceed with these proposals as fast as possible. There are, however, other options which should also be examined.

Sharing VACs with the three major Schengen countries

- 7.2 The UK could reach bilateral agreements with the three major European countries that issue most visas in China and whose application process is similar to ours, to share the collection of data. France, Germany and Italy, between them, issue over 775,000 of the 1,186,000 Schengen visas in China. In 2012 France and Germany opened a common visa centre in Beijing indicating that bilateral co-operation is possible. The UK already shares Visa Application Centres locations in China with Italy.

7.3. The imminent introduction of biometrics by Schengen members (which will require a trip to a Visa Application Centre to give finger prints and a photograph) may provide an opportunity for closer working given the larger number of Visa Application Centres the UK already has in China and restrictions on new VACs imposed by the Chinese government. Because the UK already has biometric visas it already has 12 VACs in China. France has only 5, Germany has 4 and Italy has 3. The Chinese government has determined that future VACs have to be part of a consulate, which means opening a new VAC will be expensive. There is therefore an opportunity for the UK to reach some form of agreement with the three largest Schengen countries to share data collection when Schengen introduces biometric visas. By physically sharing premises to collect data it would be possible to collect the same data at the same time for two separate applications.

Expanding the Super Priority VIP system

7.4 In 2012 the government introduced a super priority system. Visa staff visit the applicant at an appointed time and a convenient location (e.g. home or office) to take biometrics, collect and examine documentation and issue the visa. This is a premium service which carries a high fee. Currently it is available only in certain areas of Beijing and Shanghai (where the UK has Embassy and consular staff).

7.5 The attraction of this service is to high net worth travellers to whom time is more important than money. These individuals are an important market for the UK since they are high spenders and potential investors for the UK. UKCVA would like to see this service expanded and promoted more.

Make greater use of longer term visas

7.6 The current UK visitor visa is valid for six months and allows multi-entry (in comparison the Schengen visa allows one entry and is valid for three months). The UK does offer visitor visas valid for up to 10 years. If more travellers obtained longer-term visitor visas they would not need to keep reapplying for a visa for every trip to the UK.

7.7 However, the cost is relatively high and the conditions required to obtain a longer-term visitor visa are higher than a short-term application. Appendix E outlines the different requirements. The fees, per person, are:

- Short-term – valid for 6 months **£80**
- Longer-term – valid for up to 2 years **£278**
- Longer-term – valid for up to 5 years **£511**
- Longer-term – valid for up to 10 years **£717**

7.8 While more applications for longer-term visitor visas would be likely to lead to more visits to the UK, the cost in particular seems to discourage applications.

Reform the visa waiver scheme

7.9 The UK regularly assesses each country to determine, based upon a consideration of a range of risks, whether visitors from a particular country require a visa. Citizens of those countries deemed not to be a high risk (e.g. from illegal immigration, security, terrorism or industrial espionage) are able to visit the UK for up to six months without requiring a visa. This is generally known as the visa waiver scheme. Currently citizens from 115 countries, including China, require visas to visit the UK.

7.10 In the longer term, the government might consider whether a more sophisticated version of the visa waiver scheme could differentiate between different groups within a particular country to identify low risk groups who might not require a visitor visa. This could, for example, include ADS tours.

Other issues – support from China and Schengen countries.

- 7.11 Some of the ideas in chapters six and seven rely on the good will of China and our European neighbours to implement. The UKCVA appreciates there could be political and administrative difficulties with any initiatives but we have been encouraged by the good relations between the UK other governments and the positive responses so far. The UK, China, France, Germany, Italy and the European Union are members of the G20. At the close of the G20 summit in Mexico in June 2012, the 20 leaders issued a G20 Leaders Declaration. The communiqué contained this commitment to improve and facilitate travel and tourism worldwide “We recognize the role of travel and tourism as a vehicle for job creation, economic growth and development, and, while recognizing the sovereign right of States to control the entry of foreign nationals, we will work towards developing travel facilitation initiatives in support of job creation, quality work, poverty reduction and global growth”⁴¹. Streamlining visa application procedures is one way of helping to turn this commitment into reality.
- 7.12 In the following month in Beijing European Commission Vice-President Tanjani signed a joint statement with the Chinese government to cooperate in the field of sustainable tourism. One of the six areas they committed to work on is “improving European Commission-China cooperation in the field of Approved Destination Status (ADS) visa aimed at boosting tourist travel as well as facilitating people to people contact”⁴². While this provides further proof of the willingness of the Chinese government to work to encourage more trips to and from Europe, it is also a warning to the UK of the need to improve the visa system continually so that the UK is not left further behind Schengen countries. The recent introduction by the French government of a 48 hour visa service in China is another example of improvements being made by European governments .

8. Conclusions and recommendations

- 8.1 The government has gone a long way in recognising the importance of Chinese visitors to the UK’s economy and has introduced many improvements to the visa application process. UKCVA believes that the government has taken a significant step forward in appreciating the need to streamline the application processes for both Schengen and UK visitor visas as the best way to increase significantly the number of Chinese visitors the UK attracts.
- 8.2 The UKCVA welcomes these positive initiatives by the government and looks forward to continuing our work together to improve further Britain’s performance in attracting Chinese visitors. To this end we recommend that the government:
- Continues to streamline the visa application system to enable visitors to apply for both a UK visa and a Schengen visa at the same time and place in two specific areas:
 - **One** – the application form and supporting documents:
 - Roll out a web based version of the tour operator pilot allowing the use of a Schengen form to apply for a UK visitor visa
 - Extend the pilot to all ADS tour operators
 - Extend the pilot to smaller tour operators and to independent travellers
 - Continue to streamline necessary supporting materials so that they closely match those required by Schengen countries

41 Telegraph “G20 Summit Communiqué: full text” June 20 2012
<http://www.telegraph.co.uk/finance/g20-summit/9343250/G20-Summit-communication-full-text.html>

42 Joint Statement from the European Commission and the national Tourism Administration of the People’s Republic of China on cooperation in the field of sustainable tourism. July 19 2012
http://ec.europa.eu/enterprise/initiatives/mission-growth/missions-for-growth/files/asia/china/2013-china-js-cnta_en.pdf

● **Two** – visiting the Visa Application Centre:

- Devise a system to allow visitors to a UK VAC to submit their Schengen application at the same time by enabling VSF to act as an agent
- Promote this as a “UK and Schengen Visa” package on the newly designed website
- Ensure that, if Schengen visas become biometric, applicants for both a UK and Schengen visa can provide both sets of biometric data at the same time
- Additional recommendations for the government are that it:
 - Improves its visa website to create more consumer friendly and appealing packages
 - Introduces real-time tracking of visa applications
 - Establishes a working group with the private sector to harness the experience and expertise of the private sector in issues such as marketing and customer management
 - Ensures sufficient resources are available to manage increased number of applicants
 - Consider other ways of reducing the need for two separate application procedures, such as:
 - sharing VACs with the three major Schengen visa issuing countries
 - expanding the Super Priority VIP system
 - making greater use of longer term visas
 - refining the visa waiver scheme

Appendix A

Recent improvements to the UK Visa application process in China

Since December 2012 the Home Office has announced a number of improvements to the visa application process in China. These include -

- Simplified Approved Destination Scheme (ADS) process: including a shortened online application form and streamlined requirements for ADS customers (15% of visas issued are ADS).
- Passport pass-back: a service for business travellers and ADS tourists which allows customers to keep their passport while their visa is processed. This means they can travel or apply for another visa if they need to, reducing the time it takes to get two visas.
- Convenient biometric capture: a mobile biometric service which will be available to applicants who wish to have their biometric information taken at a location more convenient to them, rather than at a visa application centre.
- Priority visa eligibility: expanded to include those who have previously travelled within the Schengen area.
- Improved application processes: online application improvements, including translated guidance forms.
- Assistance for businesses: a business network has been established, with dedicated Embassy staff to assist businesses with their UK visa requirements. An enhanced Select Business Scheme has also been introduced, removing reporting requirements that made the visa service cumbersome and bureaucratic for many companies.

Home Office improvements announced by George Osborne during his China visit, October 2013:

- A new pilot scheme which will allow selected Chinese travel agents to apply for UK visas by submitting the EU's Schengen visa form, rather than 2 separate applications.
- Implementation of a new 24 hour 'super priority' visa service which will become available from summer 2014.
- Exploring the expansion of the successful VIP mobile visa service, currently operating in Beijing and Shanghai, to the whole country.

Appendix B

Comments made by Chinese tour operators when asked why they did not include the UK on more of their tours

Applying for the UK visa is not easy with a high rejection rate. Also, it is a hassle to have to apply for a separate visa to the Schengen Visa just to go to the UK. Because of new regulations in China there is no longer shopping trips and excursions included within the price. None is allowed to make extra money from our tour and there are no pay-backs to third party companies as there used to be. Some entry admissions and the extra prices used to be included in the price as part of deal with the agencies but now, no matter what country you are in, any extra costs are paid for by the customers. Also, Chinese customers are expected to tip but we do not have that tradition in our culture. All in all, on top of the visa application being complicated, customers can expect to incur quite a lot of costs if they travel to anywhere, especially the UK. The restrictions were intended for the agencies to not be able to make extra money.

Applying is expensive and you need two visas to go to continental Europe and the UK.

Customers have to do face-to-face interviews and need another separate visa to go to the UK.

Firstly, the passing rate of visa application is not so high, secondly, the preference for customers, as most of Chinese prefer to travel more countries with one visa compared travelling to Europe with that to UK.

First, there are too many pieces of paperwork to prepare for the UK visa application and the certification is needed in its original form, a copied version and a translated version. Secondly, normally it takes 5 working days in total to apply for and get a visa to tour South Asian countries, such as Thailand and Malaysia. But for the UK tour visa application, it needs 20 days to get the visa and passport back.

It's expensive and the cost of applying for the visa to the UK can also be the same cost of travelling to Beijing.

The UK visa application has a high rejection rate and the process speed is too slow. For example, if one guy buys 7 trips on behalf of 7 customers, if one of those customers turns out to be ineligible, then the rest of them will get very upset and will cause them much inconvenience. The process is too slow and does not give enough warning, for example, someone can buy their flights and then the night before they are supposed to fly be told that they have in fact had been rejected.

It's expensive to get a visa each time and most Chinese customers don't like giving their finger prints and health details to the British Consulate because it should be confidential.

One of the reasons for our agency not arranging UK tours is because of the difficulty of the visa applications. Specifically, the customers need to go to the application centre in person and the place may be far away from the cities they live in. This is very inconvenient and adds to the already long time it takes to apply.

The feedback from our customers is that the difficulty of UK visa applications stop their travel plans. Thus, we can't properly arrange the UK tours.

The UK visa is more expensive and you can only visit the UK with it as opposed to the Schengen visa where you can visit multiple countries. There should be more collaboration so you do not have to get to visas.

The visa application is quite expensive and it requires a face-to-face visa interview. Also, we cannot use the Schengen visa to visit UK so we need to apply for the UK visa separately.

Appendix C

Home Secretary announces visa service improvements

12 December 2012

The Home Secretary today confirmed the importance of China as a priority growth market for tourism and business visitors, with the announcement of a package of further enhancements to the UK visa service.

The visa service is already delivering well, with 50% of visas processed within 5 days and 97% within 15 days, but customers have asked for a fast, transparent, simple and easy to access service which is tailored to their individual needs. These new measures form part of a programme of continual improvement to the visa service, designed to meet these needs and to ensure that the UK remains an attractive option for tourism and business visitors.

The changes will be implemented over the next 6 months and include:

- **Simplified Approved Destination Scheme (ADS) process:** including shortened online application form and streamlined requirements for ADS customers.
- **Assistance for business:** a business network has been established, with dedicated Embassy staff to assist businesses with their UK visa requirements.
- **Passport pass-back:** a service for business travellers and ADS tourists which allows customers to keep their passport while their visa is being processed. This means they can travel or apply for another visa if they need to, reducing the time it takes to get two visas.
- **Visa training for agents:** a new online visa training module for the Brit Agent network in China so they can better assist Chinese customers wanting to travel to the UK.
- **Convenient biometric capture:** a mobile biometric service which will be available to applicants who wish to have their biometric information taken at a location more convenient to them, rather than visiting a visa application centre.
- **Priority visa eligibility:** expanded to include Tier 4 students and those who have previously travelled within Schengen .
- **Improved application processes:** improvements to the online application process (in April 2013) including the introduction of translated application forms.
- **An enhanced Select Business Scheme:** the enhanced scheme will remove the onerous reporting requirements that have made it cumbersome and bureaucratic for many companies.

Appendix D

Current government visa website – Page1, “Applying for a Visa”; page 2 “Supporting documents guidance for visa applications in China”; and page 3 Visiting the UK

Page 1

Applying for a UK visa in China

This page explains how you can apply for a visa to come to the UK if you are currently in China.

If you currently have **temporary** permission to stay in China (for example, as a student or a visitor), you can only apply for some types of UK visa - see ‘More information’ below.

Business visit visas

If you are a regular business traveller, see the [Business Service](#). This gives information on our select business scheme (SBS) and premium services, which may be available to you. It also gives information on our long-term visit visas of 1, 2, 5 or 10 years.

Tourism visit visas

Independent travellers

If you are applying for a visa to visit the UK for tourism an independent traveller, please see the [independent travellers guide](#) on the right hand side of the page. This is a step by step guide outlining how to apply for a general visit visa to visit the UK.

Approved Destination Status (ADS) group travel

If you are applying for a visa to visit the UK for Tourism and you are applying as part of an ADS group, please see the ADS guide on the right hand side of the page. This is a step by step guide outlining how to apply for an ADS visa to visit the UK.

Approved Destination Status

The Approved Destination Status (ADS) scheme is an agreement between the British Government and the National Tourism Administration of China (CNTA) to facilitate the visit of Chinese tourist groups to the UK. The Approved Destination Status scheme is unique to China and is the only route for group tourism from China to the UK. Over 90 Chinese travel agencies are currently accredited to submit ADS visa applications to UK Visas and Immigration through the VFS Visa Application Centres. ADS visas are valid for 30 days and require successful applicants to enter, leave and travel within the territory of the UK as a member of a tour group.

If you are a travel agent and would like further information about the ADS scheme and how to join, please email Beijing.ADS@fco.gov.uk.

Summer and winter school visas

If you, or your child, are applying for a visit visa to travel to the UK for a short summer or winter school course, you will need to apply through a registered agent. For more information on becoming a registered agent, please visit the [British Council website](#). If you would like information on finding a registered agent, please contact the [British Council](#) directly.

Visas for parents of students

If you have a child studying in the UK, and you would like to visit them you can apply for a general visit visa. You can find more information on how to do this on the [supporting documents page](#). You may be eligible to apply for a long-term visa if you have previously travelled to the UK, please see the [additional services page](#) for further information on long-term visas.

All visa categories

When to apply

You can apply for a visa up to 3 months before your date of travel to the UK. We strongly advise you not to confirm your travel arrangements until you have received your visa. To find out how long we usually take to process your type of visa, go to the [Visa processing times](#) page.

Before you apply

Before you apply, you must:

- prepare the [supporting documents](#) that you will need;
- be ready to submit your visa application and enrol your fingerprints and photograph (known as [biometric information](#)) at one of our visa application centres; and
- be able to pay the visa application fee. The [Visa application fees and guides](#) pages explain how much your visa application will cost.

How to apply

To apply for a visa, you must:

- complete and submit a visa application form online; and
- visit one of our visa application centres.

From 30 April 2012 we will not accept any handwritten application forms. You must complete your application online following the directions below.

Applying online

You can find the online application form under 'Do it online' on the right side of this page. To apply online, simply follow the link and enter your details as requested.

Once you have completed your online application form, you must print and sign your completed form. If you do not have access to a printer when you apply, you will be able to log in and print out the form later. If you have used our new optional service of paying online, please also print off the confirmation email which you will receive from WorldPay as proof of payment and take this along with you to the visa application centre.

When you have completed your online application, you will receive an email message containing your **application number** (also known as a 'GWF reference'). Please make a note of this number.

Making an appointment

As part of your online application, you should use the online appointment system to book an appointment to attend the visa application centre. You can book, change or cancel your booking online. Your appointment must be no more than 90 days after the date when you completed and submitted your online visa application form. Your appointment should take no longer than 30 minutes.

Summer School and Approved Destination Status (ADS) groups must complete an online application, but should not make an online appointment. The group leader should contact the local UK visa application centre to make a group appointment.

Visiting the application centre

To complete the application process, you must visit one of our visa application centres in person. You must submit:

- a signed print-out of the online application form;
- your passport; and
- your supporting documents
- if you have paid online, please also bring along the confirmation email you will receive from Worldpay as proof of payment.

At the application centre, we will collect your biometric information (digital photograph and fingerprints).

Please remember to submit your application early. Our target is to process 90 per cent of non-settlement applications in 15 working days (3 weeks).

Booking biometric appointments

If you are applying for a visitor, Tier 1, Tier 2 or settlement entry visa you must not choose the option of 'Tier 4 applicants' in the visa category when booking an appointment. Booking an appointment under the incorrect category or block booking appointments can lead to delays for yourself and other customers.

Paying your visa application fee

You must pay your visa application fee online using a MasterCard, Visa, China Union Pay card or Alipay. We do not accept any other types of cards.

When your online payment has been taken, you will receive a confirmation email from our payment provider WorldPay. You must submit a printout of this email as proof of payment when you submit your application at the visa application centre. If you would like to withdraw your application and have your visa fee refunded, please use our refund request form.

If biometric information has been submitted and/or your application has been processed, you are not entitled to a refund either from UK Visas and Immigration or your card issuer. For more information, please see the terms and conditions of service.

If you have applied for the wrong visa category, you will need to withdraw your application and reapply. Please follow the guidance above to request a refund, and then begin a new application.

More information

- Will you need to be interviewed?
- Tier 4 student interviews
- Document fraud
- Assistance from friends, travel agents, immigration agents or consultants
- Applying for a UK visa if you have temporary permission to stay
- If you are not working or paying for your trip
- Travelling with someone who does not have a passport yet

Supporting documents guidance for visa applications in China

中国境内签证申请支持文件指南 - 中国境内签证申请支持文件指南

Last Updated: 04 September 2013

Index

1. General visitor

1. [生活在英国 – 中文版](#) (Your stay in the UK) (1.0MB opens in a new window)
2. [英文版](#) - Independent travellers guide English (841KB opens in a new window)
3. [赴英国个人旅游签证指南](#) (742KB opens in a new window)
4. [Guidance for ADS applicants](#) - Chinese (2.5MB opens in a new window)
5. [文件说明 - 访问英国](#) - Visitors' guide to supporting documents (371KB opens in a new window)
6. [文件说明 - 定居](#) - Settlement guide to supporting documents (806KB opens in a new window)
7. [文件说明 - 指定目的地旅游计划](#) - Approved destination scheme (ADS) supporting documents guide (192KB opens in a new window)
8. [文件说明 - 夏令营及冬令营](#) - Summer and winter school supporting documents guide (466KB opens in a new window)

2. Business visitor

9. [文件说明 - 商务访问者](#) - Business visits supporting documents guide (213KB opens in a new window)
10. [商务签证指南](#) - General guide to applying for a business visit (2.0MB opens in a new window)
11. [General guide to applying for a business visit](#) (2.8MB opens in a new window)

3. Tier 1

12. [文件说明 - 计点积分制第一层级 \(Tier 1\) 投资者](#) - Tier 1 (Investor) supporting documents guide (140KB opens in a new window)
13. [文件说明 - 计点积分制第一层级 \(Tier 1\) 杰出人才](#) - Tier 1 (Exceptional Talent) supporting documents guide (171KB opens in a new window)
14. [文件说明 - 计点积分制第一层级 \(Tier 1\) 企业家](#) - PBS Tier 1 (Entrepreneur) supporting documents guide (463KB opens in a new window)

4. Tier 2

15. [文件说明 - 计点积分制第二层级 \(Tier 2\) 普通类](#) - Tier 2 (General) supporting documents guidance (413KB opens in a new window)
16. [文件说明 - 计点积分制第二层级 \(Tier 2\) 公司内部调动](#) - Tier 2 company transfer documents guide (335KB opens in a new window)

5. Tier 4

17.文件说明 –第四层级 (Tier 4) - 普通类 Supporting documents guidance - Tier 4 (General) (461KB opens in a new window)

18.文件说明 –第四层级 (Tier 4) - 儿童 - Tier 4 (Child) supporting documents guide (230KB opens in a new window)

6. Tier 5

19.计点积分制第五层级（临时雇员——创作和体育） - Tier 5 (Temporary Workers) creative and sporting supporting documents guide (156KB opens in a new window)

20.计点积分制第五层级（临时雇员——慈善工作者） - Tier 5 (Temporary worker - charity workers) supporting documents guide (156KB opens in a new window)

21.计点积分制第五层级（临时雇员——宗教工作者） - Tier 5 (Temporary worker - religious workers) supporting documents guide (161KB opens in a new window)

22.计点积分制第五层级（临时雇员——政府批准的交流） - Tier 5 (Temporary worker - government authorised exchange) supporting documents guide (160KB opens in a new window)

23.计点积分制第五层级（临时雇员——国际协议） - Tier 5 (Temporary worker - international agreement) supporting documents guide (160KB opens in a new window)

Page 3 Visiting the UK

Visiting the UK

This section describes the different types of visitor visa, and helps you to choose the right one for your circumstances. It also explains what you are allowed to do while you are in the UK as a visitor.

If you come to the UK as a visitor, you are normally allowed to stay here for **a maximum of 6 months**. If you want to stay here for longer than 6 months, read the other categories in the [Visas and immigration](#) section to see if you qualify for another type of visa.

See the [Travel and customs](#) section for general information about visas and travelling to the UK.

If someone in the UK will 'sponsor' you during your visit, they should read the [Sponsoring a visitor](#) pages.

Our service standards for visitor visas are that we will decide 90 per cent of applications within 3 weeks, 98 per cent within 6 weeks and 100 per cent within 12 weeks.

Tourism and visiting friends

If you want to visit the UK as a tourist or to stay with friends in the UK, you should apply to come here as a **general visitor** (or as a **child visitor** if you are under 18).

If you are a Chinese national and you will be coming to the UK as part of a group for a maximum of 30 days, you can apply for a visa as an **ADS visitor**.

There are restrictions on what you can do in the UK in these visitor categories. For example, you cannot get married.

- **General visitors**
- **Child visitors**
- **ADS visitors**

Visiting family

If you want to visit members of your family in the UK, you can apply to come here as a **family visitor** (or as a **child visitor** if you are under 18).

If you want to stay longer than 6 months, you cannot come as a visitor. See the [Partners and families](#) section for information about other types of family visa.

- **Family visitors**
- **Child visitors**

Visiting to do business

If you want to do business in the UK, you should apply to come here as a **business visitor** (or as a **child visitor** if you are under 18). This includes academic visitors, and doctors undertaking clinical attachments or the PLAB test.

If you want to come to the UK as a Tier 1 (Entrepreneur), and you need to spend time here first in order to hold discussions and secure funding, you can apply for a visa as a **prospective entrepreneur**.

If you want to come to the UK as a visitor to do short-term, fee-paid activity you can apply for a visa as a **permitted paid engagement visitor**.

- **Business visitors**
- **Visitors undertaking permitted paid engagements**
- **Child visitors**
- **Prospective entrepreneurs**

Visiting to study

If you want to study in the UK for up to 6 months (or up to 11 months if you will be studying an English Language course), and you will not work while you are here, you can come here as a **student visitor** (or as a **child visitor** if you are under 18).

If you have a child aged under 12 who will be studying in the UK under Tier 4 (Child) of the points-based system, you can apply to accompany them as a **parent of a child at school**.

- **Student visitors**
- **Child visitors**
- **Prospective students - Closed to new applicants**
- **Parents of children at school**

Visiting as a sportsperson

If you want to take part in any sporting events in the UK, you might be able to come here as a **sports visitor** or a **visitor undertaking permitted paid engagements** (or as a **child visitor** if you are under 18). If you do not meet the requirements to be a visitor, you will need to apply under [Tier 5 \(Temporary workers - Creative and sporting\)](#) of the points-based system.

- **Sports visitors**
- **Child visitors**

Visiting as an entertainer

If you want to perform or audition in the UK as an entertainer, you might be able to come here as an **entertainer visitor** or a **visitor undertaking permitted paid engagements** (or as a **child visitor** if you are under 18). If you do not meet the requirements to be a visitor, you will need to apply under [Tier 5 \(Temporary workers - Creative and sporting\)](#) of the points-based system.

- **Entertainer visitors**
- **Child visitors**

Visiting for other reasons

If you want to **get married or register a civil partnership** in the UK, and you intend to leave the UK soon after the ceremony, you should apply to come here as a visitor for marriage or civil partnership. If you want to live in the UK after you get married, see the [Partners and families](#) section.

If you want to receive **private medical treatment** in the UK, you should apply to come here as a visitor for private medical treatment.

- **Visitors for marriage or civil partnership**
- **Visitors for private medical treatment**

Transiting the UK

If you want to come to the UK for up to 48 hours on your way to another country, you can come here as a **visitor in transit**.

- **Visitors in transit**

Appendix E

Short and long-term UK visit visas

A **short-term visit visa** allows you to come to the UK for a maximum of 6 months (or a maximum of 12 months if you are accompanying an academic visitor).

A **long-term visit visa** is valid for 1, 2, 5 or 10 years. The application fee is higher than for a short-term visit visa.

If we grant you a long-term visit visa, you are allowed unlimited entry into the UK for the time that the visa is valid, but for a maximum of 6 months for each visit.

We recommend that you limit your stay to the period stated on your visa application. If you spend long periods in the UK as a visitor, our officers may doubt your intentions.

If you breach the conditions of your entry to the UK, we may ban you from returning for up to 10 years.

If you apply for a long-term visit visa, we consider:

- whether you can show a frequent and sustained need to come to the UK (such as family links or an established business connection);
- whether your personal circumstances are likely to change significantly while the visa is valid - so you should give us as much evidence as possible that your circumstances will remain the same;
- whether you have shown that you can support yourself in the UK without public funds, and that you intend to leave the UK at the end of each visit; and
- your previous travel history as shown in a current valid passport.

You should think carefully before applying for a long-term visit visa. We may refuse the visa or issue it for a shorter period than you have applied for (if, for example, the evidence that you provide does not support a long-term visit visa application, or does not meet the visa requirements). If we refuse the application or issue the visa for a shorter period, we will not refund your application fee.

If you have not applied for a UK visa before, we advise that you should consider applying for a short-term visit visa first.

Source - <http://www.ukba.homeoffice.gov.uk/visas-immigration/visiting/general/apply/>



Contact the UK China Visa Alliance

If you would like further information or would like to become a member of the UKCVA, to help influence and push forward the Chinese visa agenda, please get in touch.

Email: ukcva@raincommunications.co.uk Tel: 0207 828 0118