

customers with disabilities

1. The ramp access is available
2. The toilets at the visa application centre are adapted for customers with disabilities.
3. Disabled applicants can bring a relative or friend to assist them.
4. The public areas, including the counter and biometric booth are accessible to wheelchair users and those with physical disabilities.
5. The floor covering at the visa application centre is safe and even.
6. The building is well lit.
7. VFS staff will assist disabled applicants in an emergency evacuation
8. The signs and information posted on the walls at the visa application centre have not been formatted for the visually impaired but VFS staff will be able to provide information.