

## **Customers with disabilities**

VFS Service is keen to ensure that the visa application centre and its services are fully accessible to disabled people.

Information on disabled access to visa application centre is set out below.

- There are no disabled car park facilities.
- Guide dogs are not welcome.
- Security and staff will assist disabled visitors in the event of an emergency evacuation.
- The centre is well lit.
- There are no disabled toilet facilities.
- A friend or family member can only assist the applicant to submit their documents and payment, if the applicant is a child or elderly person.