

Customers with disabilities

1. Disabled car parking is available.
2. Guide dogs are not welcome.
3. An evacuation plan is displayed in the visa application centre at all the entrance points and lifts. Visa
4. staff will assist in the event of an evacuation.
5. The visa application centre, Lobby area and the lift area are well lit.
6. Disabled toilets are available.
7. Signs are displayed in English and Arabic.
8. The flooring is tiled.
9. Friends or family members may be able to accompany visa applicants inside the premises and throughout the application process by calling to keep the application centre informed prior to arrival at the centre.