

Information for customers with disabilities

- The visa application centre is accessible to wheelchair users through the basement (B1) which gives access to the lifts.
- Lift access is also available from the front side of the building.
- A friend or relative can accompany customers with disabilities throughout the application process.
- No disabled toilets facilities are available.
- The visa application centre does not permit animals (including guide dogs).
- Disabled parking areas are available.
- The building is very well lit inside.
- Disabled access is also available at the biometric booths for taking finger scans and digital photographs.
- Security personnel are assigned to help visitors, in case of an emergency or evacuation.
- Handrails are available on both sides of the emergency staircase.