

- **Information for customers with disabilities**

VFS and UK Border Agency are keen to ensure that the visa application centres and its services are fully accessible to disabled people. Information on disabled access at all visa application centres is set out below:

- **General Physical Access:**

- Parking spaces are available at the visa application centres.
- The visa application centres have elevator access which is clearly signposted.
- Wheelchair users can access the visa application centres by taking the elevator down from the basement parking lot or from the ground floor of the building.
- Wheelchairs are available at the visa application centres. If you require access to a wheelchair during your visit, please speak to a member of staff.
- There are no disabled toilets available.
- The public areas, including the submission counters and biometric rooms, are conveniently accessible.
- The visa application centres are well lit
- The floor covering at the visa application centre is safe and even.
- The visa application centre is equipped with emergency alarms and the arrangements are in place for assisting disabled visitors in case of an emergency or evacuation.

Access for visually impaired and deaf/hard of hearing visitors:

- Some of the notices in the visa application centres are not ideally formatted for the visually impaired. Please speak to visa application centre staff member, if you need any information.
- Unfortunately hearing loops, minicomms and text-phones are not installed.
- There is no internal interpreter for sign language at the visa application centres.