

- **Customer with disabilities**

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

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

General physical access

- Disabled car parking is available.
- Security staff are well trained to assist customers in the event of an emergency or evacuation.
- Disabled toilets are available.
- Customers with disabilities or children can be accompanied by a family member throughout the application process.
- Wheelchairs and wheelchair access is available.
- The flooring is tile.

Access for visually impaired and deaf/hard of hearing visitors

- Signs are available in English and Arabic.
- The visa application centre is well lit.
- Guide dogs are not welcome.