

- **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.

### **General physical access**

Please note the following points if you plan to visit us.

A wheelchair is available at the visa application centre.

There is space for wheelchair transfer from a vehicle in front of the building.

A permanent ramp with handrails runs from the ground floor to the lift lobby.

On the 19 floor, there is easy access for wheelchair users from the lift to the offices.

Any applicant with disabilities requiring wheelchair assistance should make an appointment with VFS in advance by calling the helpline number + 6 03 21649323 so that VFS staff can escort them from the car drop area at the main entrance of the building to the visa application centre.

### **Access for visually impaired and deaf/hard of hearing visitors**

The lift buttons are accessible and have 'Braille' lettering.

Guide dogs and hearing dogs are welcome.

There are toilets on each floor but **no** toilets in the building for people with disabilities.

**Please note:** if staff is made aware in advance of the arrival of visitors with disabilities; priority will be given in the event of an emergency or evacuation of the building.