

- **Customers with disabilities**

- Disabled parking is available on the paid parking facility available outside the visa application centre building.
- The elevator is available at the entrance of the building.
- The visa application centre has a wheelchair and access ramp.
- Disabled toilets are available.
- Visa staff members will assist visitors in case of an emergency.
- The centre is well lit.
- Guide dogs are not welcome.
- There are clear signs in English and Arabic.
- Friends or family members can accompany them inside the centre and throughout the application process.
- The flooring is carpet.