

Customers with disabilities

General physical access

- Wheelchairs are available at the visa application centre.
- There is space for wheelchair transfer from a vehicle at the back of the building.
- A permanent ramp runs from the ground floor to the lift lobby.
- The flooring is carpeted.
- There are no disabled toilet facilities.
- On the 7th floor, there is easy access for wheelchair users from the lift to the office.
- Staff will assist disabled visitors in the event of an emergency evacuation.

Any applicant with disabilities requiring wheelchair assistance should make an appointment with VFS in advance by calling the helpline number + 65 62277828 so that VFS staff can escort them from the car drop area at the back 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.
- The centre is well lit.
- There are clear signs in English.
- There are toilets on each floor but **no** toilets in the building for people with disabilities.