

Disability information

VFS and the UK Border Agency are 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

Please be aware of the following points when planning your visit to the visa application centre:

- A permanent ramp is available at the far right corner of the main entrance for wheelchair users to access Regent House.
- A temporary ramp is available at the front security desk for access to the lift area in the lobby.
- There is easy access from the lift to the visa application centre on the 2nd floor.
- Parking spaces are available at the visa application centre.
- Wheelchair users may also access the visa application centre by taking the elevator down from the car park on the 3rd floor to the visa application centre on the 2nd floor.
- Unfortunately the visa application centre is **not** equipped with toilets that have been specially designed for the needs of wheelchair-users or those with limited physical mobility.
- Wheelchairs are available in the visa application centre. If you require this service during your visit, please speak to a member of staff.
- The public areas, including the counter and biometric room, are accessible to wheelchair users or those with physical disabilities.
- The Regent House building is well lit, and the floor covering at the visa application centre is safe and even.
- The visa application centre is fitted with emergency alarms and arrangements are in place for assisting disabled visitors in case of emergency or evacuation.
-

Access for visually impaired and deaf/hard of hearing visitors

- The visa application centre can be easily identified by the VFS UK visa application centre signage in the Regent House building.
- Some of the notices in the visa application centre are **not** ideally formatted for the visually impaired. Please ask visa application centre staff if you need any information.
- Unfortunately hearing loops, minicom and textphones are **not** installed, and we do not have an internal interpreter for sign language.