

- **Information for customers with disabilities**

- **Abu Dhabi Visa Application Centre**
 - The ramp access to the lift at the UK Visa Application Centre in Abu Dhabi has been temporarily withdrawn. Please call VFS on 00971 4 3572300 to make arrangements for your visit to the visa application centre.
 - The toilets at the Visa Application Centre are adapted for customers with disabilities.
 - Applicants can bring a relative or friend to assist them.
 - The public areas, including the counter and biometric booth are accessible to wheelchair users and those with physical disabilities.
 - The floor covering at the visa application centre is safe and even.
 - The building is well lit.
 - VFS staff will assist disabled applicants in the event of an emergency evacuation
 - Guide dogs are permitted.
 - Hearing loops, minicomms or textphones are not installed.
 - The signs and information posted on the walls at the Visa Application Centre have not been formatted for the visually impaired but VFS staff will be able to provide information.

- **Dubai Visa Application Centre**
 - The toilets at the Visa Application Centre are adapted for customers with disabilities.
 - Applicants can bring a relative or friend to assist them.
 - The public areas, including the counter and biometric booth are accessible to wheelchair users and those with physical disabilities.
 - The floor covering at the visa application centre is safe and even.
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