

## customers with disabilities

- 1.** A wheelchair is available at the visa application centre. If you require wheelchair assistance, you should make an appointment at the visa application centre in advance and advise the VFS staff, who will escort you from the car drop area at the main entrance of the building.
- 2.** There is a ramp for wheelchair users and the guards can provide special assistance.
- 3.** Disabled toilets are available.
- 4.** VFS staff will assist disabled in the event of an emergency or evacuation.
- 5.** Guide dogs are not allowed to enter the building. VFS staff will assist disabled people during the application procedure.
- 6.** A friend or family member can accompany the disabled applicant throughout the visa application process
- 7.** Signs are displayed in Kazakh and Russian.