

- **Additional Services**
- **Facilities for Disabled Applicants**

**Adaptive (disabled) parking:**

There are reserved parking spaces for the disabled in the parking area adjacent to the lift.

**Adaptive (disabled) access:**

There is direct access to the Sherif Building lift from the parking area behind the Sherif Building. Please call the visa application centre if you need additional help.

- **Visa Information Helpline**

Trained VFS staff will be able to answer your questions about the visa application process. The same information is available on this website and on the UK Border Agency websites. Email enquiries will be answered free of charge.

**Telephone** (Advice is available in Arabic and English)

Helpline number: 00974-44622159 & 00974 44626291 (Calls are charged at local rates)

Business hours: 08:00 - 16:00 Sunday to Thursday

- **SMS services:**

You can receive a text message direct to your mobile phone as soon as your passport is ready for collection. The fee is an additional 8.00 QAR. You can request this service when you submit your visa application.

- **Premium Service:**

This service will guarantee you one-to-one attention with a dedicated VFS member of staff who will guide you to a separate waiting area. While you wait we will provide you with refreshments and photocopy your documents so that waiting time is reduced. To book an appointment please call 00 974 44622159 or 00974 44626291 or ask for the premium service at the visa application centre. The additional fee for each applicant is 150 QAR.

**Please note:** Using the premium service does not guarantee that your visa will be issued or processed any quicker than other visa applications. All visa applications are considered on their individual merits, against the criteria of the UK's Immigration Rules.

- **Photocopying of Documents:**

You may require photocopies of recommended supporting documentation. VFS can take copies for you at the visa application centre for a fee of 2.00 QAR for each sheet.

**Note:** Please obtain a receipt when you pay fees for additional services.