

- **Customers with disabilities**

A wheelchair is available at the visa application centre in Abuja. This service is not currently available in Ikeja or Lekki.

There is space for wheelchair transfer from a vehicle in front of the buildings at all the visa application centres.

There are wheelchair ramps allowing access to all the visa application centres. A ramp with handrails runs from the ground floor to the disabled booth.

In Abuja, Ikeja & Lekki, all services can be offered on the ground floor if required.

Any applicant with disabilities, limited mobility or who requires wheelchair assistance, should make an appointment with VFS in advance by calling the helpline number 07042848040 so that VFS staff can escort them from the car drop area at the main entrance of the building to the visa application centre if required.

Guide dogs and hearing dogs are welcome.

There are toilets at each visa application centre but they have not been adapted for people with disabilities.

VFS staff will help disabled visitors in the event of an emergency or evacuation of the building.