

## **Customers with disabilities**

- There is no disabled car parking.
- Guide dogs are not welcome.
- Staff will assist disabled visitors in the event of an emergency evacuation.
- There are no disabled toilets available.
- The centre is well lit.
- The flooring is tiling.
- All signs are available in English and Ukrainian.
- Wheelchair access is not available.

**Please note:** The visa application centre is situated on the 2 floor and has no lift. If you have difficulty gaining access to the visa application centre, you are requested to contact us by email at [info@ukvac-ua.com](mailto:info@ukvac-ua.com). You should enter the email subject title as 'disable access request' so that we can contact you about your disabled access request.