

- **Customers with disabilities**

Please click on the quick links below to find out information on the disabled facilities at each visa application centre in Russia.

[Moscow](#)  
[Saint Petersburg](#)  
[Yekaterinburg](#)  
[Rostov-on-Don](#)  
[Novosibirsk](#)

#### **Moscow visa application centre**

- The entrance is clear and unobstructed. There is a ramp for wheelchair users that allows access to public areas.
- A friend/relative can accompany customers with disabilities throughout the application process.
- The staircases have handrails.
- There are clear, easy to read signs in Russian.
- The building is very well lit inside.
- Disabled bathroom facilities are available.

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#### **Saint Petersburg visa application centre**

- The entrance is clear and unobstructed so wheelchair users can access the public areas.
- A friend/relative can accompany customers with disabilities throughout the application process.
- There are clear, easy to read signs in Russian.
- The building is very well lit inside.
- No disabled bathroom facilities are available.
- The building has 2 lifts and both can carry wheelchairs

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#### **Yekaterinburg visa application centre**

- The entrance is clear and unobstructed.
- A friend/relative can accompany customers with disabilities throughout the application process.
- There are clear, easy to read signs in Russian.
- The building is very well lit inside.
- No disabled bathroom facilities are available.
- The building has 2 lifts and both can carry wheelchairs

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#### **Rostov-on-Don visa application centre**

- The entrance is suitable for wheelchair users.
- A friend/relative can accompany customers with disabilities (excluding wheelchair users) throughout the application process.
- There is a lift.
- There are clear, easy to read signs in Russian.
- No disabled bathroom facilities are available.

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### **Novosibirsk visa application centre**

- The entrance is clear.
- A friend/relative can accompany customers with disabilities throughout the application process.
- There is no lift
- There are clear, easy to read signs in Russian.
- The building is very well lit inside.
- No disabled bathroom facilities are available.

**Note:** Visa application centre staff will be able to assist any applicant with special needs

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