

- **Security information**

The following items will **not** be allowed inside the visa application centre or stored on the premises:

- All battery operated or electronic gadgets such as cameras, audio/video cassettes, compact discs, MP3's, floppies, laptops, or portable music players.
 - All bags such as travel bags, back packs, briefcases, suitcases, leather, jute or cloth bags and zip folders. Only a plastic bag containing your application related papers would be permitted.
 - Sealed envelopes or packages.
 - Any inflammable item such as matchboxes/ lighters/ fuel
 - Any sharp objects such as scissors, pen knives or nail filers.
 - Weapon or weapon like objects or explosive material of any kind.
- The list provided above is not finite. Other items may be prohibited based on security staff discretion.

Please note: There is no facility at the visa application centre to store prohibited items. Applicants are requested to make arrangements to store these items elsewhere before they come to the visa application centre.

Points to note:

- You should switch off your mobile phone in the visa application centre.
 - CCTV is in operation in the visa application centres to enhance the security and integrity of the visa application process.
 - The security guards cannot provide information about visa rules and regulations and they **must not** be approached for this information.
 - Interested parties such as friends, relatives, travel agents or business contacts cannot accompany visa applicants. Disabled applicants can be assisted by 1 friend or relative and interpreters are allowed to accompany hearing-impaired.
 - Applicants under 16 years must be accompanied by an adult when giving their biometrics; this cannot be a member of the visa application centre staff. Biometrics cannot be taken for visa applicants under the age of 16 who are unaccompanied.
 - Weapon or weapon like objects or explosive material of any kind.
 - **Important information for Travel agents**
 - Travel agents can act as a nominated person to collect the passport on behalf of the applicant.
 - Travel agents can also accompany large groups only after having an agreement with the visa application centre manager
 - Travel agents can contact the visa application centre in person for information on the visa application process.
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