

Requests for visa applicants,

1 Reservation website of VFS

Currently the reservation website of VFS receives innumerable access every day and some of you may have difficulties to get the reservations. We regret any inconvenience caused to you.

On the website of VFS, you may receive a message stating that you are currently out of access. It may be because the website receives more visitors than its maximum limit at the same time, so please try again after a while. Also, you may not be able to make a reservation because the maximum number of reserved slots has already been reached at that time.

There seems some misunderstandings that VFS only accepts the reservation for one hour from 4pm to 5pm every day. VFS, however, accepts the reservation 24 hours a day. VFS opens new reservation slots (currently 10 working days ahead) from 4pm to 5pm every day. Naturally new reservation slots have more vacancies but it does not mean VFS accepts the reservation from 4pm to 5pm only.

2 Visa application

There are those who do not appear on the reserved date, those who make their reservations before the application documents are ready, or those who make unnecessary multiple reservations.

The Embassy strongly requests to refrain such acts, since such acts may become a nuisance to other applicants, who are waiting for their turn properly. It also causes the delay for whole visa application process. Please note that we may take appropriate measures for those who have performed the above actions without a justifiable reason, if necessary.

Also, VFS does not accept any applications from those who make a reservation with a slot in a different category.

We are informed that there are companies faultily assumes VFS' s name, claiming they provide a service to make reservations or visa acquisitions on behalf of you at very expensive charge, but those companies have nothing to do with VFS or the Embassy. VFS and the Embassy disclaim all the liability and responsibility for any damage or trouble caused by using such service.

3 Visa application at the Embassy

In principle, the Embassy accepts only Diplomatic and Official visa applicants and for

other categories, application should be made via VFS. We strongly believe that sharing roles between VFS and the Embassy follow the efficient and swift visa issuance.

Some applicants request the Embassy for special treatment to accept their applications directly at the Embassy desk, but the Embassy is not able to accept such requests to ensure impartiality. In fact, such requests would not benefit you at all, but disturb the swift processing of the visa applications. The Embassy is now occupied to address such requests and it hinders the processing of visa applications via VFS, so please refrain from further making such requests.

We appreciate your understanding and cooperation as we work on visa service to the maximum every day and, at the same time, strive to provide all of you with a fair opportunity to apply for a visa.