

## **Instructions on the resumption of services following the COVID-19 lockdown**

The Embassy informs the general public that operations will be resumed on a limited basis as of the 15<sup>th</sup> June 2020. With the dangers from COVID-19 far from over, the Embassy would like to bring to the attention of the public the following measures that are to be strictly adhered to, without exception:

1. Consular services will only be offered by appointment, that may be requested either by telephone or email. Emergency services will only be extended in strict humanitarian cases at the discretion of the Embassy.
2. Any persons visiting the consular premises will be required to wear a face mask. Visitors will also be required to sanitise their hands with hand sanitiser made available by the Embassy in the waiting area.
3. Whenever possible, the public is urged to visit the Embassy premises in groups of no more than two persons. The Embassy reserves the right to refuse to provide services and turn away persons who are visibly unwell. The public is only allowed access to the waiting area of the Embassy premises.
4. Visitors to the consular premises are urged to avoid touching objects and surfaces in the premises.
5. Whenever possible, the public is urged to minimise contact as much as possible, and to, therefore, send documents by post rather than visiting the Embassy premises.
6. The Embassy will not process documents deposited at the Embassy before the lapse of three working days. Members of the public are, therefore, requested to book appointments sufficiently in advance for documents to be processed in time.
7. Visa services will not be offered until further notice.

The Embassy thanks the public for its cooperation and trusts that observance of these measures will keep both visitors and staff safe.