

IMPORTANT NOTICE



home affairs

Department:
Home Affairs
REPUBLIC OF SOUTH AFRICA

Change to the Online Appointment Scheduling process for Visa & Permit Applications

Effective Wednesday, 26 August 2015, the Online Appointment Scheduling process for Visa & Permit Applications, managed by VFS Global, is transitioning to a new pre-payment system.

Commencement date of new Online Appointment Scheduling process:
Wednesday, 26 August 2015

Process of scheduling and securing an appointment:

1. Log on to the website, complete the application form and book an appointment for the preferred date and time
2. Pay the VFS Global application service charges of ZAR 1350* online at the time of booking, to secure an appointment
3. Print a copy of the appointment confirmation and payment receipt; which the applicant needs to carry with them to the centre at the time of the appointment

Appointment Re-scheduling, No-Show and Cancellation Policies:

- Applicants have two opportunities to reschedule an appointment through the website
 - In the event of a No-Show or Cancellation, an administrative non-refundable fee of ZAR 850 will be incurred by each applicant (out of the ZAR 1350 service charges paid at the time of booking)
 - In the event of a No-Show or Cancellation, applicants can apply for the re-fund of ZAR 500* by:
 - Contacting the call centre (on +271 2425 3000)
- OR
- By writing in to info.dhasa@vfshelpline.com
- OR
- By visiting the nearest VFS Global centre

For further understanding of the process please click and refer to the below policies:

- Terms and Conditions
- Refund Policy

** Premium centre charges and refund amount will differ*

Business Hours & Contact Details:

VFS Global Centre Business Hours:

- Submission Timings: 0800hrs to 1600hrs, Monday-Friday
- Collection Timings: 1000hrs to 1500hrs, Monday-Friday

Helpline Number: +271 2425 3000 (Operational hours – 0800hrs to 1200hrs & 1300hrs to 1700hrs, Monday-Friday)

Website: www.vfsglobal.com/dha/southafrica

Email: info.dhasa@vfshelpline.com, feedback.dhasa@vfshelpline.com

Addresses: Please visit our website (www.vfsglobal.com/dha/southafrica) to obtain centre specific addresses