

# MOBILE BIOMETRIC CLINIC

The Mobile Biometric Clinic (MBC) service is a versatile and optional service which allows applicants who are resident in Maldives to submit their Germany visa application and biometric data using a mobile facility outside the current network of 2 Germany visa application centers in Sri Lanka.

The MBC service uses the Germany Embassy approved mobile biometric equipment to capture biometric data and scanned photograph. This service is delivered by the trusted partner of Germany Embassy in Sri Lanka, VFS Global.

## Frequently Asked Questions (FAQ)

### 1. How do I apply?

The Schedule an appointment page contains more information about how to make your appointment to use the MBC in Male. You will be provided with the full address and appointment time of the MBC when you receive your appointment confirmation email.

If you are part of a family or group, each member of the family or group must make an individual appointment. For example, if you are a family of 4 with 2 adults and 2 children you need to make 4 individual appointments.

Applicants can only apply for their visas up to 90 days prior to their date of travel.

### 2. What will happen when I attend my appointment?

- ✓ you should arrive 15 minutes before your appointment (if you are late you will need to reschedule your appointment);
- ✓ Provide your biometric data;
- ✓ Deposit your passport, application form & supporting documents in a drop box ready for collection by a courier;
- ✓ The application will then be sent to Embassy of Germany in Colombo for processing.

### 3. What should I bring with me?

When you attend your appointment, you should bring:

- ✓ Your fully completed and signed visa application form;
- ✓ Your photograph (as per published specifications);
- ✓ Current valid passport or refugee travel document with at least 6 months validity. Old passport(s) if available.
- ✓ All supporting documents\* and supplementary form/questionnaire (if any);
- ✓ Appointment confirmation letter printout for the mobile clinic

Your passport must contain at least 1 blank page back to back so that the visa can be inserted.

\* It is recommended that you submit original documents. Photocopies will be accepted. If you submit original documents, please retain a copy. Additional documents may not be submitted at a later date. Please refer to <http://www.vfs-germany.com/index.html> for more information.

4. How will my passport be returned?

Applicants can have their passport and documents delivered to their home or office address by paying charge of LKR 850 by choosing courier option as mode of delivery when booking appointment online. Please select “Additional Services” option during online appointment booking process. Courier mode of delivery is optional service and must be pre-booked online and cannot be availed at the clinic. If availed, applicants will be required to provide a complete address for a return courier delivery on the clinic date.

5. What should I do in case I cannot attend the MBC on the appointed date?

If you need to cancel your appointment and apply for a refund, you are required to provide 48 hours’ notice before your appointment date. Please call +94114541770 between 08:00 to 16:00 (Monday to Friday, except declared holidays; Sri Lanka Standard Time (SLST)) and speak to the operator. Please have your appointment reference number and passport details handy with you when you call.

Alternatively, you can also email [info.germansl@vfshelpline.com](mailto:info.germansl@vfshelpline.com) with complete details & contact numbers and we will contact you at the earliest.

Refunds are at the sole discretion of VFS Global and will be in line with the refund policy outlined in the clinic Terms and Conditions. Refunds will not be given if the cancellation is made less than 48 hours before the appointment.

6. What will happen if the MBC is cancelled on the stipulated date?

If VFS Global cancels your appointment it will aim to give advance notice of one week. An alternative appointment will be offered. The next available appointment may be during the next scheduled clinic. If no alternative slot is available, VFS Global will provide a full refund. The notice period does not include public holidays and weekends.

If the clinic is cancelled due to no fault of VFS Global or the applicant, VFS Global will aim to offer an alternative appointment during the next scheduled clinic. If the alternative appointment is unacceptable or the applicant wishes to apply for a refund please follow the instructions outlined in the clinic Terms and Conditions.

7. How much does it cost to use to use the MBC?

The applicant pays a service fee of local currency equivalent to 30€ to use the MBC in Male in addition to the visa fee and optional services, if availed for. All fees have to be paid online at the time of appointment booking. No financial transactions are permitted at the clinic.

8. I can't book an appointment and I need to travel urgently?

Applicants that have not been able to obtain an appointment should apply through VFS Global operated visa application centers in Sri Lanka.

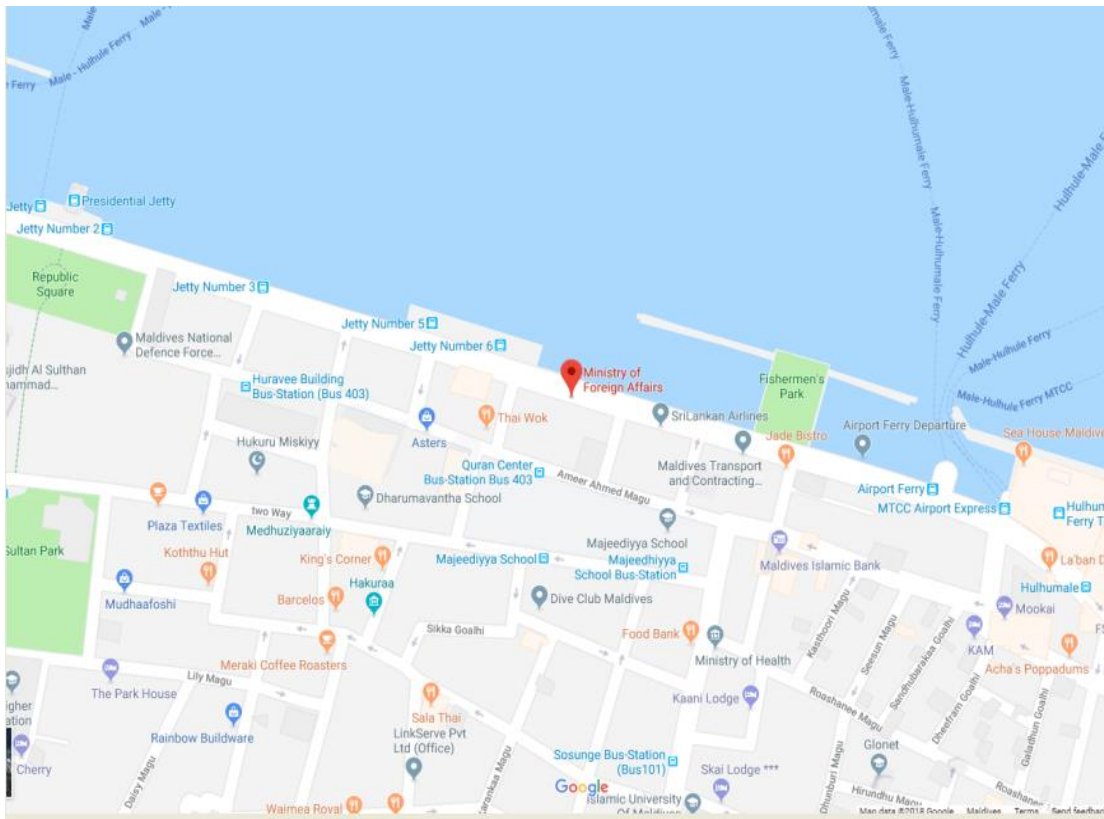
9. What are the working hours of the clinic?

The clinic will operate between 7 February 2018 to 13 February 2018 between 0900-1800 (except 9 February between 1400-1800); Maldives Time (MVT). In case of increased demand, the clinic may be extended. Applicants must check the website regularly or call +94114541770 during regular working hours.

Applicants must attend the clinic only on their appointment date and arrive 15 minutes prior to their appointment time.

10. What is the clinic address?

First Floor  
Ministry of Foreign Affairs,  
Boduthakurufaanu Magu  
Male', Republic of Maldives, 20077



11. Will there be someone whom I can contact on a local telephone line or email, if I have questions?

Applicants can call +94114541770 between 08:00 to 16:00 (Monday to Friday, except declared holidays, SLST) and speak to the operator. Please have your appointment reference number and passport details handy with you when you call.

You can also email [info.germansl@vfshelpline.com](mailto:info.germansl@vfshelpline.com) with complete details & your contact number and we will contact you at the earliest.

12. How long will my application take to process?

For information on processing times, please refer to <http://www.vfs-germany.com/index.html>.

13. What provisions are available at the mobile biometric clinic for differently-abled applicants?

Please make prior arrangements by calling our helpline on +94112350630 ((Monday to Friday, except declared holidays, Sri Lanka Time). You can also email your request to [info.germansl@vfshelpline.com](mailto:info.germansl@vfshelpline.com). We must receive your request at least 48 hours prior your appointment date to make the arrangements.

14. Will visa decisions be made in the Maldives?

No. Applications will be processed by the Embassy of Germany in Sri Lanka.

15. What is the latest that I can book online appointment?

To use this service and apply for your Germany visa in Malé, make the online payment by 23:00 on 5 February 2018 (SLST). Appointment will be granted depending on availability.

16. How can I track my application?

Please visit <http://www.vfs-germany.com/Track-your-application.html>

17. Can I apply for Estonia, Hungary and Latvia visa at the clinic?

Applicants can apply only for Germany and Hungary visa at the clinic.

### **Mobile Biometric Clinic Terms and Conditions**

Mobile biometric clinics are an optional service offered by VFS Global at their discretion with the full approval of the Embassy of Germany in Sri Lanka.

Under no circumstances will applicants without a prior appointment be accepted at mobile biometric clinics. All applicants must pre book an appointment and pre pay the visa fee, mobile clinic fee and optional services, if availed. Should you be late for your scheduled appointment you may not be seen and any fees paid may not be refunded. Please see information on refunds policy below.

Your visa application will be processed and decided by Embassy of Germany in Sri Lanka. VFS Global does not play any part in or influence the outcome of your visa application or when you will receive your documents back.

## **Mobile Biometric Clinic Refunds Policy**

By booking an appointment and paying the mobile clinic fee you agree that VFS Global will only issue refunds in exceptional circumstances and entirely at VFS Global discretion. You agree that VFS Global will issue no part-refunds. VFS Global will not issue refunds for appointments which are not attended.

To request a refund please send an email to [info.germansl@vfshelpline.com](mailto:info.germansl@vfshelpline.com). Please include your name, address, nationality, booking reference number and reason for requesting a refund. If VFS Global agrees to issue a refund you will be informed of the method for refund.

All Visa fees are handled and managed by the Embassy of Germany in Sri Lanka.

## **Cancelling a Mobile Biometric Clinic appointment**

Should VFS Global cancel your appointment VFS Global will aim to give reasonable advance notice of 1 week in advance. Notice is exclusive of public holidays and weekends.

Should VFS Global cancel your appointment an alternative slot will be offered at the next available time. The next available time may be another clinic at a later date. Should no alternative slot be available VFS Global will offer a full refund.

Should the mobile clinic be cancelled due to no fault of VFS Global or the applicant, VFS Global will endeavor to offer an alternative appointment at a later date. Should the alternative appointment be unacceptable or the applicant wishes to apply for a refund, please read information on refunds policy above.

Should you wish to cancel your appointment and apply for a full refund, you must provide VFS Global with 48 hours' notice prior to the actual clinic date. Refunds are at the sole discretion of VFS Global and will be in line with the refunds policy. Refunds will not be offered if you fail to give 48 hours' notice of cancellation

## **Security Regulations**

For security reasons the following items will not be permitted inside the clinic or stored at the clinic premises.

- Only applicants with prior appointment will be allowed to the clinic with the exception of children (below 16 years) who should be accompanied by a responsible adult and elderly applicants (above 60 years), caretakers of applicants with physical disability and interpreters for the hearing-impaired.
- All battery operated or electronic items such as cameras, audio/video cassettes, compact discs, MP3s, 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 and related papers will 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.
- Weapons or weapon - like objects or explosive material of any kind.

Other items may be prohibited based on security staff discretion.