

New UK visa application centre for Mombasa

NAIROBI, Kenya - UK Visas and Immigration's global commercial partner for UK visa services, TLScontact, will open a Visa Application Centre (VAC) in Mombasa. This is a new centre, in addition to the TLScontact VAC already operating in Nairobi, and its launch will extend the range of services the UK offers to customers across Kenya, including increased access to premium and priority products.



Image by 123RF

UK visa customers will continue to complete their applications and pay their visa fee online at Visa4UK before choosing an appointment at one of the TLScontact VACs in Kenya.

The Visa Application Centre in Mombasa will be open every day between 8am and 3.30pm. Customers will be able to make appointments to submit visa applications in Mombasa on Mondays, Wednesdays and Fridays between 8.30am and 1pm, and can collect their passports on any week day.

To use the VAC in Mombasa, customers will need to pay a fee of £55 in addition to the visa application fee. This 'User Pay' fee allows UK Visas and Immigration to expand and improve its customer service offering in Kenya. A choice of centres offers convenience for customers who would otherwise have to travel to the capital to apply. This User Pay fee is payable online at the time of application, before customers visit the VAC in Mombasa. There will be no changes to the VAC in Nairobi, which will remain free to use.

With TLScontact operating Visa Application Centres on our behalf, UK Visas and Immigration have more flexibility to drive improvements in customer service, with greater access to added value services and premium products such as Priority Visas and direct return courier options. The Priority Visa service will be available in Mombasa, where customers can fast track their application for an additional fee.