



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

The Permanent Mission informs the esteemed public that it intends to resume its operations on a limited basis as of 4 June 2020. As the dangers from COVID-19 are far from over, the Permanent Mission brings to the attention of the public the following measures that are to be strictly adhered to without any exceptions:

1. Consular services will only be offered by appointment, sought at least a week in advance, either by telephone or email. Emergency services will only be extended in strict humanitarian cases at the discretion of the Consul General.
2. The public is required to wear masks when visiting the consular premises. Customers are also required to sanitise their hands with hand sanitiser made available by the Permanent Mission at the waiting area.
3. Whenever possible, the public is urged to visit the consular premises in groups no larger than two persons. The Permanent Mission reserves its right to refuse services and turn away customers that are visibly unwell. The public is only allowed access to the waiting area of the consular premises.
4. The public is urged to avoid touching objects and surfaces at consular premises.
5. Whenever possible, the public is urged to refrain from visiting the consular premises and instead send documents by post to minimise contact as much as possible.

The Permanent Mission thanks the public for its cooperation and trusts that its observance to these measures will keep safe both visitors and staff alike.