

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

The Embassy informs the esteemed public that it intends to resume its operations on a limited basis as of the 1<sup>st</sup> of July 2020. As the dangers from COVID-19 are far from over, the Embassy 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 Embassy.
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 Embassy at the waiting area.
3. Whenever possible, the public is urged to visit the Embassy premises in groups no larger than two persons. The Consulate General 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 Embassy 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 Embassy premises and instead send documents by post to minimise contact as much as possible.
6. The Embassy will only process documents deposited at the Consulate after three working days. Thus, the public is requested to book appointments sufficiently in advance to avoid disappointment.
7. Visa services will only be offered once Malta's visa application centre (VFS) will resume operations.

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