

## MEDIA INFORMATION

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### **VFS Global Unveils Platinum Lounge at Visa Application Centre in Guangzhou – Your Private, Exclusive & Personalized Experience**

**Guangzhou, China** –VFS Global, the global leader in trusted technology services, has unveiled its Platinum Lounge at the Visa Application Centre in Guangzhou. This exclusive space redefines the visa application experience, blending privacy, comfort, and personalized service in an elegant, home-like setting.

As the peak summer travel season approaches, visa applications have reached their annual high. VFS Global's Visa Application Centres in China reported a 17% year-on-year increase in processed applications during the first half of 2025. Long-haul destinations such as Canada, Germany, Italy, the UK, and the United States remain top choices for Chinese travellers, while short-haul hotspots like Japan, South Korea, and Thailand continue to see robust travel demand (Alphabetical Order). Notably, Schengen visa applications for Austria, Iceland, Malta, Norway, Portugal, and Sweden at the Greater Bay Area surged significantly during May and June, coinciding with the summer holiday period. Currently, demand for services such as the Premium Lounge and Visa at Your Doorstep registered a substantial year-on-year increase. The launch of the Platinum Lounge precisely addresses the market's call for differentiated services amid increasingly diverse travel needs.



Designed for discerning travelers, including business professionals, families, seniors, and privacy-conscious individuals, the Platinum Lounge caters to the growing demand for a seamless, stress-free application process. Beyond efficiency, it delivers a concierge-style experience, offering

dedicated assistance, a refined environment, and flexible appointments, ensuring complete comfort throughout the entire process.

Business travelers benefit from productivity-focused private workstations and seamless connectivity. Families enjoy dedicated areas with comfortable seating and child-friendly amenities, while senior applicants receive unhurried, personalized support. Every detail has been carefully considered transforming the visa application into the first enjoyable moment of the customer's journey.

**Kishen Singh, Chief Operating Officer of China and Mongolia at VFS Global,** said: *"We understand that premium customers seek more than just speed—they value discretion, personalised attention, and an environment that reflects their lifestyle. The Platinum Lounge is designed as a private retreat, where customers can complete their visa applications in complete comfort, with the flexibility to choose their preferred appointment time. Whether you're a busy executive, a family, or a senior traveler, this space is tailored to meet your needs with the highest level of service."*

#### **Exclusive Benefits of the Platinum Lounge**

1. **Privacy & Exclusivity** – A dedicated entrance ensures guests bypass public queues, entering a tranquil, secure space designed for discretion.
2. **Personalized Visa Assistance** – A dedicated staff member handles all documentation, allowing applicants to relax while their application is prepared.
3. **Flexible Appointments** – Customers can select their preferred submission time within operating hours (subject to availability), offering unparalleled convenience.
4. **Home-Like Comfort** – Thoughtfully designed with elegant furnishings, including plush seating, private workstations, and premium amenities for a relaxed experience.
5. **Complimentary Refreshments** – Enjoy gourmet beverages and snacks in a refined setting.



Initially available for UK visa applicants, the Platinum Lounge will soon extend its services to Schengen visa applicants, allowing more travelers to experience this exclusive service.



Partnering Governments. Providing Solutions.

The Platinum Lounge reflects VFS Global's commitment to innovation and customer-centric solutions, transforming the visa process into a seamless, dignified, and tailored experience.

### **About VFS Global**

As the global leader in trusted technology services, empowering secure mobility for governments and citizens, VFS Global embraces technological innovation including Generative AI to support governments and diplomatic missions worldwide. The company manages non-judgmental and administrative tasks related to applications for visa, passport, and consular services for its client governments, increasing productivity and enabling them to focus entirely on the critical task of assessment.

With a responsible approach to technology development, adoption and integration, the company prioritizes ethical practices and sustainability while serving as the trusted partner to 69 client governments. Operating over 3,900 Application Centres in 165 countries, VFS Global has efficiently processed more than 473 million applications since 2001.