

# IMPORTANT ANNOUNCEMENT

(Please read carefully)

Dear Applicant, please be informed that from the 15th August 2016, this Office will activate the online module to schedule appointments for the Visa request submission for Italy. Until the 31st August 2016 we will accept both appointments and token numbers from our office reception. From the 1st of September we will accept appointments only.

All applicants (excluding Business Visa applicants) will be able to book their appointments with the online module or with our call center (Tel. +66 (0)2 1187001 or email [info.itth@vfshelpline.com](mailto:info.itth@vfshelpline.com)). Only Business Visa applications will be accepted in "Walk-in" mode and will have 2 dedicated counters. Please verify your application category first. It is Business only if you have this [invitation form](#).

Groups with 15 or more applicants will have to book our groups room via call center as per current system.

Please make sure to book your appointment at least 15 days before date of departure. The system, will automatically allocate your slot using your departure date to create a precise order respecting applicants departure priority.

Every applicant will be allowed only one appointment with no option of rescheduling to make sure that slots are always available for the biggest number possible of applicants. For this reason, please verify that your application is complete and correct respecting the Italian Embassy of Bangkok standards (please download the checklist from our website selecting your visa type).

Incomplete or incorrect applications will not be collected. Applicants with incomplete or incorrect documentation can book an appointment with our reception and come back every day from 16:00 to 17:00 (Recovery Hour) in order to complete correctly their applications.

All applicants who have not booked their appointment in time, can walk-in and use our Premium Lounge service.

All those applicants coming to submit their documents less than 5 working days before departure date will be subject to "Urgency Fee" of 400 Baht.