

Step 1: Before applying through VFS Visa Processing S.A. (Pty) Ltd (hereinafter referred to as “VFS Global”), please ensure that you know exactly which category you would like to apply for and make sure that you have all the relevant documentation available. For a guide to the Lesotho Special Permit categories available, please visit <http://www.vfsglobal.com/lsp/southafrica> for further information.

In applying for a Lesotho Special Permit (online) on the VFS Global website, you must follow the steps set out below.

NOTICE

VFS Global will only accept “COMPLETE” applications for the Lesotho Special Permit as per the requirements of, the Department of Home Affairs). Please be advised that the applicant must submit ALL supporting documentation.

1. You must complete the correct online application form.
2. After completing the online application form, you must pay the VFS Global service fee of R970 via debit / credit card or cash deposit at Bank in order to schedule an appointment at the VFS Global Lesotho Special Permit Facilitation Centre (“VFS Global Centre”).
3. Only once the payment has been received can you download the completed online application form and the required documentation checklist.
4. You must ensure that you have all the required documentation as per the documentation checklist.
5. You must visit the VFS Global Centre on your scheduled appointment date, at the scheduled time.

HOW TO SCHEDULE AN APPOINTMENT – please read the information below carefully prior to scheduling an appointment.

Note – You are requested to ensure all relevant documentation is readily available prior to completing the online application form and scheduling an appointment. This can be done by visiting the services (<http://www.vfsglobal.com/lsp/southafrica>) page on the website for the list of required documentation.

Once all documentation is available, you may complete the online application form <http://www.vfsglobal.com/lsp/southafrica> You will be required to pay R970 (the cost of the VFS Global service fee) in order to secure and schedule your appointment online by credit / debit card or pay into the VFS Global bank account with Standard Bank using the banking deposit slip provided. Please note that no payments can be made at the VFS Global Centre.

Payment can be made in two ways:

- Online payment via debit / credit card through the secure online portal;

- Payment at Standard Bank by downloading the completed electronically generated bank receipt and depositing the cash into the nearest Standard Bank branch. If you pay using Standard Bank, you will need to wait 3 working days to allow the payment to be processed, after which you must re-visit your online application form <https://www.vfsvisaonline.com/lspvafonline/login.aspx> to schedule your appointment.

Rescheduling an appointment:

Once your appointment has been confirmed, you are allowed to reschedule your appointment up to a maximum of two times.

Rescheduling is allowed up to 48 hours prior to the scheduled date of appointment. For example, if your appointment is for 30 June 2016, the appointment can be rescheduled 28 June 2016.

To reschedule, use the Reschedule link when logging into your online application <https://www.vfsvisaonline.com/lspvafonline/login.aspx>

No shows or cancellations

Except in the case of your death or hospitalisation, cancelling your appointment or no shows (failing to arrive at a scheduled appointment) will result in you forfeiting (losing) R570 per person, which will be deducted from the VFS service fee of R970. There will be no fee charged if you are unable to honour the appointment due to your death or hospitalisation.

Step 2:

On the day of your appointment, you should arrive at the VFS Global Centre 15 minutes before your appointment. Bring your appointment letter, all required documentation and a valid passport or travel document.

When you arrive at the VFS Global Centre you must wait until you are guided to the next available counter. Once the VFS Global's staff confirms your application is in order and that your payment has been received, you will be issued with a receipt. Please keep your receipt safe as you will need it to collect your decision regarding your application.

Important note:

You will not be able to submit further documentation once your application has been submitted to the VFS Global Centre. The documentation you submitted at the time of your application is the only documentation that will be considered for purposes of your application.

Step 3:

You must give your fingerprints and have your photograph taken at the VFS Global Centre. This includes a digital finger scan (all 10 digits) and a digital photograph. The finger scan procedure uses an electronic scanner and no ink, liquid or chemical is used. You should ensure that your fingertips are free from any

forms of decoration (for example henna), cuts, abrasions or other markings as these may affect your ability to provide acceptable finger scans.

Your digital photograph must be taken of your full face and without sunglasses or tinted spectacles, or head covering unless it is worn for religious or medical reasons. Your face should be clearly visible with no hair across the eyes. Your application cannot be processed if you do not submit your biometric information.

Step 4: You may choose whether you would prefer to collect your -decision in person at the VFS Global Centre or whether a representative will collect the decision on your behalf. Your original passport is required to collect the decision. If the original passport is not available at the time of collection, VFS Global will not handover the decision to you or your representative. A representative must produce an authorization letter containing your name and passport number, as well as the name and identification number of your representative. The representative must bring a copy of his or her identification documentation along with authority letter as well as the original passport of the applicant used at the time of submission. The authority letter and copy of identification documentation will be retained by VFS Global.
