

SUMMARY

| | |
|--|--------------------------|
| <u>When will my Visa Application Center open?</u> | <u>2</u> |
| <u>What health and safety measures can I expect at a centre that is operational ?</u> | <u>2</u> |
| <u>Should I undergo any special tests before applying for my visa ?</u> | <u>2</u> |
| <u>What are the categories of travellers authorized to enter France at this stage?</u> | <u>3</u> |
| <u>I have a valid visa that will expire soon, and the country I'm going to, or am in, has issued a travel advisory / travel restriction / travel ban. Can I apply for an extension ?</u> | <u>3</u> |
| <u>My visa is valid, can I still travel?</u> | <u>3</u> |
| <u>What kind of access restrictions are in place in France and in French Overseas territories ?</u> | <u>4</u> |
| <u>Do I get a refund if my visa is already issued but I can't travel and enter a country ?</u> | <u>4</u> |
| <u>How can I reach Capago in case of queries ?</u> | <u>4</u> |

When will my Visa Application Center open?

We have the pleasure to inform you that we have resumed our activities in South Africa from the 2 July for Johannesburg and Cape Town only.

Appointments booking is available on our website and the France-visas site is open for application.

Kindly, note that Capago centers will be opened on Monday and Thursday only.

What health and safety measures can I expect at a centre that is operational ?

All Capago centres are implementing precautionary measures for the prevention of COVID-19, as per the guidelines prescribed by the World Health Organisation and local authorities. Rest assured that Capago's topmost priority is to guarantee the safety of both its visitors and its staff.

The resumption of our activities includes strict sanitary measures:

- Only applicant with an appointment will have access to the center ;
- Please respect your appointment time. 10 minutes tolerance will be applied on delays ;
- Wearing a mask is mandatory ;
- Mandatory body temperature screening ;
- Mandatory hand washing at the entrance of the centre ;
- Respect social distancing with others, minimize close contacts ;
- Respect the one-way traffic indication ;

Should I undergo any special tests before applying for my visa ?

Capago does not seek any COVID-related medical test reports for customers visiting the centre. Applicants must, however, comply with sanitary measures to access Capago center, including the compulsory temperature screening. In case of temperature above 37.5 degrees, you may be denied access to the center.

What are the categories of travellers authorized to enter France at this stage?

The following categories of travellers are authorized by the French Consulate of Johannesburg and Cape Town :

- Professional grounds for settlement in France
- Family grounds for expatriation to France
- Holders of a residence document (residence permit or long-stay visa serving as a residence permit (VLS-TS) expiring after 15 June.

I have a valid visa that will expire soon, and the country I'm going to, or am in, has issued a travel advisory / travel restriction / travel ban. Can I apply for an extension ?

France has automatically extended the following documents which expired between 16/03/2020 and 15/06/2020 **for 6 months** :

- Long stay visa
- Receipt of residence permit request: récépissé de titre de séjour
- Temporary residence authorisation: autorisation provisoire de séjour
- Residence permit: titre de séjour

The persons concerned should not have to apply for a new visa.

They will be authorized to enter French territory with the [following certificate](#).

My visa is valid, can I still travel?

In the context of the implementation of the state of health emergency in France because of the COVID-19 pandemic, access restrictions to Mainland France and to French Overseas territories are in effect.

As from 1 July, EU Member States should start lifting the restrictions on non-essential travel into the EU for residents of the following third countries:

Algeria, Australia, Canada, Georgia, Japan, Montenegro, Morocco, New Zealand, Rwanda, Serbia, South Korea, Thailand, Tunisia, Uruguay, China, subject to confirmation of reciprocity.

Every two weeks this list of countries will be reviewed and the information updated [here](#).

What kind of access restrictions are in place in France and in French Overseas territories ?

Lastly, any issuance of a visa is not a guarantee of entry into French territory, which remains governed by the restrictions applicable at the borders. Before applying for a visa, check you are authorized to enter on the [following page](#).

From 25 May 2020, sanitary measures will apply for international travelers upon arrival on the French territory. All rules and exemptions applying are available [here](#) (only in French).

Do I get a refund if my visa is already issued but I can't travel and enter a country ?

Capago applies free visa fees for applicants who were unable to travel because of COVID 19. It has to be the same trip, the applicant should also add a copy of the unused visa.

How can I reach Capago in case of queries ?

In case of queries, please write to infofrance-za@capago.eu. Our team will be glad to support/assist you at the earliest.