

## SUPER PRIORITY VISA SERVICE IN SOUTH AFRICA

### Frequently Asked Questions

**Q: *What is the Super Priority Visa service?***

**A:** The Super Priority Visa service allows eligible customers to apply for a visa in **Johannesburg** and **Pretoria** and receive a decision within 24 hours.

**Q: *Why has UK Visas & Immigration introduced this new service?***

**A:** As a result of positive reaction from customers in India and China, where the Super Priority Visa service is already successful, UK Visas & Immigration is rolling out the service to 7 further locations, including South Africa. We have listened to customer feedback and the service is aimed largely at key business customers, and those needing to travel urgently, by providing a visa decision in 24 hours. The service is offered alongside the standard (15 day) and existing Priority Visa (5 day) services, giving customers greater flexibility to choose from a range of premium products to meet their needs.

**Q: *How much does this service cost?***

**A:** The Super Priority Visa service costs £600 (GBP) in addition to the standard visa fee.

**Q: *Why is the service so expensive?***

**A:** Operating this service requires additional resource, and the fee covers this cost. It is an optional added value service, available for those who want or need to receive a visa decision in 24 hours.

**Q: *Who is eligible to purchase the Super Priority Visa service?***

**A:** Customers applying in any one of the following immigration routes are eligible to use this service:

- Visitors (all short stay categories, including business visitors and tourists).
- Points Based System Tier 2. Applicants must be legally resident in South Africa.
- Points Based System Tier 5 (**Creative & Sporting routes only**). Applicants must either be legally resident in South Africa or be in South Africa for a similar purpose to the activity proposed to be undertaken in the UK.

You should **not** purchase this service if you are applying to enter the UK in another visa category.

**Q: *Where can I apply?***

**A:** The Super Priority Visa service is available to eligible customers who submit an application at the UK Visa Application Centres (VAC) in **Johannesburg** or **Pretoria**. Customers must book a Super Priority Visa service appointment. These appointments are available from 08.30 to 09.20 Monday to Thursday.

**Q: *Why can I not apply at the VAC in Cape Town, Durban or Port Elizabeth?***

**A:** Documents will still need to be couriered to UK Visas & Immigration offices in Pretoria and 24-hour turnaround is not logistically possible across South Africa. Customers who want to use the Super Priority Visa service can travel to apply at the Visa Application Centres in Johannesburg and Pretoria, using an SPV appointment slot, and receive their decision and documents back the following day.

**Q: *Do I need to be resident in South Africa to be eligible to purchase this service?***

**A:** Customers applying for any short stay (visitor) visa do not need to be resident in South Africa.

If you are applying under the Points Based System Tier 2, you must be legally resident in South Africa.

If you are applying in the Points Based System Tier 5 Creative or Sporting routes, you must **either** be legally resident in South Africa, **or** be in South Africa at the time of application for a similar purpose to the activity you propose to undertake in the UK.

**Q: *So can a customer living in another country travel to South Africa to apply in order to make use of the Super Priority Visa service?***

**A:** Yes, customers from any country may travel to South Africa and make use of the Super Priority Visa service, but **only** if they are applying for a visit visa. These customers **MUST select South Africa** as their location on visa4UK when completing their online application, regardless of their country of residence. They should also ensure before travelling to South Africa that they have correctly selected a Super Priority Visa service appointment at either the Johannesburg or Pretoria Visa Application Centre, and that they have paid the fee for the service (£600) using the Teleperformance website.

**Q: *Can I pick any appointment time during the day, or can I just turn up at the Visa Application Centre in Johannesburg or Pretoria?***

**A:** No. If you want to purchase this service you will need to book a Super Priority Visa service appointment at the same time as you make your [online application](#) and pay the visa fee. These appointments are only available from 08.30 to 09.20, Monday to Thursday, at the Johannesburg and Pretoria Visa Application Centres.

**Q: *Can I pay the Super Priority Visa service fee at the UK Visa Application Centre?***

**A:** No, the Super Priority Visa service fee must be paid online to our Commercial Partner, Teleperformance, **before** you attend your appointment. In order to select and purchase the added value services we offer you will need to register on the Teleperformance website for South Africa after you have made your visa application and paid the visa fee.

**Q: *When will my passport be ready for collection?***

**A:** Once you have attended your appointment, your documents will be ready for collection at the same UK Visa Application Centre from 09.00 the next day.

**Q: *Is the process secure?***

**A:** Yes, Super Priority Visa service applications are subject to the same checks and decision-making process as all other applications.

**Q: *Does using this service guarantee that my visa will be issued?***

**A:** No, use of the Super Priority Visa service does not in any way imply or guarantee that an application will be successful. All applicants must meet the requirements of the relevant UK Immigration Rules. UK Visas & Immigration strongly recommends that applicants with any form of adverse immigration history do **not use this service**.

**Q: *Will I get a refund if my application is refused?***

**A:** No. The Super Priority Visa service fee will not be refunded if the visa is refused or, in exceptional circumstances, takes longer to process than advertised.

**Q: *Will I get a refund if I don't receive my decision within 24 hours?***

**A:** Where UK Visas & Immigration is unable to process your application within 24 hours we will let you know when you can expect your decision and whether your Super Priority Visa service fee can be refunded.

**Q: *Do you think people will make use of this service given the cost?***

**A:** UK Visas & Immigration has introduced this service based on feedback from business and, as such, we expect there to be a demand. However, the fee reflects the resource required to provide a decision in 24 hours and that this is therefore a service for those who need to obtain a visa a very short notice.