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When is my Visa Application Center opened ?

We have the pleasure to inform you that we will resume our activities starting from the 9th July.

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

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

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

Our centre is 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. 15 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 centre, including the compulsory temperature screening. In case of temperature above 38 degrees, you may be denied access to the centre.

What are the categories of visas I can apply for ?

The following categories will initially be treated as a priority by the French of Consulate of Kuwait :

- Family joining (long stay only);
- Students (short stay and long stay);

- Business (short stay and long stay);
- Medical (long stay only)

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 ?

All the visas expiring between the **16th of march 2020 and 15th of june 2020** are automatically extended for 6 months.

This measure is also effective for all the people who have a residence permit expired **before 15th of june 2020**, so no need to apply for a new visa.

Please note that the people who have a residence permit expiring after the **15th of june 2020** will be exempted from paying the visa fees.

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: Australia, Canada, Georgia, Japan, New Zealand, Rwanda, 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 ?

We are sorry that you were unable to travel due to travel restrictions. However, in general, for issued visas, fees cannot be refunded. Visas are sometimes valid for several months and can be used to travel at a later stage.

Please be informed that the people who obtained a short stay visa **between 1st of march 2020 and 15th of june** will be exempted from paying the visa fees.

I had submitted my application before the lockdown was announced and my visa was not issued, what can I do ?

For all the people who applied for a long stay visa before the lockdown was announced and the passport returned without a refusal notification from the consulate will be exempted from the payment of visa fees.

When will France accept short stay visa applications ?

If you have an urgent need to travel, due to compelling and compassionate circumstances, we advise you to contact the Embassy or Consulate in the country where you are currently living.

How can I reach Capago in case of queries ?

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