

## **Q&A: CUBA**

### **How do I make an online visa application?**

1. Go to <https://www.gov.uk/apply-uk-visa>
2. Select "Start Now"
3. Register an account
4. Fill in the application form in English
5. Pay for the [visa fee](#) online in GBP (visa/mastercard/international maestro card)
6. Print out your form
7. Book and attend an appointment at the British Embassy Havana.
8. You should bring a printed copy of your application form and any supporting documents to your appointment.

### **Can my sponsor complete the online form, make an appointment & pay my visa fee online?**

Yes.

### **I want to apply online but cannot find an internet location?**

Please see list of available internet locations on display outside British Embassy Havana [DN it would be better if we could post these on the Embassy website/Gov.uk?]

### **I have no internet so how can I make a visa application?**

If you do not have access to the internet and you are being sponsored you may wish to request your sponsor to complete the online application form, select the online appointment and make the online payment on your behalf. Alternatively you are welcome to attend the British Embassy Havana in person during the hours of Monday – Friday 11am-12noon.

### **What are the appointment times?**

For applicants who apply online there will be available appointment slots to select online from Monday – Friday: 0830 – 1100.

For applicants who do not apply online the appointments are available from Monday – Friday 11am-12noon.

### **Who can come with me to the Embassy?**

Only the visa applicant will be permitted entry to the Embassy.

### **If I apply online do I still need to come to the Embassy in person?**

Yes. The visa applicant needs to attend the appointment at the Embassy in person to enrol biometric data and submit the application form hard copy together with passport, passport photo and all supporting documentation.

**What do I bring to my appointment?**

You should bring a printed hard copy of your completed application form together with your passport, passport photo and all supporting documentation.

**How can I pay without a credit or international maestro card?**

If you do not hold a credit card or international maestro card and you do not make an online application, you can pay in cash (CUC's) at the Embassy when you attend for biometric enrolment.

**If I don't have an appointment can I still come to the Embassy?**

You can come to the Embassy during the hours of Monday –Friday 11am -12noon if you have not made an online application.

**What about Diplomatic and VIP applications?**

Diplomats and VIP applicants are welcome to avail of the online application service. They may find this a more efficient method than having to complete a handwritten application form.

**Why are you making this change?**

This is a new additional and optional service for Cuban applicants. We expect it to be popular with both applicants and sponsors and brings the UK visa application process in Cuba in line with UK Visas and Immigration online processes across the globe.

**How will this change affect customers?**

It provides customers with an additional service method of submitting a UK visa application. It is good news.

**If I apply online will I be forced to also pay the fee online by credit card?**

No. If you prefer, you may complete an online application, book an appointment and then pay the visa fee by cash (CUCs) when you visit the British Embassy, Havana.

**How will this change impact the time it takes to process applications?**

None of these changes will impact on UK Visa's and Immigration's customer service standards;

- UKVI aims to complete 90 per cent of visa applications (except settlement categories), in not more than three weeks and for settlement categories, UKVI aims to complete 95 per cent of applications in not more than 12 weeks.

**Where do I get further information on UK visa applications?**

<https://www.gov.uk/apply-uk-visa>