

The UK visa application process in Sofia

All UK visas in Bulgaria are issued by the UK Visas and Immigration's commercial partner [Teleperformance Ltd.](#) The UK Visa Application Centre is operated by Teleperformance, a commercial company working on behalf of UK Visas and Immigration.

Your visa application will be processed and decided by UK Visas and Immigration staff. The British Embassy Sofia or Teleperformance Ltd. play no part in and have no influence over the visa decision making process.

How to apply

To apply, customers must complete their visa application [here](#), pay the fee and book an appointment with the Teleperformance Visa Applications Centre.

In Bulgaria, the centre is located at:

Regus Sofia City West,
53-55 Totleben Blvd,
1606 Sofia

Opening hours:

9:00 – 12:00 once per month in low season, and fortnightly in peak season.

Visa services currently offered

User Pays charges: there is a charge of £59 to use the Visa Application Centre in Sofia. This is in addition to the visa fee and is charged in euro using the consular rate of exchange prevalent at the time. This charge covers the cost of providing the application submission facilities. Applicants must register on the Teleperformance [website](#), after they have booked their appointment, to pay for their appointment slot and any further additional services required. Prior registration with Teleperformance will also ensure your application is processed quickly.

The following additional services are available in Sofia. All charges are payable in euro using our consular rate of exchange:

- Priority Visa Service – £127 – allows you to have your visa application placed at the front of the queue by UK Visas & Immigration, normally enabling a decision within 3-5 working days
- return courier – allows you to receive your decision by courier to your chosen address rather than returning to the Visa Application Centre to collect it; this is included in the user pay fee

Applicants have the alternative option of applying at the Decision Making Centre in Warsaw, open every week Monday to Thursday. There is a charge of £59 for applications lodged in Warsaw.

Additional information and useful links

Further details on all services, including eligibility criteria, are be available on the Teleperformance [website](#) once you have registered.

If you require further information regarding the UK Visa Services, please visit the www.gov.uk/visas-immigration.

Customers may also use the [international enquiry service](#) to find information about the visa application process. The following services are available:

- email contact service: a web form enables customers to make email enquiries
- webchat: customers can access a real time webchat with an agent for a charge of £4 a session
- telephone contact service: speaking to an advisor will cost £1.37 plus the cost of the call; call costs will vary depending on the call type, the customer's tariff and local charges

The service is provided by [Hinduja Global Solutions \(HGS\)](#) working in partnership with UK Visas and Immigration to provide enquiry services to people applying for a visa.