Book Appointment

Arrive at building 30 minutes before appointment time

Pass through security where you and any bags will be scanned

Report to reception desk giving name and appointment details – they will give you a ticket then direct you to PEO waiting room – please take a seat

You will be called to a check-in counter by a member of staff who will check to ensure you have a valid application and give you a new ticket

If application is valid you will return to the waiting area until you are called to a payment desk to make your payment.

NB. Please note we can only accept credit/debit card, bankers drafts or postal orders as valid payment methods.

When you have made your payment please take a seat until you are called to a case work desk where you will submit your application.

Once your details have been entered onto the system you will be sent or called to the biometric pods to have your photograph and fingerprints captured.

You will return to the case worker to hand in your passport and they will finish considering your application and make a decision. You will be advised if you need to stay in the waiting room or if you can go out. If you are able to go out you will be advised of when you need to return.

You will be called back to the case worker who will advise you of their decision and issue you with any relevant documents

If your application was successful your Biometric Residence Permit will be sent to you via the post within 7-10 working days.