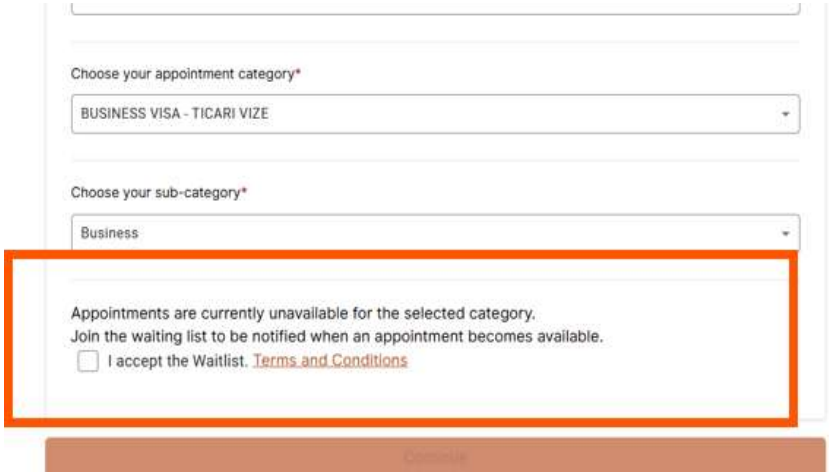
Bulgaria Waiting List Process – Operational Guideline

1. Waitlist Enrollment

- If no appointment availability is found when the applicant logs into the system, the system automatically offers a **waitlist enrollment option**.



- If the applicant **accepts this option**, they should be required to enter their information, and waitlist registration is completed.

Dear _____

You have been successfully added to the visa appointment waitlist for your travel from Türkiye to _____ for the _____ category.

Your Unique Reference Number is _____

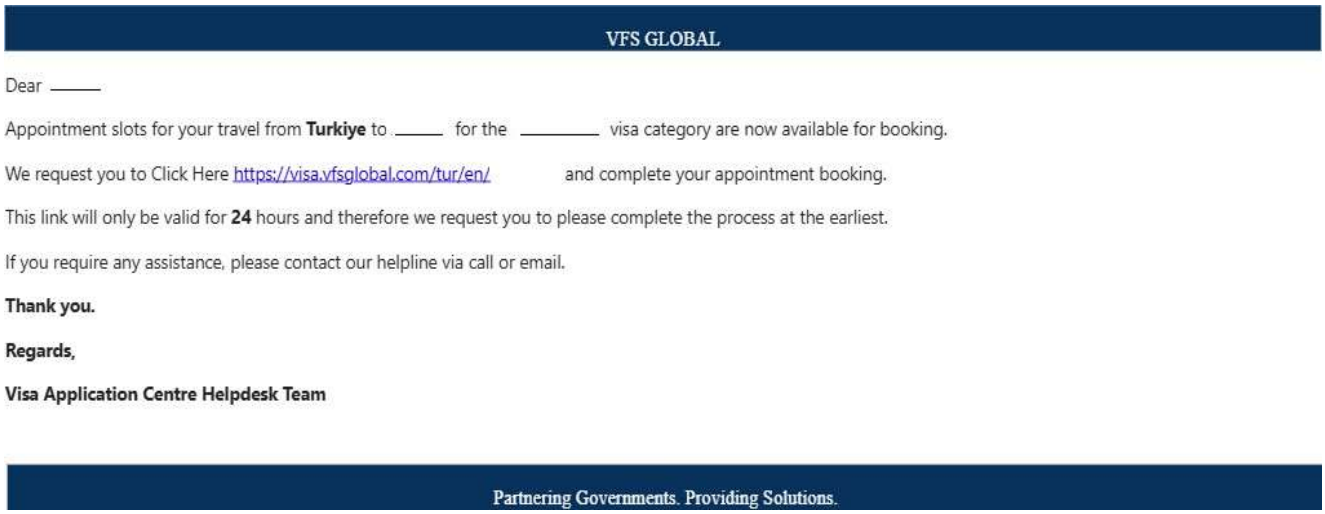
When appointment slots for the _____ visa category are available, you will receive a notification along with an appointment booking link on your registered email ID. You may then proceed to complete your booking.

Kindly check your email regularly for updates regarding appointment slot availability.

If you require any further assistance, please contact our helpline via call or email.

2. Availability Notification and Reminder Process

- When an appointment slot becomes available:
    - The system sends an **"availability slot" email** to applicants based on their position in the waitlist.



VFS GLOBAL

Dear _____

Appointment slots for your travel from **Turkiye** to _____ for the _____ visa category are now available for booking.

We request you to Click Here https://visa.vfsglobal.com/tur/en/ and complete your appointment booking.

This link will only be valid for **24** hours and therefore we request you to please complete the process at the earliest.

If you require any assistance, please contact our helpline via call or email.

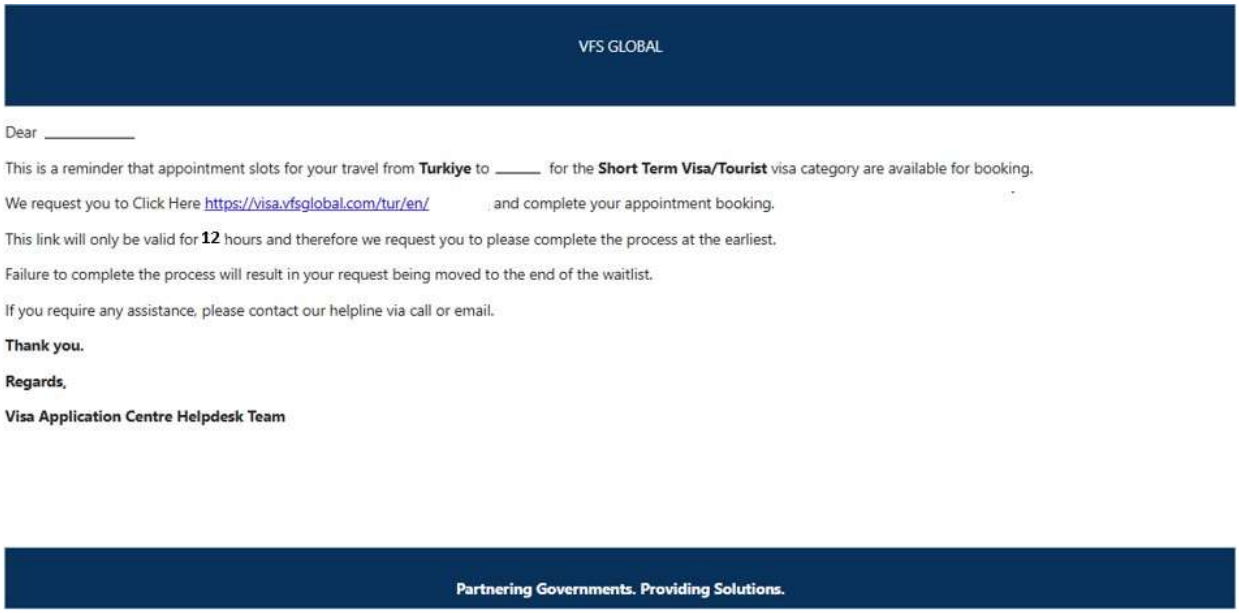
Thank you.

Regards,

Visa Application Centre Helpdesk Team

Partnering Governments. Providing Solutions.

- When an appointment is not booked in 24 hours:
    - **Reminder email will be received if the** booking is not completed in 24 hours.



VFS GLOBAL

Dear _____

This is a reminder that appointment slots for your travel from **Turkiye** to _____ for the **Short Term Visa/Tourist** visa category are available for booking.

We request you to Click Here https://visa.vfsglobal.com/tur/en/ and complete your appointment booking.

This link will only be valid for **12** hours and therefore we request you to please complete the process at the earliest.

Failure to complete the process will result in your request being moved to the end of the waitlist.

If you require any assistance, please contact our helpline via call or email.

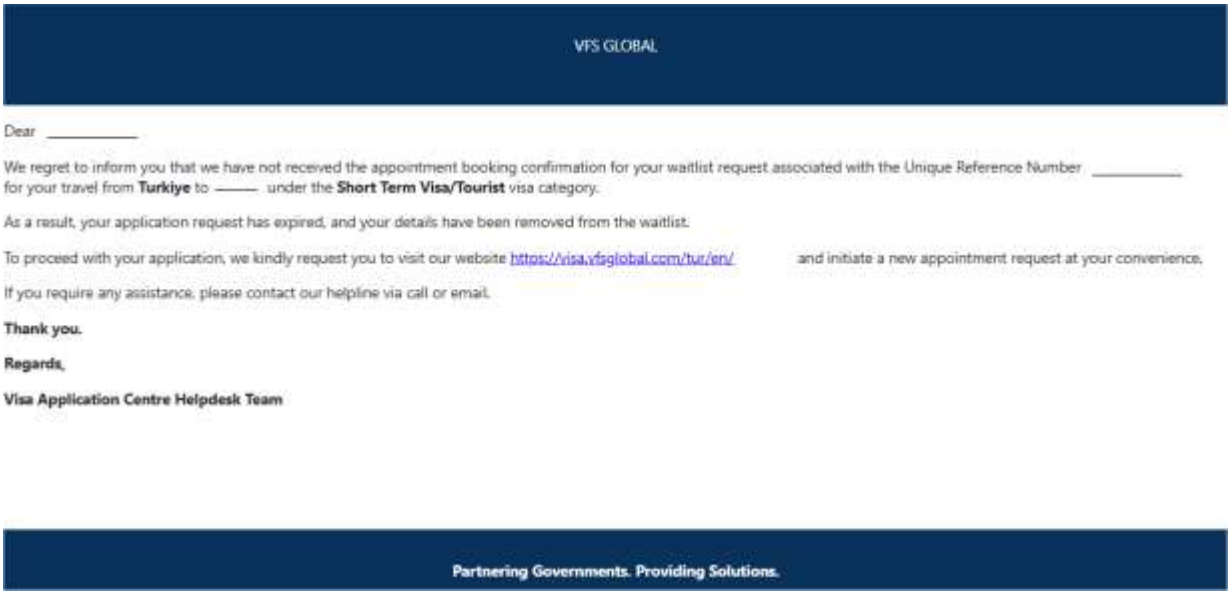
Thank you.

Regards,

Visa Application Centre Helpdesk Team

Partnering Governments. Providing Solutions.

- If appointment is not booked in 48 hours:
    - The applicant will be automatically removed **of the waitlist**.



VFS GLOBAL

Dear _____

We regret to inform you that we have not received the appointment booking confirmation for your waitlist request associated with the Unique Reference Number _____ for your travel from **Turkiye** to ——— under the **Short Term Visa/Tourist** visa category.

As a result, your application request has expired, and your details have been removed from the waitlist.

To proceed with your application, we kindly request you to visit our website https://visa.vfsglobal.com/tur/en/ and initiate a new appointment request at your convenience.

If you require any assistance, please contact our helpline via call or email.

Thank you.

Regards,

Visa Application Centre Helpdesk Team

Partnering Governments. Providing Solutions.

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3. Key Restrictions

- Applicants on the waitlist:
    - **Cannot book a separate appointment manually**.
- During waitlist enrollment:
    - **No payment is required**.
- Payment:
    - Is only requested **after the booking is confirmed** by the applicant.

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4. Waitlist Removal Process

- Removal from the waitlist:
    - The applicant is not allowed to be removed from the waitlist by themselves. The email should be sent to the VFS customer service with an approval.

- Important rules:
    - Removal requests **cannot be reversed once submitted**.
    - Applicants **cannot be removed individually**.
    - If the applicant register in waitlist as group and requested to be removed:
        - **All applicants under the same record will be removed** from the waitlist.

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5. Required Information for Removal Request

The following information must be collected from the applicant:

- Full Name (Name C Surname)
- Waitlist Enrollment Confirmation Date
- Waitlist Removal Confirmation Date
- VAC (Visa Application Centre) Applied For
- Passport Number
- Application Reference Number
- Email Address
- Note (if applicable)

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6. System Load and Expectation Management

- Availability notifications:
    - Are sent **simultaneously to all applicants on the waitlist**.
- As a result:
    - System congestion may occur
    - Errors may be experienced

To avoid system errors please see the following guidelines:

* Clear browser cache and cookies before clicking the appointment link.

* If the OTP code is not received on the first attempt, wait approximately 30 minutes before trying again.

* Avoid making repeated consecutive login attempts.

* Ensure the accuracy of login details (email address, contact number, etc.).

* Have all required information ready (e.g., passport details, credit card information) before accessing the appointment link.

* Avoid spending excessive time on the website during the booking process.

* Complete the appointment booking as quickly as possible.

* Limit frequent calendar checks and proceed with booking the first available appointment slot.