

## FAQ

Due to the current situation, the Embassy will remain **closed** until further notice. Please consult our **website** for the latest information on our opening hours: <https://www.eda.admin.ch/tehran>

### **1.1 If you are a Swiss citizen or a foreign national holding a travel document issued by the Swiss authorities:**

please contact the **FDFA Helpline: Tel. +41 800 24 7 365** or +41 58 465 33 33.

**Swiss travelers currently in Iran are encouraged to register on the TravelAdmin app of the FDFA.**

### **1.2 If you have applied for a Schengen visa (short stay (<90 days), family visit, business, tourism, etc.) or a D visa (long stay (>90 days), study, etc.):**

The Swiss representation in Tehran is responsible for applications from Iranian nationals. However, it has been temporarily closed due to the current security situation in Iran. Visa services are therefore suspended until further notice. Given the instability of the situation, it is not possible at this time to determine when visa services will resume.

### **1.3 If you have applied for a Schengen (C visa) or national (D-visa) visa before the conflict in the Middle East and have not received your passport back:**

The Swiss representation in Tehran is temporarily closed. Due to the volatile situation, we regret to inform you that travel documents currently held at the Embassy cannot be returned until further notice. We understand the inconvenience this may cause. Please be assured that we are closely monitoring developments and will resume normal operations as soon as conditions permit. Please check the website of the Embassy of Switzerland regularly. As soon as the Swiss Embassy reopens, this will be announced on the website: <https://www.eda.admin.ch/tehran>

### **1.4 If you have an appointment for a Humanitarian Visa at the Swiss Embassy in Tehran or seek to apply such a Humanitarian Visa:**

The Swiss representation in Tehran is responsible for applications from people in Iran. However, it has had to close temporarily due to the current security situation in Iran. Visa services are therefore suspended until further notice. Given the unstable situation, it is not possible at this time to say when visa services will resume.

People whose lives and physical integrity are under a concrete, direct and serious threat in their country of origin may apply for a humanitarian visa at a Swiss representation abroad. Applications must usually be submitted in person. A humanitarian visa is only granted if there is a concrete, serious and immediate threat to life and physical integrity. In crisis situations, it is not enough for a person's living situation to currently be difficult and precarious. Their living and subsistence conditions must be under a greater threat than those of the rest of the population, making intervention by the Swiss authorities imperative. Other criteria, particularly the existence of a close and current connection with Switzerland, are also important for granting such a visa. The applicant's ability to seek protection in another country may also be taken into account. If the person concerned is unable to submit their visa application in Tehran due to the temporary closure of the Swiss representation, they are free to submit their application to another Swiss representation abroad. It is the responsibility of the person concerned to leave Iran and travel to a Swiss representation in a third country. The Swiss authorities have no influence over any restrictions on leaving Iran.

### **1.5 If you are in Switzerland on a Schengen visa (C visa) and your visa is about to expire:**

If the person concerned cannot return to their country of origin due to the situation in the Middle East, in particular due to the lack of flight connections, they may apply for an extension of stay from the cantonal migration authority at their place of residence (see list:

[https://www.sem.admin.ch/sem/en/home/sem/kontakt/kantonale\\_behoerden/adressen\\_kantone\\_und.html](https://www.sem.admin.ch/sem/en/home/sem/kontakt/kantonale_behoerden/adressen_kantone_und.html)

The cantonal authority will decide on the basis of the specific circumstances of the case.

**1.6 If you have submitted personal documents in original form (such as civil status documents) to the Swiss embassy:**

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