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# All About Portugal

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## Useful Information

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### Entry formalities

Citizens of the European Union, Iceland, Liechtenstein, Norway and Switzerland need only an identity card to enter Portugal.

In addition to their identity card, minors must also present authorisation from their parents to travel.

For visits of less than 90 days, a passport valid for at least three months after the end of their stay is necessary for visitors from Albania, Andorra, Antigua and Barbuda, Argentina, Australia, Bahamas, Barbados, Bosnia-Herzegovina, Brazil, Brunei, Canada, Chile, Costa Rica, Croatia, Guatemala, Holy See, Honduras, Israel, Japan, Macedonia, Malaysia, Mauritius, Mexico, Monaco, Montenegro, New Zealand, Nicaragua, Panama, Paraguay, Saint Kitts and Nevis, San Marino, Serbia, Seychelles, Singapore, South Korea, United States of America, Uruguay, Venezuela, Special Administrative Regions of the People's Republic of China in Hong Kong and Macao and Taiwan territorial Authority.

Citizens from countries not mentioned above need a visa to enter Portugal, which may be requested at the Portuguese Embassy or Consulate of their country for stays of up to 90 days.

Under the terms of the Convention Implementing the Schengen Agreement, flights between Schengen states are considered to be internal flights and passengers do not need to obtain another visa.

Related links:

Visa requests

- [http://www.secomunidades.pt/vistos/index.php?option=com\\_content&view=article&id=171&Itemid=14&lang=pt](http://www.secomunidades.pt/vistos/index.php?option=com_content&view=article&id=171&Itemid=14&lang=pt)

Portuguese consulates

- <http://www.secomunidades.pt/web/guest/PostosConsulares>

Portuguese Immigration Authority

- <http://www.sef.pt/portal/V10/EN.aspx/page.aspx>



### Entry of pets

Entry into Portugal of cats and dogs from other EU Member States

It is necessary to present a passport issued by a vet who has been accredited by the respective competent authority, which must:

- contain indication of the owner's name and address;
- confirm that the animal is identified via a microchip (the device used should be in conformity with the ISO 11784 standard or Annex A to the ISO 11785 standard, otherwise, the owner must have equipment that enables the chip to be read), or a clearly legible tattoo (only permitted during a transitory period - up until 03/07/2011);
- confirmation of a valid anti-rabies vaccination, or revaccination if applicable, carried out when the animal was at least 3 months old, in accordance with the recommendations of the manufacturing laboratory, with an inactivated vaccine of at least one antigenic unit per dose (WHO standard).

Entry into Portugal of cats and dogs from countries outside the European Union

It is necessary to present a Sanitary Certificate issued/validated by the Official Veterinary Authority of the country of origin (accompanied by confirmatory documents of vaccinations, and if appropriate an antibody titration). The certificate should confirm the following:

- identification via a microchip (the device used should be in conformity with the ISO 11784 standard or Annex A to the ISO 11785 standard, otherwise, the owner must have equipment that enables the chip to be read), or a clearly legible tattoo (only permitted during a transitory period - up until 03/07/2011)

- confirmation of a valid anti-rabies vaccination, or revaccination if applicable, carried out when the animal was at least 3 months old, in accordance with the recommendations of the manufacturing laboratory, with an inactivated vaccine of at least one antigenic unit per dose (WHO standard).

In relation to certain countries it is also necessary that the certificate confirms a neutralising antibody titration, of at least 0,5 UI/ml. This requirement does not apply to several countries such as Andorra, Canada, USA, the Russian Federation, Japan, Norway and Switzerland, amongst others, and we therefore suggest that you search for further information on this matter from the Directorate General for Veterinary Practices [www.dgv.min-agricultura.pt](http://www.dgv.min-agricultura.pt) or from [http://ec.europa.eu/food/animal/liveanimals/pets/nocomm\\_third\\_en.htm](http://ec.europa.eu/food/animal/liveanimals/pets/nocomm_third_en.htm)

#### Circulation of pets

Portuguese people love animals and often keep cats or dogs in their homes. Nonetheless, animals are not permitted to enter restaurants, shops, supermarkets and certain beaches.

Animals are allowed to enter public transport services provided that they are of good health and hygiene and are transported in clean, well-preserved carrying cases or if they are guide dogs for persons with visual impairments. The transport operator may refuse to transport animals during rush-hour periods and the transport of dangerous or potentially dangerous animals is expressly prohibited.



### Duty and tax-free exemptions

#### EUROPEAN UNION COUNTRIES

Travellers arriving from European Union countries can carry items for personal use in their luggage that do not exceed the following limits:

##### Tobacco products:

- 800 cigarettes
- 400 cigarillos (cigars weighing not more than 3 grammes each)
- 200 cigars
- 1 kg of loose tobacco.

##### Alcoholic beverages:

- 10 litres of distilled beverages and spirits with an alcohol content over 22% vol.
- 20 litres of distilled beverages and spirits, wine- or alcohol-based aperitifs, tafia, sake or similar drinks with an alcohol content of up to 22% vol.
- 90 litres of wine (including a maximum of 60 litres of sparkling wines)
- 110 litres of beer.

Transport and circulation of money Travellers who enter or leave the European Union territory carrying amounts with them equal to or higher than €10,000, should declare this amount to the Customs authorities, in compliance with the stipulations of Regulation (EC) n° 1889/2005, that has been in force since June 15, 2007. This imposition aims to reinforce the EU's efforts to counter criminal activity and reinforce safety, by combating money laundering, terrorism and other criminal practices.

#### THIRD COUNTRIES

Travellers coming from non-EU countries may only benefit from exemption from VAT and special duties liable on the goods transported within their baggage, provided that these are for personal use and do not exceed the following limits:

##### Tobacco products (1):

Cigarettes - 200 units

or

Cigarillos (small cigars with a maximum weight of 3 g/unit) - 100 units

or

Cigars - 50 units

or

Smoking tobacco - 250 grams

Alcoholic beverages (2):

distilled drinks and spirits with strength over 22% vol. – total of 1 litre

or

Spirits and alcoholic beverages, aperitives with a basis of wine or of alcohol, tafia, saké or similar beverages of an alcoholic strength by volume not exceeding 22% vol; sparkling or fortified wines, liqueurs – total of 2 litres

and

still wines – total of 2 litres.

Perfumes:

50 grams of perfume

and

250 ml toilet-water

Coffee (1):

500 grams

or

Coffee extracts and coffee essences - 200 grams

Tea:

100 grams

or

Tea extracts and tea essences - 40 grams

Other goods:

Travellers benefit from an exemption provided that the value of the goods does not exceed 175 euros.

This amount is reduced to 90 euros for persons aged less than 15 years.

(1) Travellers aged less than 15 years do not benefit from any exemption in relation to these products.

(2) Travellers aged less than 17 years do not benefit from any exemption in relation to these products.

Transport and circulation of money

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**Tax free - VAT Reimbursement**

Visitors to Portugal who are not resident in any of the European Union member states can be reimbursed for the VAT (Value Added Tax) paid on purchases that they have made in Portugal and are being transported in their personal luggage. Only private individuals can benefit from this reimbursement.

In order to obtain repayment of the tax, the minimum value of purchases must be € 49.88 (net amount without VAT), and, depending on the VAT rate charged, the minimum value of the receipt for goods purchased must be as follows:

- € 61.35 – VAT rate of 23% (general goods)
- € 57.86 – VAT rate of 16% (Madeira and the Azores)
- € 56.36 – VAT rate of 13% (Wines)
- € 52.87 – VAT rate of 6% (books, lenses...)

When you make your purchases, you must ask the shop to provide you with a receipt, itemising the amounts paid, the goods that were purchased and the amount that is due for reimbursement.

You can receive the repayment of your tax in cash at the main European airports or in the centres of major European cities, or by credit card or international cheque, provided that the goods in question have previously been shown and declared at the customs.

You can obtain more information at:

- Premier Tax Free - [www.premiertaxfree.com](http://www.premiertaxfree.com) - [info@pt.premiertaxfree.com](mailto:info@pt.premiertaxfree.com)
- Global Blue - [www.globalblue.com](http://www.globalblue.com) - [info@globalblue.com](mailto:info@globalblue.com)
- Innova Taxfree Portugal - [www.innovataxfree.com](http://www.innovataxfree.com) - [info@innovataxfree.com](mailto:info@innovataxfree.com)



## Transports

### Air

Portugal's excellent geographical position makes it a stopover point for many foreign airlines at airports all over the country:

Lisbon - Portela Airport - Phone: 218 413 500

Oporto - Dr. Francisco Sá Carneiro Airport - Phone: 229 432 400

Faro - Faro Airport - Phone: 289 800 800

Funchal, Madeira - Funchal Airport - Phone: 291 520 700

Ponta Delgada, Azores - João Paulo II Airport - Phone: 296 205 406

ANA - Aeroportos de Portugal, SA is the Portuguese airport authority and provides departure and arrival information on [www.ana.pt](http://www.ana.pt)

There are several Portuguese airlines offering regular domestic and international flights.

TAP - Air Portugal ([www.tap.pt](http://www.tap.pt)) is the country's "flagship" airline and has scheduled flights to more than 50 international destinations and domestic flights between Lisbon, Oporto, Faro, Madeira and the Azores, and also between Madeira and Porto Santo.

SATA ([www.sata.pt](http://www.sata.pt)) has regular flights between all the islands of the Azores and from the Azores to Madeira and mainland Portugal. SATA also offers regular flights to a number of international destinations.

Aerovip ([www.aerovip.pt](http://www.aerovip.pt)) - Scheduled flights between Funchal and Porto Santo (Madeira). Scheduled flights between Bragança, Vila Real, Viseu, Cascais and Portimão (Mainland Portugal).

### Rail

CP - Comboios de Portugal ([www.cp.pt](http://www.cp.pt)), the Portuguese railway company, offers a vast rail network covering the whole of mainland Portugal and also offers international train services to Vigo, Madrid and Paris.

There are a number of options to meet your needs:

- The top-of-the-range "Alfa Pendular" trains offer the fastest and most comfortable rail link between Lisbon and the Algarve and, in the north, Oporto or Braga, with stops in Coimbra.
- The "Intercidades" or Intercity service covers the Lisbon-Oporto-Guimarães, Lisbon-Guarda, Lisbon-Covilhã, Lisbon-Évora-Beja and Lisbon-Faro routes.
- The international Sud-Express train and Lusitânia hotel-train leave from Lisbon.
- There is a vast network of regional, inter-regional and suburban trains covering the whole of the country.

In addition to normal train ticket prices, Comboios de Portugal - CP (Portuguese Rail Services) is offering discounts on day or leisure trips with the Tourist Travelcard (Bilhete Turístico) which allows you unlimited travel on suburban trains from Lisbon (on the Sintra/Azambuja, Cascais and Sado lines), Porto (on the Aveiro, Braga, Guimarães and Marco de Canaveses lines) and on regional trains on the Algarve line, and the Beach Ticket (Bilhete Praia) for trips from Lisbon, Porto and Coimbra to the nearest beaches.

### Road

Portugal has a good road network composed of Motorways (AE), Main Trunk Routes (IP), Complementary Trunk Routes (IC), Main (National) Roads (EN) and Secondary (Municipal) Roads.

There are two types of motorways:

- the traditional motorways with toll booths, where payment is made either in cash or by bank card.

These motorways also have a Via Verde (green channel), which is an electronic toll system that allows drivers to make the payment by bank debit and is intended for use solely by those who have an electronic device identifying their vehicle, which they have previously acquired at one of the respective sales outlets ([www.viaverde.pt](http://www.viaverde.pt))

- and motorways that have an exclusively electronic toll system, where tolls are collected by exclusively electronic means. As vehicles pass through the toll gates, they are picked up by electronic detectors

placed at the entry to the channels, which are identified with the words “Electronic toll only”.

#### Coaches

There are regular coach services between Portugal’s main towns and cities. For details of routes, timetables and fares visit [www.rede-expressos.pt](http://www.rede-expressos.pt) the website of Rede Nacional de Expressos.

#### Underground

The underground is an important addition to the traditional forms of public transport.

In Lisbon and Oporto it operates between 6 a.m. and 1 a.m.

The Lisbon underground ([www.metrolisboa.pt](http://www.metrolisboa.pt)) is the older of the two and reaches a considerable part of the city. Its network has gradually been extended in recent years. Both the oldest and the most recent stations are decorated with panels of tiles by renowned Portuguese artists, making them true underground art galleries.

In Oporto, the underground ([www.metro-porto.pt](http://www.metro-porto.pt)) is new. There are six lines in operation - blue, red, green, yellow, violet and orange -, and most of their route is above ground.

#### Taxis

Taxis are usually cream in colour, although there are still some painted black with a green roof in the traditional Portuguese style.

The fare is shown on the taximeter. The prices are affixed inside the car or you can ask the driver about them.

If you phone for a taxi you have to pay an extra 0.80 euros. There is a charge of 1.60 euros for luggage, regardless of weight or the number of pieces.

Carry cots, pushchairs, wheelchairs and walking aids are carried free of charge.

Outside towns, transport by taxi is paid per kilometre, and the passenger is informed of the amount in advance. Where they exist, the passenger has to pay the road tolls there and back.

Tipping is at the passenger’s discretion, though it is normal to tip 5-10% or round the amount up to the nearest euro.



## Driving

Vehicles drive on the right in Portugal. Unless otherwise indicated, vehicles coming from the right have priority in squares and at intersections. At junctions with roundabouts, vehicles already on the roundabout have right of way.

Road signs comply with international rules.

Compulsory papers:

- Personal ID
- Driving licence
- Motor insurance certificate
- Vehicle registration or equivalent
- Vehicle logbook (livrete) or equivalent

On the spot fines are issued.

Speed limits for cars without trailers and motorcycles:

- 50 kph - in built-up areas
- 90 kph - on normal roads
- 100 kph - on roads restricted to motor vehicles
- 120 kph - on motorways

All occupants must wear seat belts.

The Portuguese Highway Code forbids the use of mobile phones while driving, unless you’re using hands-free equipment or an earphone.

Driving for disabled persons In Portugal, the driving regulations for disabled persons relate solely to their physical and mental fitness and may result in restrictions or adaptations that must be mentioned in the driving licence.

Disabled persons with a driving licence that is valid in Portugal may drive vehicles provided that they comply with the restrictions or adaptations relating to their situation.

Parking cards for people with disabilities, based on the standardised Community model and issued by any of the Member States, are recognised in Portugal. The spaces reserved for this purpose are clearly signposted. Parking is permitted in other places, in situations of absolute necessity, provided that this is only for short periods of time and does not interfere with the normal and free circulation of pedestrians and vehicles.

#### Alcohol, drinking and driving

It is against the law to drive with a blood alcohol level of 0.5 grams per litre or more.

- A blood alcohol level between 0,5 g/l and 0,8 g/l is considered a serious offence, and it is sanctioned with a driving inhibition between 1 month and a 1 year and a fee payment of an amount from 250 up to 1.250 euros.
- A blood alcohol level between 0,8g/l and 1,2g/l is a very serious offence, sanctioned with a period of driving inhibition between 2 months and 2 years and the a fee payment of an amount from 1.250 up to 2.500 euros.
- A blood alcohol level of 1,2g/l or more is considered a crime, that can be punished with imprisonment up to 1 year or fee penalty up to 120 days, and driving inhibition between 3 months and 3 years.

#### Car rentals

There are car rental services at airports, international rail terminuses and in the main towns and cities. Drivers with mobility difficulties, or anyone who prefers to, can rent automatic or adapted vehicles.

To rent a car you must:

- be at least between 21 and 25 years old, depending on the company's rental policy
- show identification (identity card for EU citizens or a valid passport for other nationalities)
- have had a driving licence for more than one year



#### Useful Phone Numbers in Portugal

Useful information on Health, Police, Credit Cards, Telephones, Airports, Transport, Tourism Information and Other Services.

National Emergency Number: 112

#### Health

[www.portaldasaude.pt/portal](http://www.portaldasaude.pt/portal)

#### Azores:

Angra do Heroísmo - Santo Espírito Hospital: 295 403 200 | <http://www.hdes.pt/>

Horta Hospital: 292 201 000

Ponta Delgada - Divino Espírito Santo Hospital: 296 203 000 | <http://www.hseah.org/>

#### Aveiro:

Infante D. Pedro Hospital: 234 378 300 | <http://www.hidpedro.min-saude.pt>

Cliria - Hospital Privado de Aveiro: 234 400 700 / 808 234 400 | <http://www.cliria.pt/>

#### Coimbra:

Coimbra General Hospital (Covões): 239 800 100 | <http://www.huc.min-saude.pt/>

Coimbra University Hospital: 239 400 400 / 239 400 600 | <http://www.chc.min-saude.pt/>

#### Évora:

Espírito Santo Hospital: 266 740 100 / 266 700 357 | <http://www.hevora.min-saude.pt>

Misericórdia de Évora Hospital: 266 760 630 / 266 760 634 | <http://www.hmevora.pt/>

#### Faro:

Algarve Private Hospital: 282 420 400 | <http://www.hpalg.com/>

Faro District Hospital: 289 89 11 00 / 289 802 555 | <http://www.hdfaro.min-saude.pt>

Lagos Hospital: 282 770 100 / 282 770 116

Santa Maria de Faro Private Hospital: 289 892 040 | <http://www.hppfaro.pt/pt/>

Portimão Hospital: 282 450 300 | <http://www.chbargarvio.min-saude.pt>

Leiria:

Santo André Hospital: 244 817 000 | <http://www.chlp.pt/>

São Francisco Hospital Centre: 244 819 300 | <http://www.chsf.pt/>

Lisbon:

Amadora Sintra Hospital: 21 434 82 00 / 21 434 84 44 | <http://www.hff.min-saude.pt/>

Cascais Hospital: 21 482 77 00 | <http://www.hppcascais.pt>

Santa Maria Hospital: 21 780 50 00 / 21 780 51 11 / 21 780 52 22 | <http://www.chlc.min-saude.pt>

São José Hospital: 21 884 10 00 | <http://www.chlc.min-saude.pt>

S. Louis Hospital: 21 321 65 00 | <http://www.hslouis.pt/>

CUF Hospital: 21 392 61 00 / 21 002 52 00 | <http://www.hospitalcufinfantesanto.pt/>

SAMS Hospital: 21 842 20 00 | <http://www.sams.pt>

British Hospital Lisbon XXI: 21 721 34 00 | <http://www.british-hospital.pt>

Cuf Descobertas Hospital: 21 002 52 00 | <http://www.hospitalcufdescobertas.pt/>

Luz Hospital: 21 710 44 00 | <http://www.hospitaldaluz.pt/>

Lusíadas Hospital: 21 770 40 40 | <http://www.hpplusiadas.pt/pt>

Portalegre:

Doutor José Maria Grande Hospital: 245 301 000 | <http://www.ulsna.min-saude.pt>

Elvas - Santa Luzia Hospital: 268 637 600 | <http://www.ulsna.min-saude.pt>

Oporto:

Boavista Private Hospital: 22 206 25 00 | <http://www.hppboavista.pt>

São João Hospital : 22 551 21 00 | <http://www.hsjoao.min-saude.pt>

Santo António Hospital: 22 207 75 00 | <http://www.chporto.pt>

Cuf Porto Hospital : 22 003 90 00 | <http://www.hospitalcufporto.pt/>

Arrábida Hospital : 22 377 68 00 | <http://www.hospitaldaarrabida.pt/>

Other Cities:

Almada- Garcia da Horta Hospital: 21 272 71 00 | <http://www.hgarciaorta.min-saude.pt>

Beja- José Joaquim Fernandes Hospital: 284 310 200

Braga Hospital: 253 027 000 | <http://www.hospitaldebraga.com.pt/>

Bragança District Hospital: 273 310 800 | <http://www.ulsne.min-saude.pt>

Castelo Branco- Amato Lusitano Hospital: 272 000 180 / 272 000 272 | <http://www.ulscbl.min-saude.pt/>

Funchal Hospital Centre (Madeira): 291 705 666 / 291 705 600 | <http://www.sesaram.pt/>

Guarda- Sousa Martins Hospital: 21 200 200 | <http://www.ulsguarda.min-saude.pt>

Santarém District Hospital: 243 300 200 / 243 300 861 | <http://www.hds.min-saude.pt>

Setúbal- São Bernardo Hospital: 265 549 000 / 265 522 133 | <http://www.chs.min-saude.pt>

Setúbal- Santiago Hospital: 265 509 201 | <http://www.hospitaldesantiago.pt>

Viana do Castelo- Santa Luzia Hospital: 258 802 100 | <http://www.ulsam.min-saude.pt>

Vila Real Hospital Centre: 259 300 500 | <http://www.chtmad.min-saude.pt>

Viseu- São Teotónio Hospital: 232 420 500 | <http://www.hstviseu.min-saude.pt>

Police

PSP- Policia de Segurança Pública: [www.psp.pt](http://www.psp.pt)

GNR- Guarda Nacional Repúblicana: [www.gnr.pt](http://www.gnr.pt)

Azores:

PSP / Command: 296 282 022

PSP / Ponta Delgada Airport: 296 205 517

PSP Trânsito / Traffic: 296 284 327

GNR Ponta Delgada: 296 306 580

Coimbra:

PSP / Command: 239 851 300

GNR Coimbra: 239 794 300

GNR / BT - Brigada de Trânsito / Traffic Brigade: 239 794 400

Faro:

PSP Faro: 289 822 022  
PSP Lagos: 282 762 930  
GNR Albufeira: 289 590 790  
GNR Faro: 289 887 603  
GNR Vilamoura: 289 381 780  
GNR / Traffic: 289 598 730

#### Funchal:

PSP / Command: 291208 400  
PSP / Funchal Airport: 291 520 889  
PSP Trânsito / Traffic: 291 208 400  
GNR Funchal: 291 214 460

#### Lisbon:

PSP / Lisbon Metropolitan Police Command: 21 765 42 42  
Esquadra de Turismo / Lisbon Tourism Police Station: 21 342 16 23  
Esquadra de Turismo / Cascais Tourism Police Station: 21 486 39 29  
GNR de Sintra: 21 924 49 25  
GNR - General Command: 21 321 70 00  
PSP Trânsito / Traffic: 21 750 12 00

#### Oporto:

PSP / Oporto Metropolitan Police Command: Tel: 22 209 20 00  
Esquadra de Turismo / Oporto Tourism Police Station: Tel: 22 20818 33  
GNR / BT- Brigada de Trânsito / Traffic Brigade: Tel: 22 339 96 00

#### Other Cities:

PSP / Aveiro Command: 234 302 510  
PSP / Beja Command: 284 313 150  
PSP / Braga Command: 253 200 420  
PSP / Bragança Command: 273 303 400  
PSP / Castelo Branco Command: 272 340 622  
PSP / Faro Command: 289 899 899  
PSP / Guarda Command: 271 222 022  
PSP / Leiria Command: 244 859 859  
PSP / Santarém Command: 243 322 022  
PSP / Setúbal Command: 265 522 022  
PSP / Vila Real Command: 259 330 240

#### Credit Cards

American Express: 707 50 40 50 / 21 427 82 05  
Mastercard: 800 811 272  
Visa: 800 811 107

#### Telephones

PT - Portugal Telecom: 118 (National Directory Enquiries)  
Optimus: 16103  
TMN: 1696  
Vodafone: 16912

#### Airports

ANA- Portuguese airport authority/ provides departures and arrival information:  
[www.ana.pt](http://www.ana.pt)  
ANAM- Madeira airport authority/ provides departures and arrival information:  
[www.anam.pt](http://www.anam.pt)  
Faro Airport: 289 800 800  
Funchal Airport(Madeira): 291 520 700  
Ponta Delgada Airport (Azoren): 296 205 400  
Oporto Airport: 22 943 24 00  
Lisbon Airport : 21 841 35 00 / 21 841 37 00

#### Transport



Information on Transports: [www.transpor.pt](http://www.transpor.pt)

ACP- Automobile club in Portugal: 707 509 510 / Web: [www.acp.pt](http://www.acp.pt)

Brisa-National motorway network company : 808 508 508 / Web: [www.brisa.pt](http://www.brisa.pt)

CP- Comboios de Portugal (Portuguese Train): 707 210 220 / Web: [www.cp.pt](http://www.cp.pt)

Sata (Portuguese airline): 707 227 282 / Web: [www.sata.pt](http://www.sata.pt)

Tap-Portugal (Country's "flagship" airline): 707 205 700 / Web: <http://www.flytap.com>

Rede-Expressos (National Coach company): 707 223 344 / Web: [www.rede-expressos.pt](http://www.rede-expressos.pt)

Central Nacional de Táxis Digital (national phone number) : 707 277 277

Taxis in Faro: 289 895 790 (RádioTáxis)

Taxis in Funchal: 291 764 476

Taxis in Lisbon: 21 793 27 56

21 811 90 00 (RádioTáxis)

21 811 11 00 (Teletáxis)

Taxis in Ponta Delgada: 296 302 530

Taxis in Oporto: 22 507 39 00 (RádioTáxis) / 22 507 64 00 (Táxis Invicta)

#### Other Services

Cruz Vermelha Portuguesa / Portuguese Red Cross: 21 391 39 33

21 940 49 90 (Emergency)

21 771 40 00 (Hospital)

CTT- Post Office: 707 26 26 26

Forestry Protection National Number: 117

Pousadas de Portugal: 21 844 20 01 / Web: [www.pousadas.pt](http://www.pousadas.pt) Pousadas da Juventude / Youth Hostels:  
707 20 30 30 (individual reservations)

707 233 233 (group reservations)

[www.pousadasjuventude.pt](http://www.pousadasjuventude.pt)

SEF-Serviço de Estrangeiros e Fronteira (Border and Immigration Service): 808 202 653

Web: [www.sef.pt](http://www.sef.pt)



#### Electronic tolls

There are some highways in Portugal on which the tolls are electronic only. It means that there are no cabins and the passing of vehicles is detected by devices placed at the beginning of those highways. The highways are identified at the beginning with: "Electronic toll only". For information about the roads covered by this system and the respective forms of payment for foreign vehicles please consult <http://www.portugaltolls.com>

In what concerns portuguese vehicles, when hiring a car, please ask the hire company how payment is to be made regarding electronic tolls. For their customers convenience, some car hiring companies have installed devices on their vehicles and the costs of using the tolls are added at the client's bill. If the vehicles are not equipped with electronic devices, the payment of electronic tolls is normally done by the customers at Post Offices (CTT) or at one of the shops signalized as "Payshop". The payment can be made at the second day after having circulated at the roads mentioned above and for a period of five weekdays. When a payment term has passed, the driver is in violation of the rules, and fines will be added to the administrative costs.



#### Accessibility in Portugal

While planning your trip, you will be able to find information and advice here about access, assistance and accessible transport during your journey and stay in Portugal. Before you travel, we suggest you obtain detailed information about the services you will be using.

#### ACCOMODATION

In Portugal, you will find a range of accommodation with adapted rooms for people with special needs

and some properties also offer fully adapted services and accommodation. However, it would be advisable to contact the establishment directly to obtain information about the facilities available. On the [www.visitportugal.com](http://www.visitportugal.com) website, the indication “Access for the Disabled” is given in the Characteristics and Services section of properties that are accessible to people with reduced mobility.

#### MEANS OF TRANSPORT

##### Public Transport

Public transport vehicles usually have reserved spaces for people with special needs although not all may be accessible to wheelchair users.

In Lisbon, Carris provides a Reduced Mobility Service on its Regular Public Service routes. Most of the buses are fitted with low floors between the entrance and exit doors, and about half are fully accessible to passengers with reduced mobility, offering space for a wheelchair, backrests and an access ramp. More information can be found at [www.carris.pt](http://www.carris.pt).

In Oporto, the transport operator STCP has a fleet of accessible urban buses and offers buses fitted with a ramp and a reserved space for wheelchairs. All have a low floor and allow a baby buggy to travel without being folded. More information can be found at [www.stcp.pt](http://www.stcp.pt).

##### Lisbon and Oporto Metros

The Lisbon Metro has stations that are fully accessible to passengers with reduced mobility. Blind passengers may travel with their guide dogs as long as the animal is wearing a collar and muzzle.

Contacts: Tel. + 351 213 500 115 / [relacoes.publicas@metrolisboa.pt](mailto:relacoes.publicas@metrolisboa.pt) / [www.metrolisboa.pt](http://www.metrolisboa.pt)

The Oporto Metro is fully accessible to people with reduced mobility.

Contacts: Tel. +351 225 081 000 / [metro@metro-porto.pt](mailto:metro@metro-porto.pt) / [www.metrodoporto.pt](http://www.metrodoporto.pt)

##### Airports

All Portuguese airports offer toilet facilities and transfers for people with special needs. Additionally, a personalised assistance service called MyWay can be provided on request for passengers with reduced mobility travelling in an EU member state. This service includes mechanical means to aid mobility, escalators and moving walkways, lifts and adequate signage and guidance, as well as staff who are qualified for the purpose and who will ensure that full assistance is provided.

More information can be found at [www.ana.pt](http://www.ana.pt)

##### Boats

Transtejo and Soflusa, which operate the boats across the River Tagus between Lisbon and the south bank, offer some vessels with facilities for people with special needs. For more information call: + 351 210 422 411 / 808 20 30 50.

**Trains**The Portuguese Train Service, the CP-Comboios de Portugal, offers a centralised Integrated Mobility Service (SIM - Serviço Integrado de Mobilidade), accessed by telephone (+351) 707 210 746 (707 210 SIM), which is available 24 hours a day for 365 days a year, for both information and services. This service will enable passengers with special requirements to get information on accessibility on trains and at stations, assistance for embarking, during the journey and disembarking, among other services. For more information, go to [www.cp.pt](http://www.cp.pt) Fertagus, which serves the Greater Lisbon area, has carriages suitable for use by wheelchair passengers. At most railway stations, platforms can be accessed by lift and/or ramps. Contact: Tel. +351 707 127 127.

##### Taxis

Taxis adapted for use by passengers with reduced mobility operate in a number of Portuguese cities, including Lisbon, Faro and Oporto. The new taxis adapted to carry passengers with reduced mobility are fitted with boarding platforms, adapted seatbelts, devices to secure wheelchairs and a door with a wider opening angle. They can be found at airport taxi ranks or on request by telephoning the relevant dispatcher. Contacts can be found at [www.antral.pt](http://www.antral.pt).

#### DRIVING

In Portugal, the driving regulations for disabled persons relate solely to their physical and mental fitness and may result in restrictions or adaptations that must be mentioned in the driving licence.

Disabled persons with a driving licence that is valid in Portugal may drive vehicles provided that they comply with the restrictions or adaptations relating to their situation.

Parking cards for people with disabilities, based on the standardised Community model and issued by

any of the Member States, are recognised in Portugal. The spaces reserved for this purpose are clearly signposted. Parking is permitted in other places, in situations of absolute necessity, provided that this is only for short periods of time and does not interfere with the normal and free circulation of pedestrians and vehicles.

#### ACCESSIBLE BEACHES

194 bathing zones – maritime and river beaches – are accessible for persons with restricted mobility. These beaches are identified with a white flag, including the respective symbol, and have reserved parking areas, pedestrian access, beach walkways and adapted toilet facilities. Several beaches also have equipment items that facilitate access to the sea, thus enabling persons with restricted mobility to go swimming, although assistance of another person is always required.

For more information please contact: [info.visit@turismodeportugal.pt](mailto:info.visit@turismodeportugal.pt).



### Accommodation

**Hotel Accommodation** The vast supply of hotel establishments available all around the country provides tourists with accommodation, either with or without the provision of meals and other accessory services, according to the following classification:

**HOTELS (H)** – the supply of hotels is diversified, with a large number of such units on offer, classified from 1 to 5-star depending on their location and the quality of their facilities;

**APARTHOTELS (HA)** – classified from 1 to 5-star, these are the ideal choice for tourists seeking greater independence, but still wishing to enjoy all the services of a hotel;

**POUSADAS** – housed in historic buildings or located at sites of great natural beauty, these are classified under 4 categories: Historic, Historic Design, Nature and Charm.

#### Tourist Villages (A)

Classified from 3 to 5-star, tourist villages consist of interdependent accommodation units contained within a specially marked out area, where tourist support services are also provided.

#### Tourist Apartments (AT)

Classified from 3 to 5-star, tourist apartments are the ideal choice for those who prefer to stay in an independent accommodation unit with access to shared areas and services.

#### Resorts (CT)

Resorts are a good choice for those wishing to enjoy a variety of leisure services and equipment in the same area with access to different accommodation options, either in the form of a 4 or 5-star hotel or another type of tourist establishment.

#### Tourism in a Manor House (TH)

Those who prefer to receive accommodation in a family environment can choose to stay in manor houses, palace-like houses or residences of recognised architectural, historic or artistic value, in either a rural or urban setting.

#### Tourism in the Country (TER)

Offering accommodation in country residences exhibiting the distinctive features of their particular rural setting, Tourism in the Country enables tourists to enjoy more direct contact with the local populations, their customs and habits, as well as with Nature itself. These accommodation units may be classified as:

**COUNTRY HOUSES (CC)** – these are houses located in villages and rural areas that still preserve the original design, building materials and other typical features of the local architecture;

**AGRICULTURAL TOURISM (AG)** – this consists of accommodation on a farm, where tourists can take part in the agricultural work if they so wish;

**RURAL HOTELS (HR)** – classified from 3 to 5-star, these hotels are to be found in rural areas, respecting the original layout and architectural characteristics of the surrounding region.

#### Camping

Scattered all around the country, Camping Sites enable tourists to enjoy direct contact with Nature. Camping Sites may be considered either public (if they are open to the general public) or private (if access is reserved to members or beneficiaries of the site's operating body). These latter sites are identified with the letter "P", and the possibility of staying at the camping site must always be checked beforehand. Depending on the infrastructures and services provided, Camping Sites may be classified from 3 to 5-star, although such classification is not mandatory.

#### Nature Tourism

Whenever a tourist establishment is located in a nature protected area or in an area classified as being of natural value, it is included in the category of Nature Tourism, a practice that is recognised by the Institute for the Conservation of Nature and Biodiversity. In this case, equipment and services must be provided that enable tourists to enjoy and interpret nature.

#### Youth Hostels

Youth hostels are located close to beaches, in the countryside or in the main cities, offering accommodation at attractive prices. They are aimed above all at people who have a youthful spirit and enjoy sharing the same space in an atmosphere of conviviality, although some Youth Hostels also have double or family rooms, which are quieter and more private. Some hostels also serve meals. Guests must present either a youth hostel membership card or a youth identity card.



### Communications

#### Telephones

In public telephone booths, coins and special cards can be used. They are sold in MEO shops, post offices and some kiosks and news-stands (with a sign indicating this).

All telephone numbers in Portugal are composed of nine digits. To call from abroad to Portugal, it is necessary to dial the international access code 00 and the country code 351.

To call abroad from Portugal, dial 00, the country code, the area code and then the number wanted. The dialling codes of the various countries are affixed in public telephone booths.

#### Mobile phones

Portugal is one of the countries with the highest number of mobile phone users.

There are three network service providers - TMN, MEO and Optimus - that have roaming agreements with most international mobile phone companies and provide users with a good coverage nationwide. The Portuguese Highway Code forbids the use of mobile phones while driving, unless you're using hands-free equipment or an earphone, and there are established penalties that can be applied in the event of any infringement.

#### Internet

Internet access is available on payment in some cafés and in numerous post offices that have the Netpost service.

In various hotels and public facilities, like Airports, Conference centres, Restaurants, Service Areas in motor-ways and shopping centres, there are duly marked "wi-fi" areas where it is possible to access wireless Internet.



### Services

#### Banks

Banks are open from 8.30 a.m. to 3 p.m. five working days a week.

Portugal has a national network of cash machines (ATMs) identified by the symbol MB (Multibanco), from which you can withdraw cash 24 hours a day.

#### Post Offices

In general, post offices are open from Monday to Friday, from 9 a.m. to 6 p.m. Central and airport offices have extended opening hours and may be open on Saturdays and in some cases also on Sundays.

Stamps are sold in post offices and vending-machines in the streets.

Many post offices have the Netpost service that on payment allows access to personal e-mail and the

Internet.

More detailed information about opening hours and services available at each office can be found on [www.ctt.pt](http://www.ctt.pt)

Pharmacies

In general, pharmacies are open on weekdays between 9am and 7pm (some close for lunch from 1 to 3 p.m.) and on Saturdays between 9am and 1pm.

They display an illuminated green cross outside when open at night.

All of them have information posted on the door indicating the nearest pharmacies that are open at night.

Shops

Traditionally, shops are open from Monday to Friday, from 9 or 10 a.m. to 7 p.m. Some close for lunch from 1 to 3 p.m. On Saturdays from January to November, shops generally close at 1 p.m. though in city centres some are open in the afternoon.

Shops tend to stay open on Saturday afternoons and sometimes even on Sundays in December for Christmas shopping.

There are plenty of shopping centres inside and outside the cities that are usually open from 10 a.m. to midnight every day of the week. They generally have stores with the main international brands. However, traditional shops with Portuguese products can be found particularly in the streets of the older neighbourhoods of towns and cities.



### Smoking in public places

Since 1 January 2008, smoking has been prohibited in enclosed public spaces in Portugal.

This ban extends to all government buildings, work places, public transport, healthcare establishments, laboratories and pharmacies, schools and other educational establishments, indoor sports facilities, museums, shops selling food and drink, indoor car parks, concert and theatre halls, libraries, hotels, and service stations.

Restaurants, bars and discotheques with a floor area of more than 100 m<sup>2</sup> must clearly mark out areas where smoking is allowed, which must have adequate ventilation and may not amount to more than 30% of the total area.

The owners of restaurants, bars and discotheques with a floor area of less than 100 m<sup>2</sup> can choose whether these are to be smoking or non-smoking areas, and must clearly display this information so that it is visible outside the building. These areas must have good ventilation.

Penalties for infringements:

- From €50 to €750 euros for smokers who do not respect smoking bans.
- From €50 to €1,000 for the owners of private establishments;
- From €2,500 to €10,000, from €10,000 to €30,000 or from €30,000 to €250,000, depending on the nature of the offence, for corporations, companies or associations, governing bodies or heads of organisations, establishments or government services that are in breach of the regulations.



### Official time

During winter time, i.e. from 1 a.m. on the last Sunday in October to 1 a.m. on the last Sunday in March, the official time in mainland Portugal and Madeira is the Universal Time Coordinated (UTC).

The rest of the year (between 1 a.m. on the last Sunday in March and 1 a.m. on the last Sunday in October), summer time is in effect and the official time in mainland Portugal and Madeira is Universal Time Coordinated plus one hour.

In the Azores, the time is one hour earlier than in the rest of Portugal and therefore one hour earlier than the Universal Time Coordinated during winter time and two hours earlier during summer time.



## Money

### Currency

Portugal is one of 19 European Union countries whose common official currency is the euro.

1 euro is divided into 100 cents. The coins come in denominations of 1, 2, 5, 10, 20 and 50 cents, and 1 and 2 euros.

The notes are differentiated by their size and colour and come in denominations of 5, 10, 20, 50, 100, 200 and 500 euros.

One side of the coins has a common design (the European side), and the other side has a national symbol. All euro coins can be used in any euro-zone country, irrespective of which national symbols they display.

### ATMs - Automatic Teller Machines (Multibanco)

Portugal has a national network of cash machines (ATMs) identified by the symbol MB (Multibanco), from which you can withdraw cash 24 hours a day.

### Currency Exchange

You can exchange money at banks, which are open from 8.30 a.m. to 3 p.m. five working days a week; at bureaux de change; and at automatic currency exchange machines (these are for currency sale transactions only).

### Credit cards

In Portugal, the most commonly used credit cards are: Visa, American Express, Diners Club, Europay / MasterCard, JCB and Maestro.

If your Visa or MasterCard credit card is lost or stolen, contact the following telephone numbers for assistance:

- Visa: Tel. 800 811 107

- MasterCard: Tel. 800 811 272

### Tipping

Service is included in the bill in restaurants, though it is customary to leave an additional tip of about 5-10% of the total.

It is also normal to tip taxi drivers 5-10 % or rounding up the amount paid to the nearest euro.



## Meals

As a rule, the Portuguese have three meals a day. Between 7:30 and 10 a.m. they have a light breakfast consisting of a drink - white or black coffee or fruit juice - and toast or a sandwich, often in their local café or cake shop.

The main meals are lunch, between 12:00 and 2:30 p.m., which is often eaten at a restaurant near work, and dinner between 7:30 and 10:30 p.m.

Most people eat a full meal including soup, a main dish and dessert or fruit. They may also have a snack consisting of a drink and a cake between these two meals, around 5 p.m.

Eating out is common practice in Portugal. Having lunch or dinner out, especially at the weekend, is always a good excuse for meeting friends or going for a drive.

There is a great variety of restaurants and they cater to all kinds of tastes and palates.

While restaurants are usually open for lunch between midday and 3 p.m. and for dinner between 7 and 10 p.m. many of them have longer opening hours, especially in the big cities and areas with a busy nightlife.

They usually close one day a week, sometimes at the weekend in city centres, though restaurants in shopping centres are open every day.



### Health

If you require medical assistance contact the local Health Centre.

Hospital emergency services should be used only in serious situations (serious injury, poisoning, burns, infarction, thromboses, breathing difficulties, etc.).

In case of illness or accident while visiting Portugal, Nationals from the 27 European Union countries, Iceland, Liechtenstein, Norway or Switzerland are entitled to free or reduced-cost healthcare (the same benefits as Portuguese citizens). In order to have access to health services, citizens from the above-mentioned countries, who are not resident in Portugal, must produce their European Health Insurance Cards (issued by the origin country) together with passports or identity cards.

Algarve - Medical services for tourists

During the summer holiday season, tourists needing medical assistance can go to one of the 32 Beach Healthcare Facilities operating all along the coast of the Algarve. The aim is to provide healthcare and respond to medical situations that can be treated on the spot or, if necessary, refer the patient to a more appropriate healthcare facility.

This service complements the normal healthcare services available at Centros de Saúde (Health Centres). The daily operating hours for 2016 are as follows: 4 July to 3 September - 10.30 am to 7.30 pm; 4 to 18 September - 10 am to 6 pm. More information is available online at [www.arsalgarve.min-saude.pt](http://www.arsalgarve.min-saude.pt)



### Weights and measures

1 cm = 0.39 inches

1 metre = 3.28 feet / 1.09 yards

1 km = 0.62 miles

1 litre = 0.26 gallons (USA) / 0.22 gallons (UK)

1 inch = 2.54 cm

1 foot = 0.39 metres

1 yard = 0.91 metres

1 mile = 1.6 km

1 gallon (USA) = 3.78 litres

1 gallon (UK) = 4.54 litres



### Electricity

The electric current in Portugal is 230/400 volts at a frequency of 50 hertz and sockets comply with European standards.

You will need a 230 volt transformer and an adaptor to use American-style flat-prong plugs.



### Public and School holidays

National holidays

New Year's Day - 1 January

Freedom Day - 25 April

Worker's Day - 1 May

Portugal Day - 10 June

Feast of the Assumption - 15 August

Implantation of the Republic - 5 October

All Saints Day - 1 November

Restoration of Independence - 1 December

Immaculate Conception - 8 December

Christmas Day - 25 December

Moveable public holidays:  
Good Friday  
Corpus Christi

#### School Holidays

For the 2017/18 academic year, school holidays are as follows:

- Christmas - 18 December 2017 to 2 January 2018
- Carnival - 12 to 14 February 2018
- Easter - 26 March to 6 April 2018
- Summer - end of June to mid-September



### Cost of living

Before travelling, consult the indicated average prices of certain products and services, in order to gain an idea of the cost of living in Portugal.

#### Food and drinks

Prices vary in function of the type of establishment and whether or not the cost includes a table service or esplanade service, as a result of which the prices presented are purely indicative.

An espresso coffee, which is so popular amongst the Portuguese and is normally referred to as a “bica”, costs around €0.60 to €0.70 at the counter of a traditional café. A galão (cup of coffee with milk) may cost between €0.70 and €1.20 and a cup of tea between €1 and €1.50. A glass of natural orange juice costs around €2.50 and a beer or Coca-Cola costs between €1 and €1.50. A cheese or ham sandwich costs between €1.50 and €2.50 and a slice of toast or cake will be less than €2.

If you have a full meal it may be around €8 to €11 per person in a snack bar, between €13 and €20 in a restaurant and around €30 to €50 in a first-class restaurant or Fado house.

#### Culture

An entrance ticket to a Museum, National Monument or exhibition may cost between €1.50 and €8.50. A cinema ticket costs around €6,50. Theatre tickets may vary between €10 and €30 and tickets for concerts, opera or ballet performances between €10 and €75.

In order to watch a bull fight, (the bullfighting season is between Easter Sunday and All Saints day), tickets may vary between €15 and €75, depending on the bull-ring and participants.

#### Transport

##### Trains

The journey between Lisbon and Oporto on the Alfa Pendular train (the fastest and most comfortable train) may vary between €30,30 and €42,40 (2nd or 1st class) and on InterCity trains the price varies between €24,30 and €35.90.

From Lisbon to Faro the fare is between €22,20 and €29.80 on the Alfa Pendular train and between €21 and €27.80 on the InterCity train.

If you want to visit the sights on the outskirts of the capital, train tickets cost €1.25 from Cais Sodré to Belém or from Rossio to Queluz-Belas, €1.55 from Alcântara to Oriente, and €2.15 from Lisbon to either Sintra or Cascais.

[www.cp.pt](http://www.cp.pt)

##### Express coaches

There are regular connections between the main Portuguese cities. The journey between Lisbon and Oporto may cost around €19, between Lisbon and Faro, €20, between Faro and Oporto €31 and between Lisbon and Coimbra €14,50.

[www.rede-expressos.pt](http://www.rede-expressos.pt)

##### Taxis

In the urban service, the minimum charge (initial price) during the daytime is €3,25 and €3.90 at nighttime, weekends and public holidays. The final fare will be determined in function of the distance travelled and the time.

Ordering a radio taxi results in an additional cost of €0.80 and transport of luggage requiring use of a roof rack or car boot implies a supplement of €1.60.



For transport outside urban areas, the service is paid on a per kilometre basis, and the cost of the return journey is also calculated, regardless of whether or not the passenger makes the return trip. Normally the price is informed at the start of the trip.

#### Urban transport

##### Lisbon

The “Lisboa card” permits the use of all public transport facilities in the city and trains between Lisbon and Sintra or Cascais and also offers free entrance or discounts in monuments, museums or tourism circuits. The prices are €18.50 for 24 hours, €31.50 for 48 hours and €39 for 72 hours. Prices for children aged between 5 and 11: 24h - €11,50; 48h - €17,50; 72h - €20,50  
[www.askmelisboa.com](http://www.askmelisboa.com)

Carris: A ride on a bus costs €1.80, and on a tram €2.85.  
[www.carris.pt](http://www.carris.pt)

A simple metro ticket costs €1.40. ([www.metrolisboa.pt](http://www.metrolisboa.pt))

The “Sete Colinas” card which is sold in the ticket kiosks of Carris and the Metro for €0.50, may be charged with a simple ticket, or combined ticket for the Carris and Metro networks that cost €6.00 for one day.

##### Oporto

The “Porto Card” enables unlimited use of all public transport and offers free entrance or discounts on tickets to various monuments and museums, and also for performance venues, cruises on the River Douro, tourism circuits, traditional shops and restaurants. The pass costs: €5.00 for Walker-1 day, €10.50 for one day (general), €17.50 for two days and €21.50 for three days.

<http://short.visitporto.travel/portocard>

A bus ride costs €1.80 and a simple metro ticket costs €1.70. Combined tickets for buses, Metro and train within the urban area of Oporto (Andante) cost €7 for one day and €15 for three days.

[www.stcp.pt](http://www.stcp.pt)

[www.metrodoporto.pt](http://www.metrodoporto.pt)

##### Petrol and diesel

Prices are set in the free market and vary in accordance with the cost of a barrel of crude oil in the international markets. At present (2013/02/05), petrol costs around €1.60 per litre, diesel €1,47 per litre and GPL €0,80/litre.