
COVID-19 | Frequently Asked Questions

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COVID-19

Portugal Tourism Response

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Are you in Portugal?

Are there any circulation restrictions on travelling as a tourist in Portugal?

Portugal has restrictions and measures implemented throughout the territory with the aim of controlling the spread of the COVID 19 virus. All implemented measures can be consulted at www.visitportugal.com/en/node/421175 or at [EstamosOn](#) (in Portuguese).

The public transportation is working?

Yes, public transport remains in operation, but has reduced the capacity of vehicles and/or trains to 2/3 of their total capacity and it is mandatory to wear a facial mask.

As a foreigner, what to do if I need health care?

According to Portuguese law, all foreign citizens have access to the National Health Service. However, there are specific procedures for access, considering the country of origin, whether it is a European Union country or a country that has a bilateral agreement with Portugal. To learn more, click on "[About Portugal / Useful Information](#)" (in the menu at the top of this page) and choose the "Health" option or consult the Portuguese [National Health Service](#).

As a visitor to Portugal, where can I easily test for Covid 19?

If you are a visitor to Portugal you can receive the test for Covid-19 (RT-PCR) shortly after arrival, before departure or at any time, in one of the hospitals and clinics included in the [Portugal Health Passport](#), all of which provide you personalized support in your language. The results for the tests may be obtained in 72 hours or less. More information is available at test.covid19@portugalhealthpassport.com.

You can also take the test in one of the laboratories recommended by the National Health Service, a list of which can be found at <https://covid19.min-saude.pt/infoadrpcc/>.

If necessary, you can also take a test at the airport before your departure flight. Information available on the [ANA - Aeroportos de Portugal](#)'s website.

Is there any travel insurance that covers expenses related to Covid-19?

Portugal has developed a travel insurance for visitors residing abroad - Portugal Travel Insurance - which covers, among other aspects, medical, surgical, pharmaceutical and hospital expenses related to Covid-19, as well as cancellation, interruption expenses or extension of the trip also for reasons of Covid-19. For more information contact portugaltravelinsurance@bonus-seguros.pt / www.portugaltravelinsurance.com.

Do you want to come to Portugal?

I plan to fly to Portugal soon. Is it possible?

Travelling within the European Union, the Schengen area and between these and other destinations is dependent on border restrictions and epidemiological developments worldwide. Therefore, before making a trip, it is important to consult the alerts and restrictions made available by the immigration and borders services, either in the country where the trip begins or in Portugal (www.sef.pt), as well as to verify the feasibility of the trip with the airline company.

You can also consult the European Union's website - <https://reopen.europa.eu> - where you will find information for each country on borders, available means of transport, travel restrictions, public health and safety measures and other practical information for travellers.

To find out what travel is permitted and the restrictions on air traffic to and from Portugal you should consult the measures implemented to date, available at www.visitportugal.com/en/node/421175.

Is there a form to fill in before the flight? I was told about the "Passenger Locator Card".

For trips to Portugal, passengers must fill in a form from the Health Authorities - Passenger Locator Card - available at <https://portugalcleanandsafe.pt/en/passenger-locator-card>.

This information should be used to contact passengers in case of any COVID-19 cases on board. It can be filled in online, but if there are any difficulties, the form can be handed in by the airline on paper and filled in during the flight.



How can I have information about the evolution of the pandemic in Portugal?

You can get updated information on the evolution of the COVID-19 pandemic in Portugal at WHO - World Health Organization (<https://covid19.who.int/region/euro/country/pt>) or at DGS - Portuguese General Directorate of Health (<https://covid19.min-saude.pt/>).

Is there a way to find out if tourist activities follow hygiene and cleaning measures for the prevention and control of the new COVID-19 virus?

Turismo de Portugal has developed a "Clean & Safe" stamp in order to identify travel related providers that comply with the hygiene and cleaning measures needed to control the transmission of the virus and other potential infections. More information in <https://www.visitportugal.com/en/node/422183>

I have a scheduled flight to Portugal. Can you tell me if the flight is confirmed and how can I be refunded if it is canceled?

You should contact the airline directly to confirm this information and find out how it can be refunded.

Below we indicate links to the websites of the Airlines and ANA - Aeroportos de Portugal, where you can get more detailed information:

<https://www.flytap.com>

<https://www.ryanair.com>

<https://www.airfrance.co.uk>

<https://www.lufthansa.com>

<https://www.eurowings.com>

<https://www.easyjet.com>

<https://www.ana.pt>

I have a trip booked for Portugal. / I have accommodation booked for a tourism stay in Portugal. Due to the outbreak of COVID-19 I need to cancel the reservation. How can I do it? How can I get a refund?

You should contact the company, establishment or platform where you made your reservation.