



USEFUL INFORMATION

Communications

Telephones – There are public telephone booths available where coins or phone cards can be used. Phone cards are available from the shops of Portugal Telecom, post offices, kiosks and selected tobacconists. All Portuguese phone numbers are composed of 9 digits. To call Portugal from abroad, you need to dial the international code 00 plus Portugal's country code 351. To call abroad from Portugal, dial 00, followed by the country code, the city code and the number required. The various country codes are displayed in public telephones.

Mobile phones – There are three mobile networks - TMN, Vodafone and Optimus – which have roaming agreements with most international companies and provide good national coverage.

Internet – Paid Internet access is available in some cafes and post offices. In many hotels and public spaces such as airports, congress halls, restaurants, service stations and shopping centers, there are duly indicated “wireless” or “Wi-Fi” zones, where it is possible to obtain wireless Internet access.

Currency and exchange

The official currency of Portugal is the Euro, in common with all countries of the Euro zone. 1 Euro is divided into 100 Cents. There are eight coins: 1, 2, 5, 10, 20 and 50 Cents and 1 and 2 Euros. Notes can be distinguished by their different colors and sizes and have the following values: 5, 10, 20, 50, 100, 200 and 500 Euros.

Currency can be exchanged in banks, in exchange bureaus and automatic machines.

There is a national ATM (Automatic Teller Machine) network called MB (Multibanco), which can be used to withdraw cash 24 hours a day.

In Portugal, the most commonly used credit cards are: Visa, American Express, Diners Club, Euro pay/MasterCard, JCB, and Maestro. In the event of loss or theft of cards issued by Visa, MasterCard or American Express, contact:

Visa: 800 811 107

MasterCard: 800 811 272

American Express: 707 50 40 50



Tipping

Tipping is optional, but adding 5 to 10% to the amount is regular practice in taxis, restaurants and bars.

Car rental

Car hire is available at airports, international train stations and main locations. Vehicles with automatic gearboxes are available where preferred. To hire a vehicle it is necessary:

- to be between 21 and 25 years old, according to the hire conditions of each company;
- to present identification (identity card for EU citizens or a valid passport for other nationalities);
- driving license valid for more than one year.

Time zone

Portugal is situated in the Western European time zone, GMT, (one hour behind Central European Time, CET)

Electricity

Electrical current is 230 / 400 volts at a frequency of 50 hertz. All sockets follow European standards. To use American-type plugs, a 230-volt transformer should be used together with an adapter plug. Most hotels can provide the necessary adaptor equipment, which can also be acquired in local shops.

Business hours

Shops are generally open Monday to Friday from 10:00 am to 07:00 pm, with some shops closing at lunch time. On Saturdays some shops close at 01:00 pm, although some city centre shops remain open during the afternoon. In shopping centers, longer hours are kept - usually 10:00 am to midnight. Banks are open Monday to Friday from 08:30 am to 03:00 pm. Restaurants open for lunch between 12:00 pm and 03:00 pm and serve dinner between 07:00 pm and 10:00 pm. Some restaurants are open for a longer period. Post offices are open Monday to Friday between 09:00 am and 06:00 pm. The central post offices and the office in the airport are open on Saturdays.

Shopping

Fine leather goods, lead crystal ware, porcelain, vintage wines, golden and silver filigree, pottery and textiles are considered excellent buys in Portugal.

The pedestrian streets of the city centre, "Baixa", bordered by the magnificent "Praça do



Comércio”, facing the River “Tejo”, and the “Chiado” area leading to “Bairro Alto”, are popular shopping areas.

The main shopping centers are Colombo, Amoreiras, Vasco da Gama and the Atrium Saldanha, all within easy access by underground network (metro).

Sales Tax

Sales tax (VAT) is included in prices quoted. For non EU residents, tax free shopping schemes are available in many shops, which give substantial savings to visitors.

Tax Free Shopping in Portugal

In Portugal there are many opportunities to benefit from Tax Free Shopping; more than 5,000 retail outlets are offering the service. The affiliated stores are displaying our well-known Tax Free Shopping logo, and helpful staff will guide you through the process.

You will have to pay 21% VAT on goods if they are purchased on mainland Portugal or 15% VAT in neighboring Portuguese islands. Prices are normally VAT inclusive. All visitors residing outside of the European Union are entitled to claim back the tax, if they spend either €60 (mainland) or €57 (islands) or more in one shop in one day.

The goods need to be exported within three months of date of purchase.

Tax Free Refund in 3 easy steps:

Shopping

1. Shop where you see the Global Refund Tax Free Shopping sign and simply ask for your Global Refund Cheque.
2. through customs

When leaving a country or the European Union, show your purchases, receipts and passport to customs officials and have your Global Refund Cheques export validated.

3. Refunding

VAT Refund at Lisbon International Airport

Global Refund Portugal

Location: Public area (departures)



Opening hours: 07H00/24H00

Tel: + 351 218408813

For an easier and safer refund; show your Refund “Cheque”, passport and credit card at nearby Refund Office and ask for an Immediate Refund on your credit card.

Smoking Policy in public areas

The Portuguese law, in accordance with Regulations in force, in the majority of European Countries and the USA, prohibits smoking in any public transportation or in any closed public areas. (Some restaurants, bars and discos may have a designated smoking area).

Health

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.

The Conference Centre is nearby to the main hospitals in Lisbon:

- Amadora Sintra Hospital: +351 21 434 82 00 / +351 21 434 84 44
- Cascais Hospital: +351 21 482 77 00
- British Hospital: +351 21 394 31 00 / +351 21 721 34 00
- Santa Maria Hospital: +351 21 780 50 00 / +351 21 780 51 11 / +351 21 780 52 22
- São José Hospital: +351 21 884 10 00
- S. Louis Hospital: +351 21 321 65 00
- CUF Hospital: +351 21 392 61 00 / +351 21 002 52 00

Pharmacies are open Monday to Friday from 09:00 am to 01:00 pm and from 03:00 pm to 07:00 pm and on Saturdays from 09:00 pm to 01:00 pm. When closed, all pharmacies display a notice giving details of the nearest open pharmacy with 24 hour service.



Equivalent Measures

1 cm = 0.39 inches

1 meter = 39.37 inches / 3.28 feet / 1.09 yards

1 km = 0.62 miles

1 inch = 2.54 cm

1 foot = 0.39 meters/12 inches

1 yard = 0.91 meters

1 mile = 1.60 km

1 sq. foot = 199 sq. inches / 0.0929 sq.m

Useful contacts

National Emergency Number: 112

PSP – Lisbon Metropolitan Police: +351 21 765 42 42

PSP – Lisbon Tourism Police: +351 21 342 16 23

PSP – Cascais Tourism Police: +351 21 486 39 29

PSP Traffic: +351 21 750 12 00

GNR – General Command: +351 21 321 70 00

National Directory Enquires (PT–Portugal Telecom): 118

Lisbon Airport (Portela): +351 21 841 35 00 / +351 21 841 37 00

Taxis in Lisbon: +351 21 793 27 56

+351 21 811 90 00 (Radio Taxis)

+351 21 811 11 00 (TeleTaxis)

Tourism Information: 808 781 212

Portuguese Red Cross: +351 21 391 39 33

CTT–Post Office: 707 26 26 26

Forestry Protection Number: 117

SEF–Border and Immigration Service: 808 202 653