

USEFUL  
GUIDE  
WYD

# FIND YOUR WAY around Lisbon



 **DGC** | DIREÇÃO-GERAL  
DO CONSUMIDOR

TURISMO DE  
PORTUGAL 

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Informação e assistência  
aos consumidores  
na Europa   
ECC-Net  
Centro Europeu do Consumidor Portugal

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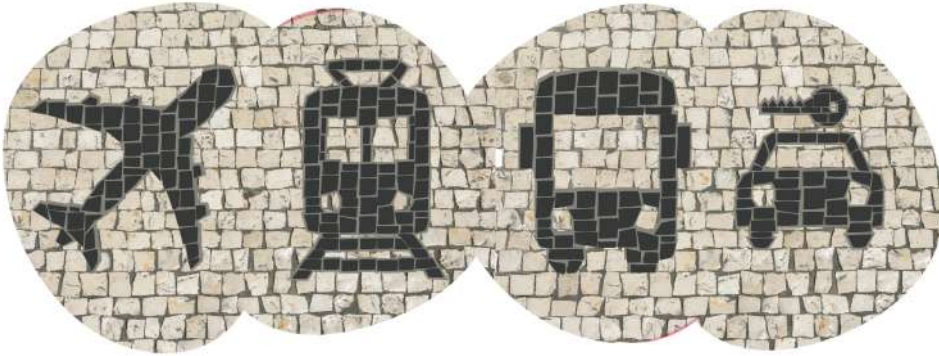
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Will you attend the  
WORLD YOUTH DAY?

**This useful information guide is for you**



## Before travelling



- Check the validity of the identification document and/or passport, as well as the possible need for a visa;
- Check the characteristics of the climate and choose suitable clothing and footwear;
- Be aware of possible constraints and delays in security, customs and boarding procedures.

## During the trip

By airplane, train or bus, know your rights in case of cancellation, delays or problems with luggage:

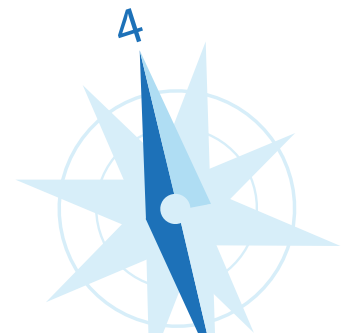
- Airplane
- Train
- Bus

If you travel by car, remember that you must know the traffic rules in Portugal. Consult here the [European Commission's practical map](#), where you can find traffic rules in 30 European countries.

If you rent a car, follow [our recommendations](#) when renting for a smooth experience.

It is also important to know that in Portugal, motorways have two toll systems: a system with toll booths and a system with exclusively electronic tolls (SCUT). There is also an integrated network of electronic non-stop tolls which can only be used if you have joined the system.

Consult all the information [here](#).



# Travel in Lisbon



To get around the Lisbon Metropolitan Area\*, the best option is to use public transport. In Lisbon you have at your disposal a vast transport network, as well as a network of cycle lanes for bicycles and scooters.

“VIVA Viagem” or “Navegante Ocasional” card will allow you to travel on all transports (bus, train, metro, tram or boat) in all municipalities of the Lisbon Metropolitan Area. These cards are rechargeable, making them the ideal option for those visiting Lisbon.

Occasional transport tickets were also created, with unlimited travel and are valid for the period of the World Youth Day. They can be purchased with the “pilgrim's kit”. This way you can avoid waiting queues.

Get to know here the [public transport operators in the Lisbon Metropolitan Area](#).

In the Lisbon Metropolitan Area you can also use taxi and rideshares (TVDE - individual passenger transport in an uncharacterised vehicle) services.

If you opt for a bicycle or scooter, do not forget that traffic rules also apply. Although it is not compulsory, always wear a helmet to protect yourself.

\*The Lisbon Metropolitan Area includes Alcochete, Almada, Barreiro, Amadora, Cascais, Lisboa, Loures, Mafra, Moita, Montijo, Odivelas, Oeiras, Palmela, Seixal, Sintra, Sesimbra, Setúbal e Vila Franca de Xira.



# How to get to the events of the World Youth Day

During the World Youth Day, there will be a reinforcement of public transport in the Lisbon Metropolitan Area. However, for security reasons, some metro and bus stations will be temporarily closed.



- 1st, 3rd and 4th of August: Avenida, Marquês de Pombal, Parque and Restauradores metro stations.



- 5th and 6th of August: Moscavide, Sacavém, Bobadela and Santa Iria train stations.



- 1st to 6th August: relocation of the Carris Metropolitana (bus operator) terminal at Marquês de Pombal.

Carris will also suspend or change the route of some lines that cross the security perimeter area or in very narrow streets.

Consult the [mobility and transport plan for the World Youth Day](#) for more information.



## Where to stay

In Portugal, there are several types of hotel establishments, with different characteristics. These are the main accommodations you can find in Lisbon:

- Hotels;
- Aparthotels;
- Hostels;
- Tourist Apartments;
- Local Accommodation;
- Youth Hostels.

Staying overnight in Lisbon implies the payment of a municipal tourist tax, of 2€ per night, up to a maximum of 7 nights. This tourist tax is charged to all guests over 13 years old.



## Other experiences beyond WYD

Do you want to get to know a little more of our country? You have many options for transport, accommodation, and cultural visits.

Did you know that if you contract at least two different types of services (transport, accommodation or other services) with a single travel agency for the same trip, it could be a package holiday?\*

In these cases, you have added protection if something goes wrong. For example, a set of information must be provided before the contract.

Depending on the terms of the contract, if you cancel or change your trip there may be associated costs, such as a cancellation fee.

You should also know that you are entitled to assistance from the travel agency.

Further information on your rights is available on the website of the [European Consumer Centre](#).

\*These trips must be over 24 hours and if shorter, must include an overnight stay.



# Shopping in Portugal

Prices must be displayed.

If you buy new, reconditioned, or used goods and detect a defect within the first 30 days from the date of delivery of the goods, you have the right to request the replacement of the goods or the cancellation of the contract (Right to Reject).

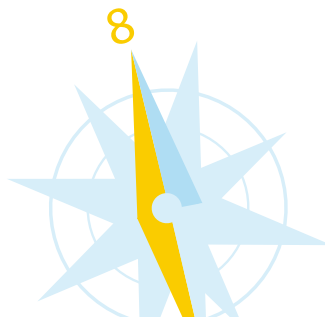
In Portugal, in the event of a defect in the product, you always have a right to repair, replacement, price reduction or cancellation of the contract within 3 years in the case of new, reconditioned or used goods (in the case of used goods, the period can be reduced to 18 months if there is an agreement between the parties).

There are several large shopping centres in Lisbon with extended opening hours.

## Means of payment

In Portugal, the main payment options are cash, credit and debit cards, MBWay, Paypal, bank transfer, cheques and ATM reference and the commercial establishments must display the accepted means of payment.

Cash is a universally and compulsorily accepted means of payment and cannot be refused in Portugal. The trader may, however, refuse payment by bank card.





# Restaurants

Do not miss the opportunity to try Portugal's diverse gastronomy, which is based on the Mediterranean Diet. Did you know that the Mediterranean Diet was defined by UNESCO as cultural and intangible heritage of Humanity?

You will also learn that in Portugal:

- The price list must be compulsorily displayed and must include all products supplied;
- Whenever the establishment has *couvert* (e.g. bread, olives, cheese, snacks), it must be identified in the price list. If the *couvert* is made available to the customer and is not consumed or is not used, the product cannot be charged. You may also refuse the *couvert*;
- Establishments providing take-away meals may charge for the provision of bags and boxes;
- After the meal, the customer can take what has not been consumed. In the case of restaurants where food is available at discretion (as in the case of buffets), there may be rules preventing customers from taking food out or requiring the payment of an additional fee;
- All establishments must provide information on the presence of substances and/or products that may cause food allergies or intolerances;
- Tipping is not compulsory;
- The use of the sanitary facilities is restricted to customers who are consuming in the establishment;
- A minimum consumption requirement is allowed only in establishments with spaces intended for dancing or performance.





## Access to healthcare in Portugal

If you are a resident of one of the 27 Member States of the European Union, Iceland, Liechtenstein, Norway, Switzerland and the United Kingdom, apply for your **European Health Insurance Card** before you travel.

With this card, you can obtain medical assistance from the public health services during your stay in any of the States concerned.

Portugal also has **bilateral health agreements** with Andorra, Brazil, Cape Verde, Quebec, Morocco and Tunisia. In these cases, access to healthcare in the National Health Service depends on the presentation of a certificate of entitlement, which must be requested in advance in the country of residence.

If you are coming from a country that is not covered by the European Health Insurance Card or has no health agreement with Portugal, we advise you to subscribe a health insurance before your trip. In Portugal there is also a wide network of private hospitals and clinics.

### SNS 24 Line

If you have a non-urgent health problem (such as a cough or fever), contact the telephone hotline on 808 24 24 24.

**This line** is open 24 hours a day, 7 days a week and is answered in English, by choosing option 9. During the World Youth Day, it will also be available in Spanish. It is also possible to be answered in Portuguese sign language, through a video call.

### Pharmacy and Emergency Situations

In Portugal, you have available the Emergency Card, which is a free document with useful information (allergies, illnesses, medication) for rescue teams in case of emergency. Click [here](#) and fill in the blanks in the PDF, print it and keep it in your wallet.

If you need to go to a pharmacy, you will find a wide network of pharmacies in Portugal, some open 24 hours a day. [Here](#) are the pharmacies on duty.



# Problems with travel, accommodation and shopping?

## Find out what you can do

### Complaints Book

You can make a complaint in the complaints book available in all commercial establishments in Portugal or through the electronic complaints book at [www.livrodereclamacoes.pt](http://www.livrodereclamacoes.pt).

To file your complaint electronically, you do not need to be registered: all you need is a valid email address, as you will receive the reply to your submission that way. The electronic complaints book platform is available in Portuguese and English.

### Directorate-General for the Consumers

You can contact the Directorate-General for the Consumers to clarify your consumer questions by [suporte.consumidor@dgconsumidor.gov.pt](mailto:suporte.consumidor@dgconsumidor.gov.pt).

### European Consumer Centre

You can contact and complain to the European Consumer Centre in your country of residence. The European Consumer Centres Network - ECC-Net (ECC-Net), of which ECC Portugal is a member, comprises 30 centres located in the 27 Member States of the European Union, Iceland, Norway and the United Kingdom.

The ECC-Net provides free information services for consumers about their rights in the European Union and assistance in solving problems related to cross-border purchases of goods and services.



## ODR Platform

If you buy goods or services online, you can submit a complaint to the Online Dispute Resolution (ODR) platform, which can resolve national and European consumer disputes. It is a fast, free and multilingual tool.

More information at:

[Online Dispute Resolution | European Commission \(europa.eu\)](#)



## Alternative Dispute Resolution Entities

Alternatively, you can contact a consumer arbitration centre. These are independent entities that help the consumer and the company/professional to solve the conflict through mediation, conciliation or arbitration within a maximum period of 90 days.

There are 12 ADR entities in Portugal that resolve consumer disputes for free or at a reduced cost. You can find contact details for these entities on the Directorate-General for the Consumer.



# Useful information



- Portugal callsign + 351
- European Emergency Number: 112
- SNS 24, tel.: 808 24 24 24
- Poisons Information Centre, tel.: 800 250 250
- Public Security Police (PSP) of Lisbon, tel.: 217 654 242 (21
- Public Security Police (PSP) - Tourism Stations:  
Praça dos Restauradores, Palácio Foz, Lisbon. Tel.: 218 804 030, e-mail: [lsbetur@psp.pt](mailto:lsbetur@psp.pt)  
Largo Museu da Artilharia, Lisbon. Tel.: 213 421 623, e-mail: [lsbetur@psp.pt](mailto:lsbetur@psp.pt)  
Largo Mestre Henriques Anjos, Cascais. Tel.: 214 817 067, e-mail: [lsbcscetur@psp.pt](mailto:lsbcscetur@psp.pt)
- Public Security Police (PSP) - Program ESTOU AQUI, Tel.: 218 111 087,  
e-mail: [estouaqui@psp.pt](mailto:estouaqui@psp.pt)
- Firefighters Regiment | Social emergency phone line 808 215 215
- Republican National Guard (GNR), tel.: 213 217 000
- Lisbon Municipal Civil Protection Central Office, tel.: 800 910 725 (free call)
- Municipal Police, tel.: 217 225 200
- Directorate-General for the Consumers: e-mail: [suporte.consumidor@dgconsumidor.gov.pt](mailto:suporte.consumidor@dgconsumidor.gov.pt)  
Consumer Telephone Service: 213 564 650 (working days from 9:30 a.m. to 12:30 p.m. and from  
2 p.m. to 4:30 p.m.)
- European Consumer Centre Portugal, tel.: 213 564 750 (working days, between 10 a.m. and  
12.30 p.m.), e-mail: [euroconsumo@dgconsumidor.gov.pt](mailto:euroconsumo@dgconsumidor.gov.pt)
- ASAE - Food and Economic Security Authority, Tel.: 217 983 773, e-mail: [jmj2023@asae.pt](mailto:jmj2023@asae.pt)
- Portugal Tourism, tel.: 211 140 200, e-mail: [info@turismodeportugal.pt](mailto:info@turismodeportugal.pt)
- World Youth Day Foundation, tel.: 308 814 252, e-mail: [geral@lisboa2023.org](mailto:geral@lisboa2023.org)





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[www.consumidor.gov.pt](http://www.consumidor.gov.pt)



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