

Important Information for your trip

PORTUGAL

IN CASE OF EMERGENCY / PROBLEM WITH SERVICES / DELAYED ARRIVAL:

Your vacation package includes the services of our local suppliers, who are your hosts and will ensure that your vacation goes smoothly. They are located in the same time zone as your itinerary and can provide immediate assistance if necessary. Please call them if a problem should arise and give them the opportunity to find a resolution during your stay. Please be sure to contact them to re-confirm your arrival transfer if your flight or train is delayed.

Century Incoming: Lisbon and Porto

Office hours: 9:00am – 6:30pm Monday- Friday

Office phone number: (34) 917582610

After hours (24hr) number: (34) 616462263

Note: For Best Western or Minotel hotels – please deal directly with the hotel for any issues during your stay

Hotelstore: Other small cities in Portugal

Office number: +351 21 356 53 19

Top Atlantico: Pousadas

Office number: +351 218 925 400

TOURS AND TRANSFERS:

Please note that if you need to cancel a day tour or transfer during your trip, please contact Century Incoming at least 48 hours prior to advise.

YOUR VOUCHERS / TRAVEL TICKETS:

- You have been given a voucher / travel ticket for each segment and / or service that you have purchased for your trip. To redeem these services, give these vouchers / travel tickets to each of the suppliers listed on them.
- Vouchers include applicable information such as addresses, pick-up times, instructions, and telephone contact numbers for our local companies representing us at your destination.

Documentation Requirements:

US Citizens: Passport is required. Visa is not required for stays of 3 months or less. Persons other than US citizens should check directly with the Portuguese Consulate. In addition, persons visiting Portugal must be able to show they have sufficient funds, roundtrip or onward ticket.

U.S. Embassy:

Avenida da Liberdade, 200

1250-147, Lisbon Portugal

Telephone: (35) 1213101500

Communications:

When dialing direct to Portugal, dial the proper international access code + 35 (country code) + (city code) + (local number). The international access code if dialing from the US is 011. Audible sounds: Ringing, similar to the US ringing tone except shorter. Busy signal is again similar to the US except faster.