



# PORTUGAL

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## ADVICE TO TRAVELLERS

FIND OUT MORE ABOUT ASSISTANCE TO VICTIMS OF CRIME IN PORTUGAL  
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# PORTUGAL



ADVICE TO TRAVELLERS





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## Advice for travellers

### Before each journey:

Prepare your journey in advance, evaluating the necessary logistics regarding the country of destination.

#### General notes:

- Scan your travel documents and send them to your e-mail.
- Keep the electronic ticket in your e-mail or scan it.
- Make a list of important contacts (like the consular post, hospital, police, victim support services, etc.)
- Leave the contacts of the places you are going to with your friends and relatives

### During the journey:

#### Out and about:

- Take a colour photocopy of your identification document
- Take only indispensable things with you, and avoid putting everything in the same place
- It is best to use a bag with a strap that goes around your neck and diagonally across your body
- Never lose sight of your assets
- In restaurants or bars, do not leave the purse with your belongings at the table or hanging from the back of the chair
- Try not to walk in poorly illuminated and lonely streets
- Never lose sight of your bank cards – payments must always be made in front of you

#### At the hotel:

- When arriving at or leaving the hotel, never lose sight of your belongings
- Make sure that doors and windows are safely closed when you go out and before going to sleep
- Use the hotel's safe to keep your belongings
- Never lose sight of your bank cards – payments must always be made in front of you
- Always leave the room key at the reception





**If you rent a house:**

- Make a list and take photos of the belongings kept therein
- Hide your documents
- Make sure that doors and windows are safely closed when you go out and before going to sleep
- If you stay out for a couple of days, leave no traces of your absence
- Be suspicious of technical services you did not request (water supply, electricity, gas, etc.) and always ask for the professional's identification

**Car safety:**

- Close the doors, especially when you stop at traffic lights
- When possible, park only in authorised, well lit and lively areas
- When parked, do not leave your belongings in plain sight
- Do not put your belongings in the car boot after parking, do it somewhere else

**At the beach:**

- Take indispensable money only, avoiding all valuable objects
- When bathing, try to be in a spot where you can see your belongings from







## Introduction

To be the victim of a crime is a negative experience, and one which can be quite traumatic. If you are victimised while in a foreign country, it is normal that you feel confused and anxious, since you do maybe unaware of support organisations, and of the rights and procedures of the country you are visiting.

The report of a crime initiates a complex process, whose steps the victim is generally unaware of, and in which several agencies participate, each with a different role. This guide aims to provide essential information in order for the victim to participate fully within the criminal justice proceedings, as well as to inform you of the support structures existing in Portugal.

The Guide is divided into five parts:

- First – Who can provide support? Available support is listed regardless of whether the incident has been reported to the Police.
- Second – Procedures and practical information.
- Third – Rights granted by the European Union within criminal proceedings.
- Fourth – Portuguese criminal proceedings – graph of the phases and stages of criminal proceedings.
- Fifth – Rights you enjoy in Portugal – explanation of the main stages of criminal proceedings, as well as of the victim's participation and rights in each of them.

Finally, some useful contacts are listed and there is a glossary of the main terms relating to criminal proceedings.





## Available support for victims (regardless of whether the incident has been reported to the Police)

- Emotional, practical, legal, psychological and social support by the Portuguese Association for Victim Support (APAV), free of charge and in confidentiality.
- **Practical support:**
  - Access to the Internet
  - Telephone
  - Cancellation of bank/credit cards in the case of theft
  - Contact with the tourist Police station to file a complaint
  - Contact with the embassy or consular service of the country of residence
  - Other relevant forms of practical support
- **Legal support**
  - Information about one's rights
  - Elaboration of the criminal complaint
  - Make the request for an ex officio appointed counsel (free of charge for you)
  - Explanation and assistance with the request for the compensation claim (provided its amount does not exceed the competence of the Court of Appeal – *Tribunal da Relação* – up to € 5.000,00)
  - Elaboration of the request for advance hearing
  - Other requests deemed necessary and appropriate
- **Psychological support**
  - Intervention during the crisis and referral to a similar institution in the country of residence
- **Social support**
  - Housing
  - Food
- Support given by your country's embassy/consulate
  - Issuance of *laisser-passer* in case of theft/robbery of identity documents
  - Other considered appropriate and adequate





## Procedures and practical information

If you are the victim of a crime that entails the loss of identification documents:

- You should contact a police authority and file a complaint – should you be in Lisbon, Oporto, Portimão or Cascais, look for a Police station, which specifically deals with situations relating to tourists (tourist police office).
- Once you have received your report, you should go to the consulate in order to request a temporary travel documents or a laissez passer.

Within the proceedings, you should request to be heard. This way your statement can be used in the future hearing, avoiding that one would have to come back in the latter stage of the criminal proceeding (see phases and rights in the Portuguese Criminal Procedure).

Where all or part of your money and cards are stolen/robbed:

- Cancel the stolen cards (you can ask for assistance in this regard from the victim support entity and police authorities).
- Ask for a money transfer (you can ask for assistance in this regard from the victim support entity and police authorities).
- Ask for practical support from the victim support service (in case you have no place to stay, no money for meals, etc., contact the victim support entity).
- File a complaint/report the crime (if you wish to do so).

Violent crimes:

- Go to the hospital
- If possible talk to someone immediately - talk to a friend, relative or us/APAV.  
Do not keep the event to yourself.
- Ask for emotional and psychological support (from the victim support entity).
- File a complaint/report the crime (if you wish to do so).
- Claim compensation within the criminal proceedings.
- Claim compensation for violent crime from the Portuguese State (in the case where the offender is unknown or they do not have the financial means to do so).
- Within the proceedings, request to be heard.





## **Rights granted by the European Union within criminal proceedings:**

Framework decision of 2001 on the standing of victims in criminal proceedings and European Convention on the Compensation of Victims of Violent Crimes

### **Respect and recognition**

Each Member State shall ensure that victims have a real and appropriate role in its criminal legal system. It shall ensure that, during proceedings, victims are treated with due respect for their personal dignity and shall recognize the rights and legitimate interests of victims, especially within criminal proceedings. As it concerns particularly vulnerable victims, States shall ensure that they can benefit from specific treatment best suited to their circumstances.

### **Hearings and provision of evidence**

Each Member State shall safeguard the possibility for victims to be heard during proceedings and to supply evidence.

Each Member State shall take appropriate measures to ensure that its authorities question victims only insofar as necessary for the purpose of criminal proceedings.

### **Right to receive information**

Each Member State shall ensure that victims in particular have access, as from their first contact with law enforcement agencies, by any means it deems appropriate and as far as possible in languages commonly understood, to information of relevance for the protection of their interests.

### **Communication safeguards**

Each Member State shall, in respect of victims having the status of witnesses or parties to the proceedings, take the necessary measures to minimise as far as possible communication difficulties as regards their understanding of, or involvement in, the relevant steps of the criminal proceedings in question.





## **Specific assistance to the victim**

Each Member State shall ensure that victims have access to advice, provided free of charge where warranted, concerning their role in the proceedings and, where appropriate, to legal aid should it be possible for them to have the status of parties in criminal proceedings.

- Victims' expenses with respect to participation in criminal proceedings
- Right to compensation
- Victims resident in another Member State

Give the victim the possibility to make a statement immediately after the commission of the offence. Resort as far as possible to the provisions on video conferencing and telephone conference calls in order to hear the testimony of victims resident abroad.

## **Cooperation between Member States**

Facilitate a more effective protection of victims' interests in criminal proceedings, whether in the form of networks directly linked to the judicial system or of links between victim support organisations.

## **Specialist services and victim support organisations**

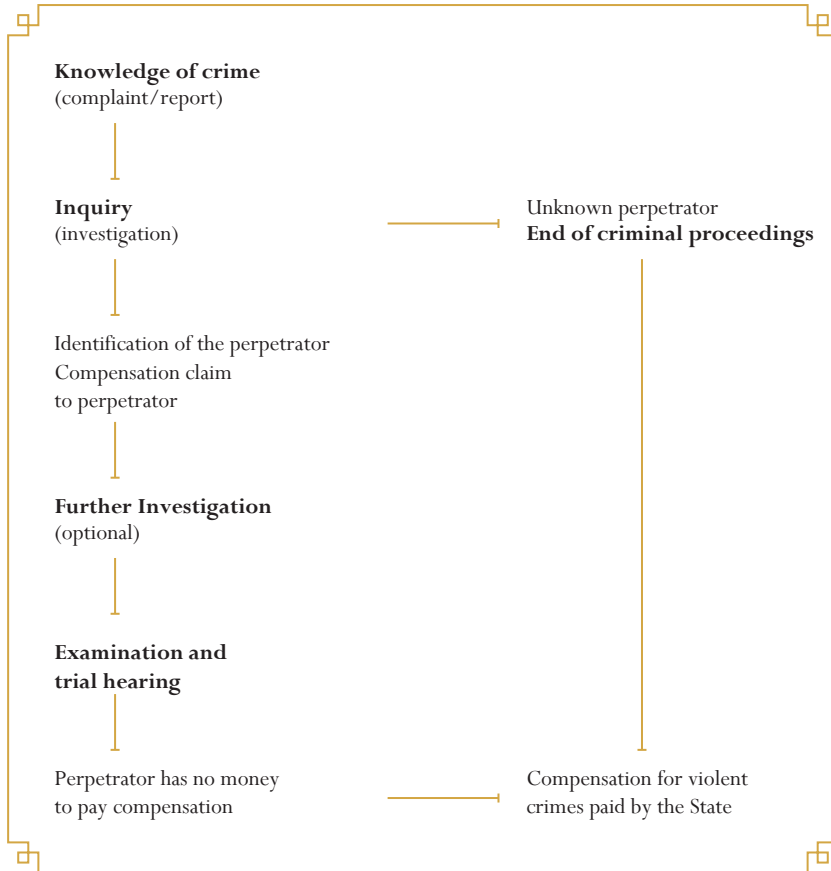
Each Member State shall promote the involvement of victim support systems in the context of proceedings and within the procedures.





## CRIMINAL PROCEEDINGS

(PHASES)





## **Legal Rights granted to victims in Portugal**

Experiencing a crime in a foreign country places the victim in a particularly vulnerable position. This is due to a lack of awareness of judicial proceedings and available support mechanisms in the country where the crime occurred. Also, difficulties in understanding a foreign language and the fact that it is not the country of residence makes it more difficult to participate in, and follow the proceedings.

### **Victim resident abroad who has suffered a crime in Portugal**

A victim who is not a resident in Portugal and who suffers a crime in our country should benefit from adequate measures to minimise any difficulties arising from the crime, especially where it concerns the explanation of the proceedings. Authorities should provide the victim/tourist with all relevant information. An interpreter should be appointed to guarantee that such persons fully understands the procedural acts he or she participates in.

A victim who is not a resident in Portugal benefits from the possibility of making a recorded statement immediately after the crime, that is to say, a statement which may be used as evidence in trial, thus avoiding the need to come back to Portugal.

The victim of a violent crime committed in Portuguese territory with habitual residence in another Member State can submit his or her claim for compensation to the authority of his or her State of residence competent to examine and decide such claims. This authority shall then transmit the claim to the Commission for the Protection of Victims of Violent Crime (Comissão de Protecção às Vítimas de Crimes Violentos), within the Ministry of Justice. This Commission shall examine the claim and decide on the amount to be paid by the Portuguese State.

### **Victim resident in Portugal who has suffered a crime in another country**

The victim of a crime committed outside Portuguese territory shall have the possibility of reporting such crime to national authorities whenever he or she has not had the opportunity of doing so in the State where the crime was committed; national authorities should promptly transmit such report to the competent authorities of the territory where the crime was committed.





The victim of a crime committed in the territory of another European Union Member State with habitual residence in Portugal is furthermore entitled to submit compensation claims to the Commission for the Protection of Victims of Violent Crime (Comissão de Protecção às Vítimas de Crimes Violentos), within the Ministry of Justice. This Commission shall support the victim in formulating the claim (for example by supplying adequate forms, helping out in filling in such forms and providing information on necessary documentation), transmit such claim to the competent authority of the Member State where the crime was committed and assist in the handling thereof.

## Phases and rights in Portuguese Criminal Procedure

### 1. Inquiry phase

#### a) Right to provide information

- The victim has the right to be heard within the proceedings and to submit evidence.

Where the victim has to travel abroad, the judge can hear his or her statement in advance for future use as evidence in trial.

NOTE: however, the taking of a statement for future use does not necessarily mean that the victim will not testify in trial; this can always happen provided it is possible and does not jeopardize the victim's physical or mental health.

#### b) Right to receive information

- Right to receive information (as from the first contact with authorities)
- About the name of the police officer responsible for the investigation, as well as about the possibility of contacting such officer to obtain information on the development of the case;
- Types of assistance and services, as well as organisations the victim can contact;
- Steps after filing the complaint/report and role of the victim therein, namely the possibility of becoming assistant (see Glossary).
- Ways and means at the victim's disposal to obtain protection;
- To what extent and under what circumstances will the victim have access to free legal counselling;
- Under what circumstances do victims' have the right to compensation (both from the perpetrator and from the State).







The victim can furthermore request that the police or Public Prosecution supply:

- Information on action taken regarding the complaint or crime report;
- Other relevant information.

NOTE: The victim can also choose not to receive the above information, except where such communication is mandatory under the rules of criminal procedure.

**c) Right to file a complaint**

The complaint can be submitted in person to any police authority and also by e-mail – through the website <https://queixaselectronicas.mai.gov.pt>.

**d) Right to an interpreter**

An interpreter shall be appointed to whoever must participate in the proceedings and does not speak Portuguese. This is totally free of charge.

**e) Right to request to be heard**

see paragraph a) – Right to provide information.

**f) Right to become an assistant**

When becoming an assistant, the victim has the possibility of more actively participating in the proceedings.

How to become an assistant: you must have an attorney and pay the justice fee. If you can not afford it, you can request Legal Aid (see paragraph h) – Right to Legal Aid). If it is a private crime (see Glossary), proceedings will continue only if the victim becomes an assistant.

Deadline: 20 days upon notification of the decision to proceed with or dismiss the case.

**g) Right to claim compensation from the perpetrator within the proceedings**

The victim has the right to be compensated by the perpetrator for the material and psychological injuries sustained.





Deadline: from the moment of filing a complaint/reporting the crime, up until 20 days after receiving the decision on the accusation by the judge.

NOTE: Even if the victim does not make a compensation claim, the judge can condemn the perpetrator to pay him or her a certain amount as reparation for the crime, except if the victim expressly opposes this.

#### **h) Right to Legal Aid**

The victim has the right to legal aid whenever he or she cannot afford the legal fees and/or the services of a solicitor.

There are three possibilities for this aid: total or partial exemption from the payment of justice fees; appointment of an attorney and payment of his or her fees; payment of justice fees or attorney fees in instalments.

Procedure: specific forms, provided by Social Security or through the website [www.seg-social.pt](http://www.seg-social.pt), must be filled in and delivered in person, by fax, post or by email. Documents verifying your financial status must accompany the application.

Deadline: maximum of 30 days.

The submission of this request is free of charge.

#### **i) Compensation for participation in the proceedings**

The victim who participates in the proceedings should be compensated for his or her travel, time and other out of pocket expenses as a result of such participation.





## 2. Further Investigation Phase

- Right to information
- Right to request further investigation
- Right to an interpreter - see paragraph d) of the inquiry phase

### a) **Right to request the ex officio appointment of a solicitor where there is a lack of financial means**

Where there is a change in the financial circumstances of the victim during the proceeding. See paragraph h) of the inquiry phase.

- Compensation for participation in the proceedings: see paragraph i) of the inquiry phase.

## 3. Trial Phase

### b) **Right to information**

The victim can request the court sentence from the Public Prosecutor.

The victim should be informed of the perpetrators release or escape from prison if it can put him or her in danger.

### c) **Right to request the ex officio appointment of a solicitor where there is a lack of financial means**

In case economic insufficiency occurs after the beginning of proceedings. See paragraph h) of the inquiry phase.

d) **Right to an interpreter:** see paragraph d) of the inquiry phase.

### e) **Compensation for participation in the proceedings:**

See paragraph i) of the inquiry phase.

### f) **Right to appeal**





## **After trial/in case there is no trial – Compensation by the State**

### **a) Right of victims of violent crime to request the advance payment of compensation by the State:**

Where these victims have sustained serious damages physically or psychologically as a direct result of acts of violence.

- The injury has caused a permanent, temporary and absolute incapacity for work of at least 30 days, or death;
- The injury has caused considerable disruption in the victim's or, in the case of death, the claimant's, quality of life;
- In case the perpetrator is not found or does not have the financial means to pay due compensation (even if the victim has not become or cannot become an assistant in criminal proceedings).

Who is entitled to compensation: the victim, any person who voluntarily helps the victim or collaborates with the authorities in preventing the offence or, in the case of death, and in order: the spouse or former spouse, children, parents, brothers/sisters and, in relation to children under their care, uncles/aunts and stepparents.

#### **Procedure:**

File a claim for advance payment of compensation by the State (see link [http://www.mj.gov.pt/sections/pessoas-e-bens/apoio-as-vitimas/requerimentos\\_1/downloadFile/attachedFile\\_f0/REQINIC.pdf?nocache=1161273399.1](http://www.mj.gov.pt/sections/pessoas-e-bens/apoio-as-vitimas/requerimentos_1/downloadFile/attachedFile_f0/REQINIC.pdf?nocache=1161273399.1))  
Attach all available evidence.

Deadline: one year as from the date of the injury occurred.

If the claimant was a minor at the time when the injury was committed, the deadline expires one year after reaching 18 years of age.

Should criminal proceedings be initiated, the deadline can be extended by the chairman of the Commission for the Protection of Victims of Violent Crime, and it shall expire one year after the conclusion of proceedings.

It is at the discretion of the chairman of the Commission to accept requests submitted after expiration of the deadline.





## Glossary

**Accusation:** closure of a criminal inquiry by putting the Defendant to trial for the practice of a particular crime. As a rule, it is decided by Public Prosecution, although it can also be decided by the assistant in the case of private crimes.

**Appeal:** means at the disposal of procedural actors to react against a judicial decision they disagree with and by which the intervention of a higher court is requested (Appeals Court or Supreme Court of Justice).

**Assistant:** Crime victim (injured/complainant) acting as a collaborator of Public Prosecution, with the following prerogatives: to participate at the inquiry and instruction (eg. to supply evidence) and to appeal of decisions affecting his or her interests. In public and semi-public crimes, it is optional for the victim to become an assistant; in private crimes, it is mandatory. Becoming an assistant requires payment of a justice fee and the appointment of a lawyer, without prejudice to the possibility of receiving legal aid.

**Crime reporting:** communication of the crime to judicial authorities; reporting may be mandatory or optional. It is mandatory for police entities (in relation to all public crimes) and to civil servants, other State agents and public managers (in relation to public crimes they become aware of in the exercise of their duties). It is optional for other persons and also in the case of crimes which civil servants, State agents and public managers become aware of outside the exercise of their duties.

**Defendant:** procedural status given to the person in relation to whom there are reasonable grounds to believe he or she has committed a crime and which grants such person a series of procedural rights and duties.

**Electronic complaint:** system aimed at facilitating the submission, to the National Republican Guard (GNR), Public Security Police (PSP) and Foreigners and Borders Office (SEF), of crime reports and complaints, by electronic means, in the case of certain types of public and semi-public crimes: simple physical injuries; domestic violence; ill treatment; trafficking in persons; solicitation, theft, robbery; material damage; swindle, work or employment swindle; extortion; damaging or withholding document or technical note; environmental damage; use of someone else's identification or travelling document; pollution; smuggling; procurement of illegal labour and marriage of convenience. For crimes not comprised in the Electronic Complaint System, the citizen should continue to go to or contact the nearest police authority.





**Filing:** closure of a criminal inquiry by not putting the Defendant to trial given that no sufficient evidence was gathered to prove that the crime occurred or that it was committed by a particular suspect.

**Fine:** one of the main penalties, paid in money and established in 10 to 360 days, each day corresponding to an economic penalty depending on the economic situation of the sentenced person and his or her personal expenses.

**Further investigation:** optional procedural phase (it occurs only when requested by the Defendant or assistant) of investigation, which takes place between the inquiry and trial. Its aim is to verify whether the decision of Public Prosecution at the end of the inquiry was adequate, taking into account available evidence. This phase is composed by instruction acts – acts of investigation and evidence collection ordered by a judge, with the view to justify the decision on indictment – and by an instruction debate – diligence with the intervention of Public Prosecution, Defendant and assistant, aiming at allowing a discussion before a judge on the existence of sufficient evidence to take the Defendant to trial.

**Indictment:** decision taken by the instruction judge at the end of the instruction phase, by which it is decided to move towards trial, given that sufficient evidence was gathered to sustain that all requisites are fulfilled for a penalty to be applied to the Defendant.

**Judgement:** decision taken by a collective court or jury court.

**Judicial holidays:** periods during which courts do not perform procedural acts except, among others, acts relating to proceedings legally qualified as urgent or in which the Defendant is detained or imprisoned.

**Justice Privilege:** In judicial proceedings under justice privilege, public may not be present at procedural acts, the media cannot report them or reproduce their terms and consultation of judicial files is prohibited to the public and very limited to some procedural actors.

**Non indictment:** decision taken by the instruction judge at the end of the instruction phase, by which it is decided not to take the Defendant to trial, given that no sufficient evidence was collected to sustain that requisites are fulfilled for a penalty to be applied to the Defendant.





**Notification:** means used to request persons to participate at a given judicial act or to communicate certain facts or decisions.

**Oral pleas:** submission that each of the parties – Public Prosecution and assistant, Defendant and civil parties’ attorneys – is entitled to make after production of evidence, in order to present those legal and de facto conclusions that, in each one’s view, result from evidence.

**Private crime:** crime whose prosecution requires that the victim, not only complains thereof, but also becomes an assistant in the proceedings.

**Provisional stay of proceedings:** possibility of, in relation to crimes punishable with imprisonment of up to five years, or with fine, making the continuation or termination of proceedings subordinate to the fulfilment for some time, by the Defendant, of certain injunctions or rules of conduct. In case the Defendant abides by such rules, proceedings shall be dismissed. If not, they shall continue.

**Public crime:** crime whose prosecution is initiated regardless of the victim’s will; it can be reported by a third party and does not require that the victim personally complains thereof.

**Public Prosecution:** entity composed by a body of magistrates that exercises criminal action: receives crime reports and complaints, runs the inquiry, prosecutes, lodges appeals.

**Semi-public crime:** crime whose prosecution is initiated only after the victim submits a complaint.

**Sentence:** name given to the decision of a singular court.

**Teleconference:** process that allows testifying before a court without the need for the witness to be physically present in the court which is examining the case; in the day chosen for the examination, witnesses go to the court of their area of residence, but, as from that moment, questioning officially takes place before the court which is examining the case.

**Trial:** phase of criminal proceedings during which evidence is produced, as a rule at a public hearing, and at the end of which a sentence/judgement is passed, either to condemn or to acquit the accused.

**Witness:** person who, given his or her knowledge of the facts, is called to collaborate with the authorities in finding the truth.





## Useful contacts:

- **APAV**

Rua José Estevão nº135-A, 1150-210 Lisboa  
Telephone: +351 21 358 79 14  
uavidre@apav.pt

- **Police Authorities**

Public Security Police (PSP): <http://www.psp.pt>

Tourist stations:

**Lisboa:**

Praça dos Restauradores, Palácio Foz, 1200 Lisboa  
Tel.: +351 213 421 634 / +351 213 421623  
lsbetur@psp.p

**Cascais:**

Rua Visconde da Luz, n.º 14 Letra - D  
2750-414 Cascais  
Tel.: 21 486 39 29  
Fax.: 21 486 39 32

**Oporto:**

Rua Clube dos Fenianos, 11 - Santo Ildefonso  
Tel.: 22 208 18 33

**Praia da Rocha:**

Av. Tomás Cabreira 8500-802 Portimão  
Telefone: 282 419 132  
<http://www.visitargarve.pt>

- **National Republican Guard (GNR)**

gnr@gnr.pt  
Tel.: 21 321 70 00

- **Judiciary Police (PJ)**

directoria.lisboa@pj.pt  
Tel.: 21 864 10 00







- **Emergency number: 112**

- **Embassies/Consulates**

<http://www.mne.gov.pt/mne/pt/ministerio/missoes/>

### **Belgium**

Praça Marquês de Pombal, n° 14 6.º, 1269-024 Lisboa

Tel. 21 317 05 10 Fax 21 356 15 56

E-mail: [lisbon@diplobel.fed.be](mailto:lisbon@diplobel.fed.be)

### **France**

Embassy: Rua de Santos-O-Velho, n° 5, 1249-079 Lisboa

Tel.: 21 393 91 00 Fax: 21 393 91 50/51

E-mail: [ambafrance@hotmail.com](mailto:ambafrance@hotmail.com)

Consulado Geral – Porto: Avenida da Boavista, n° 1681 2º, 4100-132 Po

Tel.: 22 607 82 20 Fax : 22 607 82 21

E-mail: [ambafrance@hotmail.com](mailto:ambafrance@hotmail.com)

### **Germany**

Embassy: Campo dos Mártires da Pátria, n° 38, 1169-043 Lisboa

Tel.: 21 881 02 10 Fax: 21 885 38 46

E-mail: [info@lissabon.diplo.de](mailto:info@lissabon.diplo.de)

Consulate: Avenida da França, n° 20 6.º, 4050-275 Porto

Tel.: 22 605 28 10 Fax: 22 605 28 19

E-mail: [consulado-alemanha@mail.telepac.pt](mailto:consulado-alemanha@mail.telepac.pt)

### **Great Britain**

Embassy: Rua de São Bernardo, n° 33, 1249-082 Lisboa

Tel.: 21 392 41 59 Fax: 21 392 41 53

E-mail: [Consular.Lisbon@fco.gov.uk](mailto:Consular.Lisbon@fco.gov.uk)

Consulate - Oporto: Trav. Barão de Forrester, n° 10

4400-034 Vila Nova de Gaia

Tel.: 22 618 47 89 Fax: 22 610 04 38

E-mail: [britcon.oporto@sapo.pt](mailto:britcon.oporto@sapo.pt)





### **Italy**

Largo do Conde Pombeiro, n° 6, 1150-100 Lisboa

Tel.: 21 35 15 320 Fax: 21 35 21 516

E-mail: [amblisb@embital.pt](mailto:amblisb@embital.pt)

### **Republic of Ireland**

Rua da Imprensa à Estrela, n° 1 4.º, 1200-684 Lisboa

Tel.: 21 392 94 40 Fax: 21 397 73 63

E-mail: [lisbon@dfa.ie](mailto:lisbon@dfa.ie)

### **Spain**

Embassy: Rua do Salitre, n° 1, 1269-052 Lisboa

Tel.: 21 347 23 81/2/3 Fax: 21 347 23 84

E-mail: [emb.lisboa@mae.es](mailto:emb.lisboa@mae.es)

Consulate - Porto: Rua D. João IV, n° 341, 4000-302 Porto

Tel.: 22 536 39 15/40 Fax: 22 510 19 14

E-mail: [embesppt@correo.mae.es](mailto:embesppt@correo.mae.es)

### **Sweden**

Rua Miguel Lupi, n° 12, 2.º, 1249-077 Lisboa

Tel.: 21 394 22 60 Fax: 21 394 22 61

E-mail: [ambassaden.lissabon@foreign.ministry.se](mailto:ambassaden.lissabon@foreign.ministry.se)

### **United States of America**

Av. Forças Armadas, 1649-044 Lisboa

Fax: 21 727 76 01

E-mail: [lisbonweb@state.gov](mailto:lisbonweb@state.gov)

### **• Trains**

<http://www.cp.pt>

### **• Airports**

#### **Lisbon Airport**

Alameda das Comunidades Portuguesas, 1700-007 Lisboa

Tel.: 218 413 500 - Fax: 218 413 675

#### **Faro Airport**

Aeroporto de Faro, 8001-701 Faro

Tel.: 289 800 800 - Fax: 289 818 802

#### **Francisco Sá Carneiro Airport (Oporto)**

Pedras Rubras, 4470-558 Maia

Tel.: 229 432 400 - Fax: 229 484 597





#### Azores Airports Directorate

Aeroporto João Paulo II - 9500-749 Ponta Delgada - São Miguel

Tel.: 296 205 406 - Fax: 296 286 923

#### João Paulo II Airport (Ponta Delgada)

9500-749 Ponta Delgada - São Miguel

Tel.: 296 205 406 - Fax: 296 286 923

#### Horta Airport

9900-321 Castelo Branco HRT- Faial

Tel.: 292 943 511 - Fax 292 943 519

#### Santa Maria Airport

9580-909 Vila do Porto - Santa Maria

Tel.: 296 820 020 - Fax: 296 886 170

#### Flores Airport

9970-320 Santa Cruz das Flores - Flores

Tel.: 292 592 212 - Fax: 292 592 243

#### Madeira Airport

9100-105 Santa Cruz

Tel: 291 520 700 - Fax: 291 520 761

#### Porto Santo Airport

9100-105 Santa Cruz

Tel: 291 980 120 - Fax: 291 980 121

#### Cancel credit cards:

- UNICRE

Tel.: 21 315 98 56

Don't forget to mention the number of the credit card/bank account.

If necessary, you can also contact:

- VISA

Tel.: 800 811 107

- MasterCard

Tel.: 800 811 272

- American Express

Tel.: 707 504 050

- SIBS (Multibanco/Credit Cards)

Tel.: 808 201 251

These services are free and available 24/7.

APAV does not take responsibility for any eventual change on the above mentioned entities' contact information.

