

Quick Reference Guide



TRAVEL AND ACCOMMODATIONS

All staff and volunteers must make their own travel and accommodation arrangements to Lisbon. To enter Portugal, you may need a visa. Please visit:

<https://goo.gl/NSSYdK>

to determine if you will require a visa.

Fees: Short term visa / tourist visa fee: Approx. €60

Application process: Visa applications can take up to 3 weeks to process.



TRAVEL INSURANCE

It is recommended that volunteers and staff obtain travel and health insurance before to travelling to Lisbon.



TRAINING

All volunteers and staff are required to complete a Pre-Departure orientation prior to arriving in Lisbon for the International Arts Festival and an Onsite Orientation upon arrival in Lisbon at the Parque Das Nacoes. On-the-job training will also be provided for specific volunteer roles. Onsite Orientation will be held daily from 2—7 July.



LANGUAGE AND TIME ZONE

Portugal's official language is Portuguese. French is often a second language. Lisbon time (Mainland and Madeira) is in the Western European Time Zone. Western European Standard Time (WET) is Greenwich Mean Time (GMT).



DURATION & SHIFTS

There are two shifts volunteers:

- 7:00 a.m.— 4:00 p.m.
- 3:30 p.m.— 1:00 a.m.

Give yourself enough time to reach the Volunteer Check In desk. Arrive at least 30 minutes before your shift starts. Please note that your volunteer shift time may vary based on workstream needs and events.



REGISTRATION FEE

There is no registration fee for volunteers and staff at the International Arts Festival.

Ticket

EVENT TICKETS

Event tickets are available to purchase or reserve at this time. For more information, please visit:

<https://the.ismaili/microsite/diamond-jubilee-celebration>



WEATHER

With a warm Mediterranean climate, the weather is another part of Lisbon's country's appeal. During the spring months (March—May) you can expect sunshine and mild temperatures. In the summer (June—August), temperatures can rise to 35°C (95°F). Winter is a rainy season in Portugal, often with windy conditions. The temperatures are still considered mild at about 10°C (50°F). Check the weather forecast for July 2018:

- <https://goo.gl/vSRpbU>



MEALS

Restaurants in Lisbon serve lunch from 12:00 p.m.—3:00 p.m. and dinner from 7:00—10:00 p.m. Though related to Mediterranean cuisine, Portuguese cuisine is also influenced by the wide variety of spices used to cook traditional dishes. The traditional Portuguese cuisine is best known for its fondness for ingredients such as piri-piri (very hot chili peppers) or black pepper, as well as cinnamon and saffron. The Portuguese also use olive oil for both flavoring and cooking.

There are several dining options at different price points in Lisbon. For more information visit:

- <https://goo.gl/q8HkYe>



TRANSPORTATION

Volunteers are responsible for arranging their own airport transfers and other transportation. Lisbon has several public transportation systems:

- Bus: €1,80 – cash paid on board
- Trams: €2,85 – prepay passes
- Metro: €1,90 - single ride, €1,40 with a reloadable card.

*The 24-hour pass is €6,50 for the first day and €6 for each additional day. It works on all buses, trams and the Metro.

Link to Bus-Tram and Metro Map:

- <https://goo.gl/FtUiCr>

Recommended Taxi Companies in Lisbon

- **Rádio Táxis de Lisboa:** 00 351 21 793 2756
www.taxislisboa.com
- **Teletáxis:** 00351 21 811 11 00
www.teletaxis.pt
- **Taxi Tours:** 00351 964 120673
www.taxitours.com.pt

Also available are Taxi apps such as:

- **99Taxi** (www.99taxi.com)
- **MyTaxi** (www.pt.mytaxi.com)
- **Cabify** (www.cabify.com)



CURRENCY

The currency for Portugal is the Euro (€). You can buy/exchange Euros easily at Cambios (bureaux de change or change shops), hotels and shops. The Cambios are open seven days a week in the main tourist areas. In Portugal, payments can be made in cash, bank transfer, checks, credit cards and debit cards.

Banks are not open on the weekends. Opening hours vary but usually banks will be open between 8:30 a.m.—3:30 p.m. In smaller towns, a bank may close for lunch. Most branches no longer offer a foreign exchange service.

1 Euro ≈ 1.20 US Dollars (Approximately)

Quick Reference Guide



SHOPPING

Although modern shopping centres are increasing in popularity, Lisbon is a haven for fascinating antiques and an array of traditional and specialty shops, as well as open-air markets. Shopping centres are open every day from 10:00 a.m. to midnight.



LAWS AND ETIQUETTE

The Portuguese are very polite. You will hear “please” (por favor or se faz favor), “thank you” (obrigado / obrigada) and “my pleasure” (de nada). It is customary to say “good morning” (bom dia), “good afternoon” or “good evening” (boa tarde) and “good night” (boa noite) as well as “good bye” and “cheers”.

The people are very helpful, especially in the tourist areas, (e.g., the Algarve). English is widely spoken, especially by younger people. Avoid speaking to Portuguese people in Spanish. Many do not like it for historical reasons.



USEFUL CONTACTS

Tel. Information Services	118
Portugal Country code	+351
Lisbon area code	21
Lisbon Tourism Office	+351 21 031 27 00
Lisbon Airport	+351 21 84 13 500 / 700



USEFUL WEBSITES

- www.visitportugal.com
- www.portoenorte.pt
- www.visitlisboa.com
- <https://portugal.com/portugal/travel-tips/entering-portugal>
- www.visitporto.travel
- <https://the.ismaili/microsite/diamond-jubilee-celebration>



GET APP SAVVY TO GET AROUND LISBON

These are just some apps you can download on your mobile devices. Please note that these apps are not verified or authenticated.



Here WeGo—City Navigation

Getting around the city



Foodfriends—Let's Eat Together!

Lisbon travel guide app for restaurants, etc.



Citymapper Transit Navigation

Getting around the city using public transportation



ELECTRICITY

The power sockets in Portugal are type F. The standard voltage is 230V and the standard frequency is 50Hz. Blade plugs (North American standard plugs) are to be used in conjunction with a 230V transformer as well as an adaptor.



SAFETY AND SECURITY

International travelers should always be concerned about their health and safety. Here are a few tips while travelling and staying in Lisbon:

- Always carry your passport with you. Never place your passport or other important/sensitive documents in your checked luggage.
- Valuables can attract unwanted attention. Travel in casual dress and leave jewelry, gold watches and expensive luggage at home.
- Do not carry more cash or credit cards than you need.
- Keep a low profile in terms of behavior, voice & clothing.



EMERGENCY NUMBERS

National Emergency	112
Police Department	+351 213 421 634 / 623
Medical Emergency	112
Fire Department	+351 213 422 222



PORTUGUESE BASICS

- Hello: Olá
- Good Morning: Bom Dia
- Good Afternoon: Boa Tarde
- Good Night: Boa Noite
- Good Bye: Adeus
- Yes: Sim
- No: Não
- Please: Por favor
- Welcome: Bem-vindo
- Thank you: Obrigado/a (M/F)
- How are you?: Como está?
- What's Your name? Qual é o seu nome
- My name is...: O meu nome é...
- Do you speak English?: Fala Inglês?
- I don't understand: Não entendo.
- We would like...: Queríamos
- Excuse me: Faz favor
- A glass: um copo
- One bottle: Uma garrafa
- Water: água
- Could you bring me some (more)...?:
- Pode trazer (mais)...?
- A little: Um pouco
- I'd like to make a reservation: Queria fazer uma reserve
- Could you bring me the bill, please?: A conta, por favor...
- Where is the bathroom?: onde é a casa de banho?
- Help!: Socorro!
- I'm lost. Estou perdido/a (M/F)
- Where's (the underground station)?: Onde é (a estação de Metro)?
- Can you show me (on the map)?:
- Pode-me mostrar (no mapa)?

See you in Lisbon!