

isaac



ACCESSIBLE LISBON

16th Biennial Conference of ISAAC

*Lisbon, Portugal
July 19-24, 2014*



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ABOUT LISBON

Lisbon is located by the Tagus River, near the Atlantic Ocean coast and enjoys a Mediterranean climate with mild winters and warm to hot summers. The capital city is one of the oldest cities in the world and the oldest in Western Europe. It has a population of approximately 600,000, with about 400,000 additional people entering the city every day from the suburbs and neighbouring satellite cities.

The legend says that Lisbon was founded by Ulysses and the city name comes from "Olissipo", which has its origins in the Phoenician words "Allis Ubbo", meaning "enchanted port".

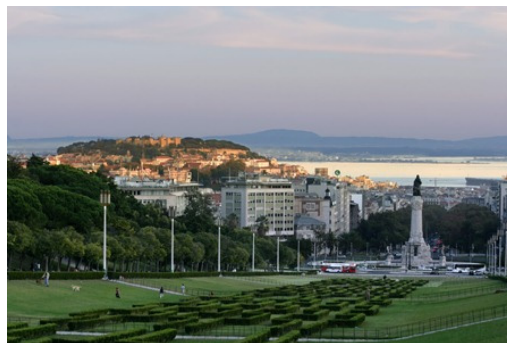
Following the disintegration of the Roman Empire, Lisbon was occupied by several different peoples before being taken by Muslim forces in 711. The city was ruled by Moors, as they were known, for 450 years, until the 12th Century when it was decisively conquered by Christian crusaders on the second attempt. The Arabic influence is present throughout the city, especially in the old quarters, such as the quaint *Alfama* neighbourhood. In the mid of 13th Century, due to its central location, the city became the capital of the newly founded Portuguese territory.

The 15th Century saw the beginning of the Portuguese Discoveries, which would turn Lisbon into a very rich port as a spice and jewellery trade town, and Portugal into a very rich and powerful country. It was an empire on which, allegedly, the sun never set, and which included many African countries, Brazil and outposts, in Asia such as the cities of Goa, Damão and Diu.

Architecturally, this period is more evident in the buildings constructed in the Manueline style, a late Gothic style characterized by nautical references, which are present in many monuments in the *Belém* area, for example, the *Jerónimos* Monastery. Later, gold from Brazil also used for especially noteworthy examples of Baroque and Rococo architecture. An absolutely key event in the history of Lisbon was the earthquake on the 1st of November 1755, which completely destroyed the city's downtown area. Between the earthquake itself, and the tsunami and fires that followed, 60,000 to 90,000 people were killed. After this, the city was rebuilt thanks to the dynamic and visionary *Marquês de Pombal*, who decided to demolish the remains of the medieval town and rebuild a new city centre with wide streets and a modern urban design.

The city centre was reconstructed in an open rectangular plan with two squares, the *Praça do Rossio* and the *Praça do Comércio*. The first one marks the beginning of downtown Lisbon, a central commercial area with a variety of shops, theatres and restaurants, and the second one became the main access to the Tagus River. The original layout from *Marquês de Pombal* has been preserved until today, as have most buildings built during this time period. Together these areas are referred to as *Baixa Pombalina* in recognition of his contribution to the city of Lisbon.

For those staying longer than a few days, the surrounding areas of the capital, *Sintra*, *Mafra*, *Estoril*, *Cascais* and *Ericeira* also include magnificent sights, beautiful landscapes and several great beaches.



GASTRONOMY

Gastronomy, wine, and the simple act of sharing a meal or having a drink with friends are popular aspects of Lisbon's daily routine. Due to the city's proximity to the sea, the local gastronomy includes delicious fish and shellfish dishes, celebrated at the "Lisbon Fish and Flavours" festival in April each year.

We have 1,001 ways to prepare cod – all of them irresistible. In Lisbon, you'll also find the finest Mediterranean cuisine – including bread, olive oil, cheese, sausages and a wide variety of snacks. In the autumn you'll be surprised by the enchanting aroma of roasted chestnuts sold on the streets.

In Lisbon, you'll find a wide variety of restaurants, ranging from traditional and typical taverns to sophisticated and international sites. Young and innovative chefs have reinvented Portuguese cuisine, with interesting and refined ways of preparing traditional Portuguese dishes. You'll also find amazing regional dishes in small taverns in Lisbon's charming old neighbourhoods – always in an extremely friendly environment. Whether you're looking for finesse, abundance, tradition or simplicity, Lisbon is the perfect place to have a meal.

The best way to take full advantage of the moment is to combine your meal with Portuguese wines, from all regions and suited to all tastes. Due to the country's rich winemaking tradition, Portuguese people have the skill of choosing the right wine for the right dish.

Discover *cafés* that serve as a meeting point and sample some of the excellent local sweets and pastries, including the famous custard tarts – "**pastéis de Belém**".

To round off the rich and varied gastronomy, relax and soak up the local atmosphere.

Traditional sweets

Lisbon is a city where eating is most definitely a pleasure. Slow meals, intense, full of flavours and conversation. And Lisbon's sweets carry in them multiple secrets, many of which were locked up for centuries in the silence of the convents.

The convent-based sweets are of fundamental importance in Lisbon's diet, as there were, in the middle of the last century, three dozen convents for women in Lisbon alone.

The masterpiece is the *Pastéis de Belém*. To go to Lisbon and not eat *Pastéis de Belém* is a crime. There's nothing that can be done, there's no way to avoid it. The problem is eating just one, because they're so good ... you just want to keep eating them. *Pastéis de Belém* are a famous version of cream cakes, in which the base is filo pastry and the filling is milk, cream, vanilla and ... no one knows. It's really like that: the recipe of *Pastéis de Belém* is the best-guarded secret of Portuguese confectionary. No one knows for sure except those inside the Factory, a café in *Belém*, near the *Mosteiro dos Jerónimos*, which has become a site of daily pilgrimage. The *Pastéis de Belém* have become a true icon of tourism: each day more than 10,000 *pastéis* are sold, accompanied with sugar and cinnamon, packed into packets along with the boxes of *pastéis*. Inside number 84 *Rua de Belém*, in a factory founded in 1837, you can see *azulejo* panels from the XVIIIth century, almost as famous as the sweet pastries sold there.

Portuguese Wines

Wine is one of Portugal's greatest treasures. Our country produces high-quality, internationally renowned wine; some recommendations are:

Adega Victor Horta, Lisboa

Casa Cadaval, Ribatejo

Coisas Do Arco Do Vinho, Lisboa

Coisas Do Vinho - Adega Regional De Colares, Sintra

Cvrlx - Comissão Vitivinícola Da Região De Lisboa, Oeste

Enoteca Chafariz Do Vinho, Lisboa

Garrafeira Nacional, Lisboa

Quinta De Sant'ana, Mafra

WHAT TO SEE AND DO

Lisbon is a cosmopolitan capital, with many cultural offerings and regular events throughout the year. The city is also proud to maintain its traditions, including *Fado* and Lisbon's popular festivities. But what truly makes the city unique is its history – spanning back thousands of years and immortalized through its monuments, ranging from Roman Lisbon, Moorish Lisbon, and the echoes of Imperial Lisbon.

Whether in the Castelo neighbourhood, where the city began, or the monumental zone of *Belém*, which houses are the city's greatest icons – the Monastery of *Jerónimos* and the Tower of *Belém* – we suggest you follow our cultural itineraries in order to take a trip through Lisbon's rich history. The journey includes Lisbon's museums – such as the National Museum of Ancient Art and the *Berardo* Museum, an important contemporary art museum – together with other museums that are unique at the world level: the Coach Museum, *Azulejo* Tile Museum, and *Fado* Museum.

Lisbon is home of the most important pieces of Portuguese heritage, which have been the object of many awards and have attracted the largest number of tourists.

Some of those attractions are:

Terreiro do Paço

The *Terreiro do Paço* (in English: The Palace Square) is the city's most emblematic square. It was built after the 1755 earthquake and subsequent tsunami and fires that destroyed most of the city of Lisbon. The square brings together Downtown Lisbon and the Tagus River, and is the home not only of several ministries and governmental offices, but also of restaurants and coffee shops, including *Martinho da Arcada*, one of the Lisbon's oldest and a favourite writing hangout of Portuguese poet *Fernando Pessoa*. At the *praça* you can also find other tourist attractions such as the Lisbon Story Centre, as well as the *Turismo de Lisboa* office. A walk around the *Baixa Pombalina* or simply *Baixa* (downtown), as the locals call it, is mandatory. There you will find some other highlights of the city, including the *Elevador de Santa Justa* (Santa Justa Lift), an iron relic from the beginnings of the 20th century built by *Mesnier de Ponsard*, an engineer working together with Eiffel and in *Chiado*, the ruins of the *Convento do Carmo*, a convent destroyed during the 1755 earthquake, which has been maintained as a ruinous reminder of this natural disaster.

Tram Rides

A visit to Lisbon cannot be complete without a yellow tram ride. The tramway network (in Portuguese: *Rede de Elétricos de Lisboa*) has been operating since 1873. Once one of the main means of public transportation in the Portuguese capital, today trams are found mostly in the historical neighbourhoods and are a popular touristic attraction. A tram ride is one of the best ways of absorbing the charm of the small narrow streets that go up and down the hills and typical neighbourhoods, such as *Alfama*, *Castelo*, and *Graça*. We suggest you take the no. 28 starting from either *Chiado* or *Rua da Conceição* and head all the way to *Graça*, a residential area that is host to one of the finest viewpoints in Lisbon, the *Miradouro da Graça*.

Belém

Belém is another very popular area with both foreign and national visitors. Start with a walk around the gardens or a visit to a museum, such as the *Berardo Museum* Collection of Modern and Contemporary Art, a free-of-charge museum located inside the *Centro Cultural de Belém*. You can also visit a Manueline-style monument, such as the *Jerónimos* Monastery. Another popular attraction is the National Coach Museum, which displays several beautiful historical coaches, a testimony of the country's former economic power. In *Belém* you will also be able to try the "*Pasteis de Belém*", a special recipe for the classical *pastel de nata* (Portuguese custard tarts) which, at this *café*, should be enjoyed warm and served with

powdered sugar and cinnamon on top. They do not travel well, so even if you buy several you should try to eat them immediately, which we are sure you will not find too hard. After the sweet treat, there is nothing like a walk on the riverside, passing by some of Lisbon's iconic landmarks like the *Padrão dos Descobrimentos*, the *Manueline Belém Tower* and the *25 de Abril* bridge.

The Oceanarium

In 1998, the World Exhibition of Lisbon took place, with its motto, "The Oceans, a Heritage for the Future". Honouring this motto, Lisbon's Oceanarium was built, and since then over one million people per year have visited the largest indoor aquarium in Europe. The Oceanarium includes four tanks, each representing different habitats with their native fauna and flora: the north Atlantic coast, the Antarctic coastline, the Pacific kelp forests, and the tropical Indian Ocean coral reefs, arranged around an extremely impressive fifth central tank. The main objective of the aquarium is to display the richness that can be found in the five oceans and also to inform and educate visitors about the environmental challenges that oceans face in today's world.

Night Life:

Lisbon prides itself on its vibrant, long, and varied nightlife. From traditional *fado* houses in *Alfama*, *Madragoa* and *Bairro Alto*, to small bars and *tasquinhas*, to trendy clubs and bar lounges, there is something to cater to everyone's tastes. We recommend you do it like a local and try a bit of everything on the same night. A usual night out in Lisbon should start with dinner and friends. For the more adventurous, we suggest you try one of the small traditional restaurants of *Alfama* (also known as *tasquinhas* or simply *tasca*s), some of which have live music and *fado* performances, often delivered spontaneously by locals, to entertain you during dinner. Don't forget to try the local cuisine; delicacies like *chouriço assado* (spicy pork sausage barbequed at the table) and *sardinhas assadas* (grilled sardines) are delicious with a nice glass of Portuguese wine. If you prefer fine dining, then *Eleven*, *Pedro e o Lobo*, or *100 Maneiras* are all good options. The *Bairro Alto* is the central meeting point after dinner, with several small bars and pubs located along the sinuous streets crowded with locals and tourists alike. The *Bairro Alto* establishments will close around 2 a.m., but this is far from the end of a typical night out in Lisbon: after this you can watch the crowd walk down the hill towards *Cais do Sodré*, *Lux*, or down the river to the *Avenida 24 de Julho* and the docks. Most clubs will be open until morning.

TRANSPORTATION

Lisbon International Airport

Lisbon Portela Airport is located only 7 kms from the city centre, the majority of hotels and the Lisboa Congress Centre.

Lisbon is located only a few hours flight away from the rest of Europe: 1-3 hours from most major European cities and 5-8 hours from the US.

Lisbon airport receives around 30.000 to 40.000 passengers per day and accommodates 400 flights per day.



By Train

Scores of national and international trains arrive in Lisbon every day. In addition to *Santa Apolónia* terminal station, the city has the *Gare do Oriente*, which opened in 1998 adjacent to the *Parque das Nações*. Both stations have direct bus and underground connections to the city centre. CP also provides a rail service covering practically the whole country. The *Estoril* Coast as well as *Sintra* are served by trains every 15 minutes.

By Road

Arriving in Lisbon by road is a pleasant experience, as the visitor can enjoy the beautiful countryside along the way.

Good road access and the two bridges – *25 de Abril* and *Vasco da Gama* – make the city an easy place to get to.

Car Rental

At Lisbon Airport all well-known car rental companies, such as Avis, Hertz, and Budget, among others, are represented.

By Sea

The port of Lisbon is the busiest port on the European Atlantic coast. It has three terminals for cruise ships: The *Alcântara*, *Rocha de Conde d'Óbidos*, and the *Santa Apolónia*. Lisbon is a port of call for many cruise ships. Furthermore, the city has marinas in the docks of *Belém*, *Santo Amaro*, *Bom Sucesso*, *Alcântara*, and *Olivais*.

Public Transportation

The major transportation companies – Carris and Metro – cover the entire city with regular buses and subway routes.

USEFUL INFORMATION

Time Zone

People will be travelling to Lisbon from all over the world to attend ISAAC 2014. Please be advised that during the conference Lisbon will be on Western European Time (WET), which is GMT/UTC GMT/UTC +1 in summer. To determine the time offsets at your own location, please consult one of the many websites that calculate such conversions, for example:

<http://www.timeanddate.com/worldclock/converter.html>

Climate

Due to the influence of the Atlantic Ocean, Lisbon has a pleasant climate throughout the year. The agreeable summer temperatures are an open invitation for a walk by the river, or to spend an afternoon in one of the many street *cafés* to be found all over the city. Although the temperatures may fall somewhat in the autumn and winter months, sunshine is almost always a constant feature.

		JAN/MAR	APR/JUN	JUL/SEP	OCT/DEC
Air	°C	17.1	21.8	26.3	17.2
Temperature	°F	62.8	71.2	79.3	53.0
Sea	°C	14.9	17.5	19.5	16.1
Temperature	°F	58.8	63.5	67.1	60.0

Currency

Since 2002 the sole currency of Portugal has been the Euro.

Coins: 1cent, 2cent, 5cent, 10cent, 20cent, 50cent, €1, €2.

Banknotes: €5, €10, €20, €50, €100, €200, €500.

More information about the updated exchange rates can be found at the XE Website.

Language

Portuguese is a romance language with 2010 to 2015 million native speakers, usually listed as the sixth or seventh most spoken language in the world.

Demographic Information

Approximately 600,000 people live in Lisbon. However, if one includes the various satellite towns, the population of Greater Lisbon rises to approximately 1.9 million people.

Electricity

European type 2 pin sockets with 220 volts AC at 50 cycles are used. The phase 380 volt current is normally available in meeting and exhibition rooms. To use American-type plugs, a 220-volt transformer should be used together with an adapter plug.

Religion

Portuguese culture is greatly influenced by religion. Although Catholicism predominates, other religions are freely practiced.

Useful Phone Numbers

Country Code: +351

International Call Prefix: 00

Lisbon area prefix: 21

National Emergency Number: 112

Forestry Protection National Number/ Fire Department: 117

Taxis in Lisbon

Rádio Táxis

Phone: +351 217 932 756/ +351 969531660/ +351 919781000/ +351 938119002

Teletáxis

Phone: +351 218111100

AventuraTrans (Lisbon)

Phone: +351 917 219 594

Jorge Alves Táxis (Lisbon)

Phone: +351 966 225 212

Táxis Arga (Lisbon)

Phone: +351 933 148 052

Táxis Belchior Lda. e Vital Táxis

Phone: +351 962 702 272

Táxis Manuel João Almeida

Phone: +351 964 092 989

Police in Lisbon

PSP/ Lisbon Metropolitan Police Command: +351 21 765 42 42

Lisbon Tourism Police Station: +351 21 342 16 23

GNR - General Command: +351 21 321 70 00

PSP Traffic: +351 21 750 12 00

Health Requirements

With the exception of vaccination certificates for persons coming from areas where yellow fever is endemic, there are no special health requirements.

Hospitals in Lisbon

Santa Maria Hospital: +351 21 780 50 00 / +351 21 780 51 11 / +351 21 780 52 22

CUF Hospital: +351 21 392 61 00 / +351 21 002 52 00

British Hospital Lisbon XXI: +351 21 721 34 00

Cuf Descobertas Hospital: +351 21 002 52 00

Luz Hospital: +351 21 710 44 00

Lusíadas Hospital: +351 21 770 40 40

CTT- Post Office

+351 707 26 26 26

Credit Card Offices

American Express: +351 707 50 40 50 / + 351 21 427 82 05

MasterCard: +351 800 811 272

Visa: +351 800 811 107

Schedules

Opening hours in Portugal are similar to those in the rest of Europe.

The visitor has access to all normal services at any time of the day and on all days of the week – not only in Lisbon, but also in the rest of the country.

Pharmacies keep the same opening hours as the rest of the shops but, in order to guarantee 24-hour service, some stay open after 7 p.m.

Generally speaking, restaurants are open for lunch from 12 mid-day to 3 p.m and for dinner from 7 p.m. to 10 p.m.

Cinema showings begin at around lunch-time, and at some cinemas there are sessions until 2 a.m.

Theatres and other shows usually start between 9 p.m. and 10 p.m.

Working Hours

Buses: Every day - 24 hours.

Underground: Every day 6.30 a.m. - 1 a.m.

Banks: Mon-Fri. 8.30 a.m. - 3 p.m.

Shopping Centres: Every day 10 a.m. - 12 midnight

Shops: Mon - Fri. 9 a.m. - 1 p.m. and 3 p.m. - 7 p.m. Sat. 9 a.m. - 7 p.m.

Embassies: Mon. - Fri. 9 a.m. - 3 p.m.

Post Offices: Mon. - Fri. 8.30 a.m. - 6.30 p.m.

Pharmacies: Mon. - Fri. 9 a.m. - 1 p.m. and 3 p.m. - 7 p.m. also: 24 hour (night) service

Meal times: Lunch: 12 mid-day - 2 p.m. Dinner: 8 p.m. - 10 p.m.

Equivalent Measures

1 cm = 0.39 inches
1 metre = 39.37 inches / 3.28 feet / 1.09 yards
1 km = 0.62 miles
1 inch = 2.54 cm
1 foot = 0.39 metres/12 inches
1 yard = 0.91 metres
1 mile = 1.60 km
1 sq. foot = 199 sq. inches / 0.0929 m²

Driving

Vehicles drive on the right side of the road. The use of safety belts is compulsory, and children under 12 must ride in the back seats.

Portugal has a large freeway network crossing the whole country from the North to the South in Algarve, and from the Ocean front to the border with Spain.

Valid driving licenses from EU countries, the USA, Canada, and other major countries are acceptable for use in Portugal for a stay of up to 6 months.

Passport and Visas

A valid passport (or identity card for European Community nationals) is required. Visas are not necessary for the majority of countries, including citizens of EU countries, the US, and Canada.

Please contact your local Portuguese Embassy, Consulate or Travel Agency for further information.

Sales Tax

Sales tax (VAT) is included in prices quoted. For non E.U. residents, tax-free shopping schemes are available in many shops, which can mean substantial savings to visitors.

Smoking

Smoking is forbidden by law on public transportation and in closed public areas.

Tipping

Tipping is optional.

Public Holidays

01 Jan – New Year's Day
25 Apr – Freedom day
01 May – Worker's day
10 Jun – Portugal day
15 Aug – Feast of the Assumption
08 Dec – Immaculate Conception
25 Dec – Christmas day

LISBON ACCESSIBLE

Lisbon Airport:

MyWay is a personalized support service for passengers with disabilities travelling in an EU member state. This service provides mobility lifts, escalators and moving walkways, elevators, appropriate signage, guidance, and qualified professionals providing full assistance.



Who is eligible?

Any person with a disability or reduced mobility who intends to use commercial passenger services, departing, arriving, or stopping over at an Airport situated in the national territory.

How to pre-book?

The *MyWay* service should be pre-booked with the air carrier or its agent when reserving the journey, up to 48 hours before the published departure time for the flight. This information is immediately transmitted to the airports involved which will provide the necessary assistance.

What type of assistance is provided?

ON BOARDING

When arriving at the airport, passengers should look for signs indicating what we call the Designated Point of Arrival. Here, passengers should inform the *MyWay* service of their arrival at the Airport, using the telephone provided for this purpose.

Passengers will then be assisted to their seats on the aircraft, where the Airport's responsibility ends. During this time they are entitled to personal assistance and assistance with luggage: at the check-in, security controls, border controls, and on boarding.

ON ARRIVAL

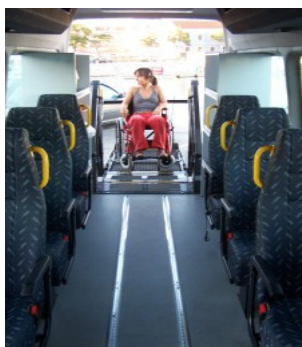
For arriving passengers, the air carrier or its agent should notify the Airport of the need to provide the *MyWay* service. Passengers are thus entitled to assistance from their seats on the aircraft to the Designated Point of Departure in the Arrivals Area of the Airport, where the Airport's responsibility ends. During this time they are entitled to personal assistance and assistance with luggage.

Note: Agents designated to provide *MyWay* service assistance can be identified by their sleeveless jackets with the *MyWay* pictogram.

- See more at: <http://www.ana.pt/en-US/Aeroportos/lisboa/Lisboa/Arrivals/MobilidadeReduzida/Pages/Reduced-Mobility.aspx#sthash.RCbraqMv.dpuf>

Transportation:

Company: Accessible Portugal



Description:

For greater convenience, Accessible Portugal provides transfers with vehicles fully adapted for wheelchairs from airport / hotel / airport. The quality and safety of their vehicles, combined with the flexibility and training of their drivers, guarantee customer satisfaction.

Contacts:

Website: <http://www.accessibleportugal.com>

Email: info@accessibleportugal.com

Phone: +351 926 910 989

Address:

Accessible Portugal

Rua Jorge Barradas, 50 – 4º F

1500-372 Lisboa

Company: Mister Bus

Description:

For greater convenience, Mister Bus provides transfers with vehicles fully adapted for wheelchairs.

Contacts:

Website: www.misterbus.pt

Email: geral@misterbus.pt

Phone: +351 214 394 424



Company: "Barraqueiro Transportes"



Description:

For greater convenience, "Barraqueiro Transportes" provides transfers with vehicles fully adapted for wheelchairs.

Contacts:

Website: <http://www.barraqueirotransportes.pt>

Email: cascais@rodest.pt

Phone: +351 214 523 644 / +351 210 112 051 / +351 210 112 054

Fax: +351 214 537 747

Service provided by: "Câmara Municipal de Lisboa"

Description:

This transportation service is for those who can't find an appropriate solution within the regular transportation network. The request should be made to the "Departamento de Acção Social":

Contacts:

Phone: +351 21 394 4348 / 50

Address:

Palácio do Machadinho
Rua do Machadinho, nº 20
1200-707 Lisboa

Company: Carris

Description:

Carris offers a transportation service for people with reduced mobility. This special transport service works, when possible, on a door-to-door system in the Carris network in Lisbon. The trip fare, for passenger and companion, is the same as for regular public service.

Timetable:

6:30 a.m. - 9:30 p.m. on work days

8:00 a.m. - 12:00 noon and 2:00 p.m. - 6:00 p.m. on Saturday, Sunday and holidays

Fleet specifications:

Capacity: 10 passengers - 5 on wheelchair and 5 seats

Seats with safety belts

Electric lift for wheelchair access

Blocking system for wheelchairs

Reservations:

Musgueira Station

Telephone: +351 213 613 141

Reservations must be made until two days before the trip. The confirmation has to be made by the customer on the day before travel. If your plans change and you do not cancel your reservation, charges will apply.

Reduced Mobility Service on Regular Public Service Buses

Carris invested on public service fleet adaptation in order to get suitable conditions for people with reduced mobility.

Important facts:

About 88% of our buses have low floor between the front entrance and rear exit doors;

More than 50% of our fleet is prepared for passengers with reduced mobility (PRM) - it has room for people who use wheelchairs and access ramps. This quota includes already the 30 newest articulated buses, with electric access ramps for electric wheelchairs.

Buses with accessibility for PRM:

701, 703, 705, 716, 720, 722, 726, 728*1, 729, 730, 735, 736, 744, 747, 755, 756, 767, 770, 778, 779, 781, 782, 783, 794 and 798.

*1 We guarantee a minimum 50% allocation of vehicles prepared for PRM in interspersed trips of this bus line.

For more information, please contact:

Telephone: +351 21 361 31 41



Company: CP

Description: The SIM - Integrated Mobility Service, is a centralized telephone service - +351 707 210 746 *(+351 707 210 SIM), aimed at helping PRM, and can be contacted 24 hours a day for information and services.

SIM service requests are assessed during normal office hours, weekdays between 9:00 a.m. and 6:00 p.m.

* €0.10 (from landline) | €0.25/min (from mobile phone) + VAT

The service lets passengers with reduced mobility:

1. Get CP information on:
 - CP train and station accessibility;
 - access equipment;
 - special rates;
 - other services for these passengers;
 - other points of interest or how to send suggestions;
 - assistance during boarding, the journey and leaving the train.
2. Help in planning a journey with the best conditions of comfort and safety.
3. Request assistance during boarding, throughout the journey, and when leaving the train.



Company: Metro de Lisboa

All newer stations are equipped with mechanical mobility facilitators, such as escalators or travelators (moving sidewalks) and lifts, which are essential for providing full accessibility for all customers.

To see the entire metro network, please check the following website: <http://www.metrolisboa.pt/eng/customer-info/diagrams-and-maps/>

Due to some technical problems in the Metro Network, it is always better to confirm that the elevators are operational through the following phone number: +351 213 500 115 or by email: relacoes.publicas@metrolisboa.pt.

Equipment rental:

Company: Accessible Portugal (sells and rents)

**Description:**

For the comfort and well-being of our customers, Accessible Portugal have available a range of technical aids, which may facilitate the accessibility, including Manual wheelchair, Electric Wheelchair, Medium size scooter, Compact mini scooter, Collapsible 2 wheels walker, 4 Wheels walker, Articulated Bed, Hoist, Manual Shower Chair, Manual shower Chair and WC Chair.



If you need some equipment that is not mentioned here, please use the information below to contact Accessible Portugal.

For your convenience, they will deliver and pick-up the equipment at your home or hotel.

Prices are available upon request (with special rates for long-term rental).

Contacts:

Website: <http://www.accessibleportugal.com>

Email: info@accessibleportugal.com

Tel: +351 926 910 989

Address:

Accessible Portugal

Rua Jorge Barradas, 50 – 4º F

1500-372 Lisboa



Company: "A Loja do Avô" (sells and rents)

Description:

The *A Loja do Avô* is a privileged space for the senior population and was created for the purpose of improving the comfort and quality of life of their customers.

Contacts:

Website: www.alojadoavo.pt

Email: geral@alojadoavo.pt

Phone: +351 21 357 90 40

Fax: +351 21 357 90 27

Address:

Rua Viriato 23,D

1050-234 Lisboa

Timetable:

Monday to Friday from 9 a.m. until 1 p.m. and from 2 p.m. until 6:30p.m Saturday from 9 a.m. until 1 p.m.

Company: "Aliança Acessibilidades" (sells and repairs)

Description:

The *Aliança Acessibilidades* is a company that works in the area of accessibility and that sells and repairs all kinds of equipment, such as stair lifts, wheelchairs, etc.

Contacts:

Website: www.aliancacesseibilidades.com

Email: carlospereiradias@gmail.com / geral@aliancacesseibilidades.com

Phone: +351 969228354

Address:

Quinta da Mata – Edifício Principal, 2º piso, salas 23 e 24

Sete Casas

2670-350 Loures

Company: "Anditec" (sells)

anditec
tecnologias de reabilitação, lda

Description:

ANDITEC is a company exclusively dedicated to support technologies. With the collaboration of special education and rehabilitation professionals, ANDITEC intends to continue developing pioneering work, with special emphasis in the areas of Augmentative Communication, Interfaces and Integrated Computer Solutions, Control Environment, and Mobility.

Contacts:

Website: www.anditec.pt

Email: info@anditec.pt

Phone: +351 217 110 170

Fax: +351 217 110 179

Address:

Alameda Roentgen, 9C

1600-757 Lisboa



Company: "Compensar - necessidades especiais" (sells and rents)

Description:

The Compensar was established in 2006 and was the first online store in Portuguese for health products, and rehabilitation and technical aids.

Contacts:

Website: www.compensar.net

Email: info@compensar.net

Phone: +351 219 435 183

Address:

Rua Combatentes da Grande Guerra, 51-B
1885-024 Moscavide

Company: "Ergométrica" (sells)



Description:

With 20 years in the field, Ergométrica offers solutions for medical equipment and orthopaedic appliances. Their solutions include manual wheelchairs, electric wheelchairs, scooters, stair lifts and climbers, electric adjustable beds, orthopaedic knee braces, orthopaedic shoes, breast prostheses , etc.

Contacts:

Website: www.ergometrica.pt

Email: tania.antunes@ergometrica.pt

Phone: +351 808 20 25 74 / +351 218 400 732 / +351 962 425 567 / +351 936 030 803

Address:

Rua Cor. Marques Leitão, nº 13-A
1700-124 Lisboa

Company: "Escadafácil" (sells)

Description:

Founded in 1993, Escadafácil is an organization dedicated to the elimination of architectural and urban barriers.

Contacts:

Website: www.escadafacil.pt

Email: infonet@escadafacil.pt

Phone: +351 214 406 600

Address:

Rua A Gazeta D' Oeiras N° 2 – 1° B, Edifício Horizonte
2780-171 Oeiras



Company: "Mundinter" (sells and technical assistance)



Description: The Munditer provides medical supplies and equipment, training, technical assistance, and advice to several entities that provide health services.

Contacts:

Website: www.mundinter.pt

Email: lisboa@mundinter.pt

Phone: +351 213 819 980

Fax: +351 213 546 310

Address:

Rua Tomás Ribeiro, 50 B

1050-231 Lisboa



Company: "Ortomedical" (sells and rents)

Description:

Ortomedical has a wide range of solutions from wheelchairs, walking aids, hospital equipment, and prosthetics/orthotics, or any type of orthopaedic material.

Contacts:

Website: www.ortomedicinal.com

Email: info@ortomedicinal.com

Phone: +351 213 150 702 / +351 213 152 573

Fax: +351 213 152 574

Address:

Rua Passos Manuel, 47-A

1150-257 Lisboa

Company: "Rocargo Tecnomobile" (sells)

Description:

With 12 years of experience, the company offers solutions for persons with reduced mobility. Their products include: manual wheelchairs, electric wheelchairs, scooters, stair lifts, etc.



Contacts:

Website: www.rocargo.pt

Email: rocargo@rocargo.pt

Tel: +351 243 359 017 / +351 917 305 444

Address:

Zona Industrial de Santarém - Rua Conde da Ribeira Grande,

Apartado 110

2001-902 Santarém

Company: "Mais que Cuidar "(sells and rents)



Description:

Maisquecuidar.com is an organization created with the goal of offering products and services in the home care area. Their services includes: nursing, physiotherapy, speech therapy, and sale / rental of hospital equipment.

Contacts:

Website: www.maisquecuidar.com

Tel: +351 210 819 755 / +351 967 636 393

Address:

Rua Manuel Martins da Hora

nº 2 Loja A

1750-276 Lisboa

Company: "Waymed - Produtos Médicos e Ajudas Técnicas, Lda" (sells)



Description:

WAYMED is a Portuguese company founded in 2000. It offers a wide range of items, such as Geriatric Chairs, manual wheelchairs, vertical chairs, orthopaedic chairs, adjustable beds, etc.

Contacts:

Website: www.waymed.pt

Email: geral@waymed.pt

Phone: +351 219 169 640 / +351 219 169 649 / +351 934 660 883

Address:

R. Mário Dionísio 19 - Loja Esq

Urbanização Vale Mourão

Paiões

2635-473 Rio Mouro

Company: "Invacare Portugal" (sells)



Description:

The Invacare vision is to design, manufacture, and deliver the best value in medical products that promote recovery and active lifestyles for people requiring home and other non-acute health care.

Contacts:

Website: <http://www.invacare.pt>

Phone: +351 22 519 3360

Address:

Invacare Portugal II, Lda
Rua Estrada Velha nº 949
4465-784 LEÇA DO BALIO
PORTUGAL

Cultural Agenda

Date	Title	Type
21/02/2013 - 31/12/2015	The MNAC Collections, 1850-1975	Exhibitions
17/10/2013 - 13/08/2014	Once upon a time... Science for people who like stories	Children
01/01/2014 - 31/12/2014	Equestrian Shows – in the Queluz National Palace	Others
01/01/2014 - 31/12/2014	Estádio da Luz (SL Benfica Stadium)	Exhibitions
01/01/2014 - 31/12/2014	Fado in Chiado	Music
01/01/2014 - 31/12/2014	Flea Market - "Ladra Fair in Lisboa"	Exhibitions
01/01/2014 - 31/12/2014	Nations Park Fairs at the Estação do Oriente - Level -2	Exhibitions
01/01/2014 - 31/12/2014	São Pedro Fair in Sintra	Exhibitions
05/01/2014 - 28/12/2014	Lx Market	Others
09/01/2014 - 16/11/2014	Artista na Cidade 2014 TIM ETCHELLES	Theater

Date	Title	Type
26/06/2014 - 01/09/2014	Estoril Crafts Fair'14	Exhibitions
28/06/2014 - 06/07/2014	International Crafts Fair'14	Exhibitions
10/07/2014 - 12/07/2014	Optimus Alive!2014	Music
17/07/2014 - 19/07/2014	Super Bock Super Rock'14	Music
18/07/2014 - 27/07/2014	Santa Cruz Ocean Spirit'14	Sport Events



OFFICE

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