Parques de Sintra

TERMS AND CONDITIONS OF USE FOR TOUR GUIDES AND TOURISM PROFESSIONALS

1. Purpose

1.1. This document sets out the terms and conditions governing the issue and use of the Annual Tourism Professional Card, as well as the general conditions governing tour guides' access to the visitor attractions managed by Parques de Sintra – Monte da Lua, S.A.

1.2. For the purposes of this document, "tour guides" means tourism information professionals (PIT) qualified to carry out tourist entertainment activities, in accordance with Decree-Law No. 108/2009 of 15 May, as currently in force.

2. Issue of the Annual Tourism Professional Card

2.1. The issue of the Annual Tourism Professional Card to tour guides, as provided for in this document, is intended to ensure that these professionals are accountable for their conduct and comply with the visiting procedures and rules established by Parques de Sintra – Monte da Lua.

2.2. Tour guides must apply for the relevant Annual Tourism Professional Card by emailing b2b@parquesdesintra.pt.

2.3. Validation of the registration referred to in the preceding paragraph is subject to fulfilment of any one of the following requirements:

2.3.1. Submission of proof of registration with European organisations recognised by the European Federation of Tourist Guide Associations, or with national organisations, namely AGIC/ SNATII;

2.3.2. Regional tour guides holding Level IV qualifications, certified by Turismo de Portugal;

2.3.3. Submission of a certificate of qualifications at Level V or above of the National Qualifications Framework in the field of tourism;

2.3.4. Submission of proof of registration in the National Tourism Register (RNAAT);

2.3.5. Submission of a declaration confirming that the individual performs duties for a professional organisation registered in the RNAAT, duly dated and signed by the holder of said registration;

2.4. Submission of the information required to demonstrate compliance with the above requirements constitutes acceptance of the privacy policy of Parques de Sintra – Monte da Lua, set out in Annex 1.

2.5. The Annual Tourism Professional Card will be sent by email within two working days of validation of the information submitted.

3. General conditions for admission to the visitor areas managed by Parques de Sintra

3.1. Tour guides' access to the visitor attractions managed by Parques de Sintra – Monte da Lua is subject to compliance with the conditions set out in this document.

3.2. The admission of tour guides to visitor attractions in the course of their duties, with the exception of the National Palace of Pena, is subject to the following conditions:

3.2.1. Presentation of the Annual Tourism Professional Card;

3.2.2. Compliance with instructions given by Parques de Sintra – Monte da Lua staff and with the signage at each site, particularly warnings, hazard notices and signs indicating restricted access;

3.2.3. A maximum of 50 visitors per tour guide at the National Palaces of Sintra and Queluz;

3.2.4. The mandatory use of a tour guide radio system for groups of more than 10 visitors per tour guide in all indoor areas;

3.2.5. Taking the necessary measures to ensure the smooth flow of visitors at each site and avoiding behaviour that disturbs other users of the facilities;

3.2.6. Compliance with the regulations established by Parques de Sintra - Monte da Lua.

3.2.7. Guided tours conducted by tourism information professionals (PIT), as defined in Section 1.2 of this document, are strictly prohibited inside the National Palace of Pena;

3.3. Tour operators who fail to comply with the above rules will, after being warned by Parques de Sintra - Monte da Lua staff, be required to leave the monument for breaching the rules and conditions in force as set out in this document.

3.4. As the organisation responsible for managing this heritage, Parques de Sintra - Monte da Lua has a duty to safeguard the preservation of the monuments and the well-being of all those who work in or visit them.

4. Training courses

Parques de Sintra – Monte da Lua will provide optional training courses for tour guides in accordance with the annual programme published on the company's website.

5. Queries and omissions

Any questions arising from the application of this document, and any matters not expressly covered herein, shall be resolved by decision of the Board of Directors of Parques de Sintra – Monte da Lua, taking into account the nature and characteristics of the buildings and spaces concerned and the principles governing the company's activities.

6. Entry into force

These terms and conditions shall enter into force, following their approval, on the date on which they are published.

7. Publication

This document is available for consultation at the ticket offices and on the website of Parques de Sintra – Monte da Lua.

Effective from 22 October 2026