

Rules and Conditions of Use for Guides



1. Purpose

1.1. This document sets out the terms and conditions under which the Annual Tourism Professional Card is issued, as well as the general conditions of access to the facilities of Parques de Sintra – Monte da Lua.

1.2. For the purposes of this document, "Guides" are considered to be Tourism Information Professionals (PIT) that are duly qualified to carry out tourism entertainment activities under the terms defined in Decree-Law No 108/2009 of 15 May, as amended by Decree-Law No 95/2013 of 19 July and Decree-Law No 186/2015 of 3 September.

2. Issuing of the Annual Tourism Professional Card

2.1. The issuing of the Annual Tourism Professional Card for guides is intended to ensure the accountability of guides and their compliance with Parques de Sintra – Monte da Lua procedures regarding the rules of visits.

2.2. Guides should apply for their respective Annual Tourism Professional Card through b2b@parquesdesintra.pt:

2.3. Validation of the registration referred to in the previous paragraph depends on the fulfilment of any of the following requirements:

2.3.1. Presentation of proof of registration with European entities recognised by the European Federation of Guides Associations or national entities – AGIC/ SNATII;

2.3.2. Level IV regional guides, certified by Turismo de Portugal;

2.3.3. Presentation of a level V certificate or higher from the National Qualifications Framework in the area of tourism;

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

2.3.5. Proof of declaration of functions for a professional entity registered in the RNAAT, duly dated and signed by the registration holder;

2.4. The sending of information proving the fulfilment of the requirements implies agreement with the privacy policy of Parques de Sintra in accordance with Annex 1;

2.5. The Annual Tourism Professional Card will be sent within 2 working days after validation of the data sent via email.

3. General Conditions of Admission to the visitable spaces of Parques de Sintra

3.1. Parques de Sintra – Monte da Lua reserves the right to allow guides access to the visitable spaces under its management.

3.2. Admission to visitable spaces by the guides in the performance of their duties is subject to:

3.2.1. Presentation of the Annual Tourism Professional Card;

3.2.2. Acceptance of instructions issued by Parques de Sintra – Monte da Lua staff and the signposting at each site, including warnings, danger signs and access conditions;

3.2.3. A maximum limit of 25 visitors per guide in the case of the National Palace of Pena and 50 visitors per guide in the case of the National Palaces of Sintra and Queluz

3.2.4. The compulsory use of a radio-guide system for groups with more than 10 visitors per guide in all interior spaces;

3.2.5. Not to stop within the visit route in the case of the National Palace of Pena;

3.2.6. The adoption of the necessary measures to ensure good circulation in each area and avoiding behaviour that disturbs other users of the spaces;

3.2.7. Compliance with the regulations established by Parques de Sintra – Monte da Lua.

4. Training

4.1. Parques de Sintra – Monte da Lua will provide optional training for guides in accordance with the annual plan available on the company's website.

5. Doubts and Omissions

Any doubts or omissions arising from the application of this document will 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 and the principles which guide the company's activities.

6. Entry into force

After their approval, the present rules and conditions come into force on the date of their publication.

7. Publication

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

Effective from May 15