



Parques de Sintra

GENERAL CONDITIONS OF SALE

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PARQUES DE SINTRA - MONTE DA LUA, S.A.

Parque de Monserrate, 2710 – 405 Sintra, Portugal | +351 2192 37 300 | info@parquesdesintra.pt | www.parquesdesintra.pt

SHAREHOLDERS: State – Directorate-General of Treasury and Finance | Instituto da Conservação da Natureza e Florestas. I.P. | Turismo de Portugal, I.P. | Sintra Town Council

1. General conditions of sale

1.1 Scope

- 1.1.1. Parques de Sintra - Monte da Lua, S.A. (hereinafter “Parques de Sintra”), legal person number 505174839, with headquarters at Parque de Monserrate, 2710-405, Sintra, is the entity responsible for the website parquesdesintra.pt (hereinafter “the website”), and for the sale of tickets and related services provided through it.
- 1.1.2. Ticket purchases are made through the Xopvision Platform, owned by Multimac - Máquinas e Equipamentos de Escritório SA, a company with registered offices at R. Palmira 23A, Lisbon, 1170-218 Lisbon, Portugal, and with legal person number 500685908.
- 1.1.3. These General Conditions of Sale (hereinafter “GCS”) contain the terms governing the purchase and sale of tickets through the website and any services provided through it, and should be read carefully before the purchaser finalises the purchase order.
- 1.1.4. The Special Conditions for each event are provided before the purchase order is finalised and must be read by the purchaser.
- 1.1.5. The GCS, together with the Special Conditions, which are provided at the time of purchase, contain all the terms agreed between Parques de Sintra and the purchaser.
- 1.1.6. Any references to consumers should be interpreted in accordance with Law No. 24/96 of 31 July and its subsequent amendments.

1.2. Communications, customer support and complaints

- 1.2.1. All communications to Parques de Sintra, including complaints, should be sent to the following addresses:
Address: Parque de Monserrate, 2710-405, Sintra



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Email: info@parquesdesintra.pt;

Telephone: 21 923 73 00

- 1.2.2. On the website www.parquesdesintra.pt, under "Frequently Asked Questions", you will find answers to the most common questions related to the process of buying and selling tickets online.
- 1.2.3. Parques de Sintra has an electronic complaints book.

1.3. Dispute resolution

- 1.3.1. Low-value consumer disputes are subject to the necessary arbitration or mediation when, at the express choice of the consumer, they are submitted to an arbitration tribunal attached to legally authorised consumer dispute arbitration centres.
- 1.3.2. For the purposes of the previous paragraph, low-value consumer disputes are those whose value does not exceed the jurisdiction of the 1st instance courts (€5,000.00).
- 1.3.3. In order to facilitate the out-of-court resolution of consumer disputes online, you can use the Online Dispute Resolution platform provided by the European Commission for this purpose.
- 1.3.4. Without prejudice to the alternative means of resolution provided, purchasers may, in any case, resort to the judicial system, in which case the parties agree that the courts of the District of Lisbon will have jurisdiction, expressly waiving any other.
- 1.3.5. These GCS and the special conditions are governed by Portuguese law.

1.4. Purchase and sale of tickets online

- 1.4.1. Tickets can be purchased online through the e-commerce platform owned by Parques de Sintra (exceptions are duly indicated).
- 1.4.2. All prices are shown per place of visit (the price varies according to the place of visit), including VAT and all other associated taxes.
- 1.4.3. Prices are shown in euros (€), and the parties are bound by the price established in that currency.
- 1.4.4. Obvious errors, omissions and mistakes (including printing errors) are not binding.
- 1.4.5. All special offers and promotions will be identified as such.
- 1.4.6. In the event of an error due to duplicate transactions, the cancellation and full refund of the



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purchase is guaranteed at the customer's request. To make cancellation requests in these situations, please contact info@parquesdesintra.pt.

2. Price and payment methods

2.1. Price

2.1.1. The ticket price is identified on the website, along with information about each event, and also when the purchase is completed at checkout. The price shown is always the ticket price plus VAT at the applicable legal rate.

2.2. Payment methods

2.2.1. Payment may be made by the following means:

- Credit Cards (VISA, MASTERCARD);
- MBWay;

3. Ticket delivery

3.1. Delivery methods

3.1.1. The applicable delivery methods, identified for each event, are provided at the time of purchase. This information must be confirmed (i) in the shopping basket and (ii) when completing the purchase order.

3.1.2. Depending on the event and the date of purchase, customers will receive their tickets via the following method - Electronic ticket:

The electronic ticket is provided by email, immediately after confirmation of payment. It must be presented at the entrance to ensure admission and can be shown in digital or printed format.



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4. Completion of the online purchase

4.1. Checkout

4.1.1. Before concluding the purchase, Parques de Sintra provides the purchaser with clear information summarising the order, giving them the opportunity to confirm or change the key parts of the transaction before completion.

4.2. Confirmation of purchase

4.2.1. Upon completion of the transaction through the website (purchase completion), the purchaser receives confirmation on the website that the transaction has been successfully completed and that the method of payment has been accepted.

4.2.2. Following confirmation of the transaction, the purchaser receives an email confirming that the transaction has been successfully completed, together with the tickets purchased.

4.2.3. The information about your purchases is stored in a file linked to your email address and invoice number.

4.3. Cancellation of purchase

4.3.1. Parques de Sintra may cancel the transaction and invalidate the ticket, refunding the amount paid if:

- The amount paid is incorrect, whether due to an error in the price published on this website or in any information that has been communicated to you by other means;
- The purchaser has managed to erroneously purchase a ticket that has not been put on sale;

4.3.2. The cancellation will apply whether the error is due to a human mistake or a technical fault on the website or in any of Parques de Sintra's other operating systems.

5. Refunds, cancellation and postponement of events

5.1. Change of dates

5.1.1. Monument tickets must be used on the date and time for which they are purchased (where



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applicable). Entry is valid only once per ticket.

5.1.2. If you have purchased a ticket to visit the parks and monuments in advance, you may change the date and time (where applicable) associated with the ticket up until 6pm the day before, under the same conditions as when you purchased it. To do this, simply provide the invoice number corresponding to the ticket and the email address with which you made the purchase.

5.1.3. Ticket rescheduling is only possible for alternative dates within a maximum period of 365 days after the first date of use associated with the ticket.

5.2. Cancellation

5.2.1. In the case of tickets with a specific validity period, such as for events, there is no right of cancellation.

5.3. Cancellation of events

5.3.1. If the event is cancelled and cannot be rescheduled, Parques de Sintra must refund the amount paid for the tickets.

5.3.2. The refund will be made via the payment method used at the time of purchase. When necessary, Parques de Sintra will request the NIB/IBAN number to finalise the refund.

5.3.3. If the event/experience is postponed, tickets remain valid for the new date.

5.3.4. If the purchaser does not want the tickets for the new date and requests a refund, this will be made in accordance with point 5.3.2.

6. Security Measures

6.1. As the data controller responsible for processing personal data and information, Parques de Sintra implements and promotes appropriate and effective technical and organisational measures to comply with the principles of data protection, with the aim of ensuring confidentiality, integrity, availability and the ongoing resilience of its processing systems and services.

6.2. The widespread use of computer systems for data processing does not exclude the possibility that, under certain circumstances, Parques de Sintra may use other means for data collection and processing. In



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any case, Parques de Sintra ensures administrative, technical and organisational measures are taken against potential misuse of data or unauthorised access.

6.3. It is the responsibility of users/data subjects to ensure that their mobile devices and computers are adequately protected against harmful software, computer viruses and "worms" (self-replicating programs whose main purpose is to install backdoors in computers). Data subjects should also adopt additional security measures, such as securely configuring the browser or using software to create a security barrier.

7. Final provisions

7.1.1. Parques de Sintra may, at any time and without prior notice, make changes to the content of the website, in particular with regard to services, commercial conditions, delivery methods, payment methods, etc.

7.1.2. Users of the website must not place fraudulent orders.

7.1.3. Total or partial copying of the site, including any digital content or format, is prohibited without prior written permission from Parques de Sintra.

7.1.4. The best known methods are used, such as Verisign and Thawte certificates or those from other organisations, and data is sent over SSL connections protected by those certificates, in order to ensure the highest security standards. However, Parques de Sintra cannot guarantee that operation of the website will be completely error-free or that there will be no downtime. Parques de Sintra cannot guarantee that the download of files from the website will be completely free of errors or associated risks, namely computer viruses. Parques de Sintra will not be held responsible for any damage, regardless of its nature, to computer equipment resulting from the use of this website.

7.2. Credit card data will not be entered directly on the Parques de Sintra ticketing website. The software automatically navigates to the bank's screen and returns to the Parques de Sintra website when the transaction is completed.

7.3. There are features that indicate that the user is on a secure site: for example, a padlock (in Microsoft Internet Explorer) should appear in your browser as an indicator of the page's security. You may



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also notice that when you enter a secure area of the website, its URL will start with https://. (S=Secure).

You can access other information related to the website via the following:

- [Privacy Policy](#);
- [Cookie Policy](#).



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