



Parques de Sintra

Regulations

Provision of Venues for Events

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Preamble

Parques de Sintra – Monte da Lua, S.A., hereinafter referred to as Parques de Sintra, is a company entirely owned by public capital, established in 2000 following the classification by UNESCO of the Cultural Landscape of Sintra as a World Heritage Site (1995). The aim of its creation was to bring together the institutions responsible for safeguarding and enhancing the Cultural Landscape of Sintra, and the Portuguese State entrusted the management of its main estates to the company, located in the Cultural Landscape of Sintra and Queluz: **the Park and Palace of Pena**, the **Gardens and Palace of Monserrate**, the **Moorish Castle**, the **Capuchos Convent**, the **Garden and Chalet of the Countess of Edla** and, since 2012, the **National Palaces of Sintra and Queluz** and the **Portuguese School of Equestrian Art**, headquartered in the Gardens of the National Palace of Queluz and with regular presentations in the Henrique Calado Riding Ring, on Calçada da Ajuda (Belém).

The current shareholders of Parques de Sintra are the Portuguese State, represented by the *Direção Geral do Tesouro e Finanças* [Directorate-General of Treasury and Finance] (35%), the *Instituto da Conservação da Natureza e Florestas, I.P.* [Institute for Nature Conservation and Forests] (35%), *Turismo de Portugal, I.P.* [Tourism of Portugal] (15%), and the Municipal Council of Sintra (15%). Parques de Sintra does not use the state budget and its management model is based entirely on the capacity of the heritage to generate its own revenue. The restoration and maintenance of the heritage managed by the company, whether built or forested, is funded by its own income.

Parques de Sintra is responsible for managing these heritage assets, a task that encompasses restoration, regeneration, revitalisation, conservation, research, promotion and exploitation, opening them up to the public and enhancing their tourist value. As such, the company pays constant attention to the conservation and restoration needs of the parks and monuments under its management, in which priority interventions may be undertaken at any time.

Pursuing its mission of fostering public enjoyment of the heritage it manages, Parques de Sintra has selected a series of built and natural spaces that, due to their characteristics, provide a unique environment for holding events, allowing multiple needs to be met while always respecting and safeguarding the historical and cultural values of the sites allocated.

These regulations lay down the operational, technical and procedural conditions under which the provision of venues for events is permitted

Part I - General Provisions

Article 1 - Scope

- 1 - These regulations apply to all situations involving the temporary provision of spaces managed by Parques de Sintra-Monte da Lua S.A., hereinafter referred to as "Parques de Sintra", as described in Article 4 of these regulations.
- 2 - The events to be held may be of a private, cultural, social, academic, scientific, commercial, business, tourism or promotional nature, and are conditional upon and limited to compatibility with the principles and criteria for safeguarding the historical and cultural value of the site provided.

Article 2 - Definitions

- 1 - The following terms shall have the meanings set out below:
 - a. Event: Any and all of the following:
 - i. Show, congress, seminar, conference, convention, meeting, fair, exhibition, gathering or festival, for private or commercial purposes;
 - ii. Artistic, cultural, scientific, sporting, recreational or commercial event, or similar;
 - iii. Private, civil, religious or symbolic ceremony (e.g. wedding, symbolic union, renewal of vows, anniversary or similar).
 - b. Promoter or Event Holder: Any individual or legal entity that has contractually agreed to the granting of venue(s) under the management of Parques de Sintra. This is the party that signs all documents necessary for the formalisation of the granting of venues and that assumes responsibility for the entire event and all suppliers involved, including the Event Manager. The designation of an Event Manager by the Promoter is mandatory.
 - c. Event Manager: The person responsible for coordinating and organising the event, ensuring appropriate supervision, including assembly and dismantling. Appointed by the Event Holder/Promoter as the logistical contact with Parques de Sintra, ensuring compliance with all rules contained in this document. In the case of legal entities, more than one Event Manager may be appointed, i.e. more than one contact person for the relevant purposes.
 - d. Event Participant(s): Any person involved in the event as a participant, guest, technical, artistic or operational staff member, advisor, event-related audience member or otherwise.
 - e. Corporate Dinner: An event consisting of a cocktail reception lasting no longer than 1h00, followed by a formal dinner in a room along a museological route, with no possibility of adding further venue or a party segment.

- f. **Wedding Dinner:** An event typically consisting of a welcome moment, ceremony and cocktail reception, followed by dinner and a party.
- g. **Event with Auditorium:** An event, typically corporate, that includes the use of an auditorium for a meeting or conference. It may include a coffee-break or lunch when the venue is included. It takes place during the monument's normal public opening hours.
- h. **Elopement/Symbolic Ceremony:** A symbolic wedding celebration held in parks/gardens, usually more intimate, with the presence of up to 6 people. It takes place during the monument's normal public opening hours.
- i. **Complementary Services:** Various services that may be added to the granting of venues for a corporate dinner or wedding dinner. For other types of events, subject to assessment.

Article 3 - Annexes to the Regulations

2 - The following annexes form an integral part of these Regulations:

- a. **ANNEX I - Price List and Capacity of the Venues subject to granting**, describing the fees for granting the venue in seated and standing arrangements and the respective capacities.
- b. **ANNEX II - Timetables** and information on time slots for holding the event on an exclusive basis throughout the entire day or exclusively after the monument's closing time.
- c. **ANNEX III - Civil Liability Agreement**, to be signed by the event holder together with the Declaration of Acceptance of Conditions, in order to assume responsibility for any damage or loss caused, directly or indirectly, by the use of the granted venue.
- d. **ANNEX IV - Declaration of Acceptance of Conditions**, a document defining the circumstances of the provision of a specific venue, namely financial conditions and timetable, as well as acceptance of these Regulations. This declaration must be signed by the event's manager once the details for providing the venue have been agreed between Parques de Sintra and the Promoter, enabling the venue to be formally reserved.
- e. **ANNEX V - Personal Data Protection Policy**, a document that aims to clarify to all data subjects information regarding the methodologies for processing personal data, complying with the provisions of the personal data protection legislation, namely, Regulation (EU) 2016/679 of the European Parliament and of the Council, of 27 April 2016 ("GDPR") and Law no. 58/2019, of 08 August 2019
- f. **ANNEX VI - Client Registration Form**, to be completed by the Promoter and sent by email in order to proceed with the contracting of the venue.

Article 4 - Functional Organisation of Venues

- 1- Parques de Sintra is on hand to provide the following venues for events:
 - a. **Park and National Palace of Pena:** Stag Terrace, Room of Arches, Palace Kitchen Terrace, Arches Terrace, Garden of the Chalet of the Countess of Edla, other venues within the Park of Pena, Stables Auditorium;
 - b. **National Palace of Sintra:** Swans Hall, Manueline Room, Central Patio, Lion's House, Lion's Patio, Gardens;
 - c. **Park and Palace of Monserrate:** Music Room, Palace Square, Balcony of the Palace, Romantic Ruin (Ruined Chapel), Hall of Columns, Auditorium, other venues within the Park;
 - d. **National Palace and Gardens of Queluz:** Throne Room, Music Room, Ambassadors Room, Robillion Staircase, Robillion Avenue and Terrace, Upper Gardens, Event Room, Auditorium.
- 2- Upon request and on a case-by-case analysis, the granting of other venues under the management of Parques de Sintra may be considered.
- 3- The holding of an event in a specific venue of the monument does not prevent the simultaneous occurrence of other activities in other venues, provided that they are assessed as compatible with each other, with the nature of the event and with the regular operation of the monument.

Article 5 - Support Service Areas

- 1 - In some of the venues referred to in the preceding article, Parques de Sintra provides event support areas where the use and/or installation of exclusively electrical equipment is permitted, equipped with single-phase and/or three-phase outlets, with connections to be ensured by the Promoter (e.g. cabling and electrical distribution board).
- 2 - These venues may be granted by Parques de Sintra to the Promoter, depending on the respective requirements and possibilities, following a technical visit and upon due written authorisation by the Commercial Directorate – Venue Granting, hereinafter referred to as DC – Venue Granting.
- 3 - The use of these venues is restricted to teams involved in the event (e.g. catering team).

Article 6 - Responsibilities of Parques de Sintra

- 1- All requests for the granting of venue must be previously analysed from a legal and safety perspective, also taking into account compatibility with the historical prestige, identity and heritage value of the venues to be granted. The promoter must send all of the details regarding the concept of the event by email.
- 2- It is incumbent upon the member of the Board of Directors responsible for the organic unit at Parques de Sintra, upon a duly substantiated proposal by the organisational unit of

Parques de Sintra responsible for managing the granting of venues, to authorise the use of other venues not provided for in Article 4 of these Regulations.

Article 7 - Parques de Sintra Liability

- 1 - Parques de Sintra cannot be held responsible for any damage that the temporary provision of space may cause to third parties.
- 2 - Parques de Sintra cannot be held responsible for any personal and/or material accidents that may occur as part of the organisation and staging of events in the venues provided.
- 3 - Parques de Sintra shall not be held liable for theft, robbery or loss of personal property belonging to guests or suppliers occurring on its premises, and the custody and security of any personal property shall be the exclusive responsibility of its owner.

Part II - Use and Temporary Provision of Venues

Article 8 - Main Principles

- 1- All activities and events to be carried out must strictly respect the historical and cultural prestige of the granted venue.
- 2- Requests of a political-party nature, of a trade-union nature or forming part of an electoral campaign shall not be authorised.
- 3- Requests that conflict with the dignity of the monuments, parks and gardens, or that disrupt visitor access and circulation, as well as other planned or ongoing activities, shall also be rejected.
- 4- Parques de Sintra devotes constant attention to the conservation and restoration needs of the parks and monuments under its management, in which interventions may occur at any time.
- 5- The National Palace of Sintra and the National Palace and Gardens of Queluz may, at any time, be requisitioned for State functions. In such circumstances, events scheduled for coinciding dates may have to be cancelled.

Article 9 - Requests for Venues

- 1 - Requests for the granting of venues must be submitted at least thirty days prior to the desired date, failing which they shall not be accepted.
- 2 - Requests for the granting of venues shall be formalised in writing to Parques de Sintra, via the electronic contact eventos@parquesdesintra.pt, and must specify:
 - a. The activities to be carried out, presented in detail (e.g. wedding, corporate event, colloquium, etc.), including the concept of the event;

- b. The monument and areas to be granted;
 - c. The preferred event date and the expected timetable;
 - d. The equipment to be used, where applicable;
 - e. The number of persons participating in / attending the event;
 - f. The Promoter, the entity responsible for the event;
 - g. The Event Manager;
 - h. The entities involved, namely from the hospitality and/or catering sectors, tourist entertainment and image capture, as well as the expected number of staff, where applicable; and
 - i. Submission of the event organisation plan, including catering, load handling, assembly/dismantling of structures, layout, among others, where applicable.
- 3 - Parques de Sintra may request clarifications or additional documents whenever deemed necessary for the assessment of the request.

Article 10 - Decision

- 1 - It is incumbent upon the organisational unit of Parques de Sintra responsible for managing the granting of venues, namely the Commercial Directorate – Venue Granting, to decide on and authorise the granting of venues, as well as the conditions to be applied, based on these Regulations, previously approved by the Board of Directors of Parques de Sintra.
- 2 - Whenever it sees fit, the Board of Directors of Parques de Sintra may request any type of negotiation procedure for allocating venues.
- 3 - If the venue is granted, the final decision will lay down the applicable conditions in accordance with these regulations.
- 4 - Parques de Sintra reserves the right to reject, in the context of the holding of events in the venues it manages, any external company contracted by the Promoter.
- 5 - Parques de Sintra reserves the right to reject any event that it considers incompatible with the safeguarding of the built or natural heritage under its management or with its image.
- 6 - The Promoter must sign the Civil Liability Agreement (Annex III) in order to ensure acceptance and compliance with the applicable safety requirements.
- 7 - After the Declaration of Acceptance of Conditions (Annex IV) has been signed by the Promoter/Event Holder, it is incumbent upon the Commercial Directorate – Venue Granting of Parques de Sintra to ensure its compliance.

Article 11 - Compensation

- 1 - The financial compensation for the granting of venues shall be determined on the basis of the amounts set out in Annex I to these Regulations and the opinion of the Commercial Directorate – Venue Granting that supports the decision of the Board of Directors of Parques de Sintra.
- 2 - VAT at the applicable legal rate shall be added to the amounts set out in Annex I and to all other financial compensation.
- 3 - In the case of the granting of venues not included in Annex I to this Regulation, the amount of the financial compensation shall be set by Parques de Sintra, upon proposal by the Commercial Directorate – Venue Granting.
- 4 - The contracting of the granting of venue requires the signature and submission of the Civil Liability Agreement (Annex III), the Declaration of Acceptance of Conditions (Annex IV), which implies acceptance of this Regulation, and the Client Registration Form (Annex VI).
- 5 - The Board of Directors of Parques de Sintra may define amounts different from those set out in Annex I, in view of the extraordinary conditions of each event.

Article 12 - Responsibilities of the Promoter

- 1- Within the scope of the Promoter's responsibilities, and specifically those of the event holder, the latter shall ensure:
 - a. The presence, throughout the entire event, of the Event Manager or their representative, provided that written notice is given to Parques de Sintra at least 24 hours in advance;
 - b. Compliance with the rules of conduct set out in these Regulations and any others communicated to them in writing;
 - c. Compliance with all laws and regulations, including municipal ones, that may apply to the event organised, as well as obtaining all necessary permits and licenses for this purpose;
 - d. Respecting all third-party rights, in particular copyright and industrial property rights, obtaining all the licenses required for the event;
 - e. Compliance with hygiene and food safety standards;
 - f. Adaptation of the venue and compliance with the regulations on additional catering services, use of sound, lighting, decoration and entertainment;
 - g. Submission of all information, by the Promoter or the Organiser, regarding the participants involved in the event, such as: the name of the Event Manager, indication of suppliers (catering, decoration teams, among others), and, when requested, the names of the staff of the companies providing services at the event, intervention schedules, namely loading and unloading times, layout implementation, assembly of structures, among others; and

- h. Payment of all licences, fees and taxes applicable to the holding of the event.

Article 13 - Insurance and Security Deposit

- 1- Acceptance and signature of the Civil Liability Agreement (Annex III) are mandatory, through which the Promoter assumes responsibility for all damage or loss caused at the site as a result of the granting.
- 2- Parques de Sintra must always be indemnified by the Promoter for losses caused during the event, whether by external teams contracted by the Promoter or by event participants, within a maximum period of 30 days following notification by email from Parques de Sintra of the amounts due.
- 3- All events must be covered by civil liability insurance in an amount not less than €250,000.00, which must mandatorily cover pecuniary and non-pecuniary damage occurring in any part of the premises.
- 4- This event-specific insurance may be taken out by the Event Manager where it is not possible for the Promoter to do so.
- 5- An authenticated copy of the insurance policy referred to in paragraph 3, or any other insurance that Parques de Sintra may request, must be submitted by email at the time of payment of the second financial compensation, i.e. 20 working days prior to the event.
- 6- Notwithstanding the preceding paragraph, the Promoter must ensure that the suppliers involved hold, at a minimum, civil liability insurance.
- 7- Supplementary conditions may also be determined, including the taking out of specific insurance, in an amount set by the Board of Directors of Parques de Sintra upon proposal by the Commercial Directorate – Venue Granting.
- 8- Parques de Sintra may request the payment of a security deposit amounting to 30% of the total contracted amount including VAT, which shall be mandatory for the categories of Corporate Dinner and Wedding Dinner.
- 9- The security deposit referred to in the preceding paragraph must be provided at the time of payment of the second financial compensation and shall be returned by Parques de Sintra within 10 working days after the event.
- 10- Parques de Sintra reserves the right to retain the security deposit in the event of non-compliance with any of the rules set out in these Regulations and/or any other additional rules notified in writing by the Commercial Directorate – Venue Granting.
- 11- Retention of the security deposit by Parques de Sintra does not exempt the Promoter from additional payment, whether for added complementary services (changes to areas used, additional assembly days, overtime hours) or for damage arising from the event.
- 12- Should it be necessary to activate the insurance, Parques de Sintra reserves the right to retain the security deposit until the situation has been regularised.

Article 14 - Payments and Cancellations

- 1- Following the signature of the Civil Liability Agreement (Annex III) and the Declaration of Acceptance of Conditions (Annex IV), pursuant to paragraph 4 of Article 11 of these Regulations, the Promoter shall pay 25% of the established financial compensation, upon issuance of an invoice, within a period of 5 working days. For this purpose, completion and submission of the Client Registration Form (Annex VI) are required, failing which it will not be possible to secure reservation of the date.
- 2- The remaining 75% of the financial compensation established in the Declaration of Acceptance of Conditions (Annex IV) must mandatorily be paid no later than 20 working days prior to the date of the event.
- 3- Payments shall be made by bank transfer, and all associated costs, such as transfer fees, exchange costs and other charges, shall be borne by the Promoter. Proof of payment must be sent to the email address eventos@parquesdesintra.pt.
- 4- Cancellation of the granting of venues shall result in the retention of the amount paid to confirm the venue at the time of contract signature, in accordance with paragraph 1 of this Article.
- 5- Cancellation of the granting of venue at the initiative of Parques de Sintra shall entitle the Promoter to reimbursement of the totality of the amounts already received.
- 6- The National Palace of Sintra and the National Palace and Gardens of Queluz may, at any time, be requisitioned for State functions. In such circumstances, events scheduled for coinciding dates may have to be postponed or cancelled. Parques de Sintra assumes no liability in this event, merely undertaking to return all sums already received.

Article 15 - Force Majeure

- 1 - In the event of *force majeure*, namely any unforeseeable and exceptional situation or occurrence, independent of the will of the parties and not resulting from the fault or negligence of either, neither party shall incur liability if prevented from fulfilling the obligations assumed. By way of example:
 - a) Red alerts for adverse weather conditions issued by the competent authorities (Civil Protection or IPMA – *Instituto Português do Mar e da Atmosfera* [Portuguese Institute for Sea and Atmosphere]), preventing access to the monument;
 - b) Pandemics.
- 2 - The occurrence of *force majeure* circumstances preventing the holding of the event must be immediately communicated to the other party.
- 3 - The following shall not constitute *force majeure*, namely:
 - a) Strikes or labour disputes limited to the parties involved in the granting;

- b) Governmental, administrative or judicial determinations of a sanctioning nature or otherwise resulting from the Promoter's failure to comply with duties or obligations incumbent upon it;
- c) Popular demonstrations due to non-compliance with legal rules; fires or floods originating from the Promoter's premises where their cause, spread or extent results from its fault or negligence or from non-compliance with safety regulations;
- d) Failures in the Promoter's information technology or mechanical systems not resulting from sabotage.

Article 16 - Technical Visit to the Granted Venues

- 1 - A technical visit to the venue is recommended, at least 30 days prior to the holding of the event, by the Promoter and the suppliers of complementary services contracted by it.
- 2 - The aforementioned technical visit is mandatory where the Promoter has not held any event in the requested venue within the 12 months preceding the event date. It also applies to suppliers who have not provided any service in the venue within the last 12 months.
- 3 - The Promoter's technical visit may be carried out using digital means.
- 4 - Any amendment to or addition of information to the request for the granting of venues after the visit must be made as far in advance as possible in relation to the event date.

Article 17 - Period of Use

- 1- The period of use of the venues shall comply with what is contractually agreed between Parques de Sintra and the Promoter, and non-compliance with the agreed times shall result in retention of the security deposit.
- 2- Assembly and dismantling schedules must always be coordinated with Parques de Sintra, and failure to comply with the agreed schedules shall result in retention of the security deposit.
- 3- Entry and exit times of staff from external companies contracted by the Promoter must be agreed in advance with Parques de Sintra.

Article 18 - Technical Staff Assigned to Parques de Sintra

- 1- Any use or granting of venues requires the presence of Parques de Sintra staff members, the number of persons required being determined by the company according to the type of event, the venues to be used and the number of participants.
- 2- For each event, one or more Parques de Sintra staff members shall be designated as responsible for it, acting as points of contact with the Promoter, its representative and the Event Manager.

- 3- The designated staff member(s) shall be responsible for ensuring compliance with all Parques de Sintra rules and policies during the event and may request partial or total suspension of the event in the event of non-compliance.

Article 19 - Rules of Conduct

- 1- All participants in the event must respect the dignity of the monument, as well as the presence of other visitors.
- 2- All participants responsible for the preparation and logistics of the event must ensure preservation of the venues, with transport of materials carried out with care, utmost caution and appropriate preventive measures, ensuring minimal contact with the built and natural heritage.
- 3- No collections or assets within the venues may be disturbed or moved.
- 4- Any conduct which, whether individually or collectively practised, is liable to affect or disrupt the normal functioning of services, access to the venues, disrespect visitors, or use the venues for unlawful purposes or for purposes other than those requested and granted, shall entitle Parques de Sintra to revoke the authorisation for use of the venue and, if necessary, suspend the scheduled or ongoing event.
- 5- Where the rules of conduct are breached, placing the safety of persons or heritage at risk, those involved shall be invited to leave the venue.
- 6- Additionally, the following restrictions and prohibitions are included among the rules of conduct inherent to the granting of venues:
 - a. It is prohibited to glue, lean, affix or attach any type of object to the built or natural heritage;
 - b. Removal of any equipment existing in the venues is not permitted;
 - c. All equipment used and lighting must be switched on and off by the Parques de Sintra staff member responsible on site;
 - d. Use of Parques de Sintra equipment (crockery, cutlery, consumables) is not permitted without the express authorisation of the Parques de Sintra staff member responsible on site;
 - e. Consumption of any food or beverages belonging to Parques de Sintra and present in the venue is not permitted, except for catering services contracted from Parques de Sintra;
 - f. Consumption of alcoholic beverages by internal or external staff during service (e.g. catering and catering services contracted by the Promoter) is not permitted;
 - g. Dancing and smoking are prohibited in rooms along the museological route;

- h. Classical/light music is permitted in rooms along the museological route, provided that the volume is controlled, and Parques de Sintra reserves the right to interrupt any musical performance;
- i. It is forbidden to circulate with food or drinks in rooms within the museum route, excluding the specific room granted and defined for this purpose;
- j. Entry of animals into the interior of any of the monuments under the management of Parques de Sintra is prohibited, except for guide dogs and assistance animals, upon presentation of appropriate proof; entry of animals into parks and gardens is likewise prohibited, except for companion dogs in locations where such access is permitted and under the regulated conditions;
- k. Adults are responsible for accompanying and supervising minors under their care throughout the entire event, in order to prevent both personal injury and damage to heritage. Within the scope of the Granting of Venues, events where the number of adults is fewer than the number of minors are not permitted;
- l. Feeding of animals under the care of Parques de Sintra is not permitted;
- m. Assembly of any structures is not permitted without the express written authorisation of Parques de Sintra and provided that it does not prevent visitors from enjoying the monument.

Article 20 - Safety and Hygiene Regulations

- 1- The Promoter undertakes not to exceed the capacity and occupancy limits of the venues, so as not to place the safety of persons and property at risk.
- 2- Should Parques de Sintra deem it necessary, it may require the presence of Fire Brigade services and/or the Police.
- 3- The Promoter must ensure that no safety-related items are removed or moved, such as fire extinguishers, fire blankets, insect traps, safety barriers or safety tape.
- 4- Deactivation of alarms is not permitted under any circumstances.
- 5- After the event has taken place, the venue shall be returned to Parques de Sintra in the condition in which it was found. The Promoter shall be responsible for collecting all materials, as well as for waste removal and cleaning of the venues used. The Promoter must communicate in writing the names of those responsible for cleaning each venue on the day of the event.
- 6- Additionally, the following restrictions and prohibitions are included among the safety and hygiene rules applicable to the granting of venues:
 - a. The use of candles, paraffin or any object that may compromise the safety of the monument is prohibited;
 - b. The use of any flammable substance is prohibited;

- c. The release of balloons, confetti, smoke and fireworks, as well as rice or petals, is prohibited;
- d. Smoking is only permitted in areas identified for that purpose and equipped with ashtrays;
- e. Disposal of waste outside the appropriate receptacles is not permitted.

Article 21 - Logistics and Assembly

- 1- The Promoter, or the Event Manager appointed by it, must submit the detailed running order of the event at least 5 working days in advance, which must include, at a minimum, the following information:
 - a. Detailed programme of the event and description of the concept of each scheduled moment as well as its respective intended location;
 - b. Detailed schedules;
 - c. List of suppliers involved and their respective functions;
 - d. Structures to be assembled and their respective placement;
 - e. Detailed decoration intended;
 - f. Equipment to be used and respective energy consumption;
 - g. Vehicle registration numbers requiring access to Parques de Sintra premises.
- 2- All information provided under the preceding paragraph shall be assessed by Parques de Sintra, which reserves the right not to authorise the assembly of structures, materials or equipment. On the day of the event, assembly of any elements not previously submitted for assessment by Parques de Sintra shall not be permitted.
- 3- Assembly and dismantling in the granted venues are entirely the responsibility of the Promoter.
- 4- The Promoter must ensure the necessary means for any movement of loads, monitored by Parques de Sintra staff, and the use of means which, by their nature, may pose a risk to the built or natural heritage is prohibited.
- 5- The Promoter and all parties contracted by it undertake to comply with the instructions of the teams working under Parques de Sintra.
- 6- All furniture, such as tables, chairs and sideboards, must have their feet adequately protected so as not to damage the flooring, must not be placed against walls and must maintain a safety distance.
- 7- Delivery and collection of materials must always be coordinated with Parques de Sintra, taking into account restrictions on vehicle and material circulation within the monuments, and the agreed schedules must be strictly complied with.

- 8- After the event has ended, dismantling and removal of materials must be carried out as quickly as possible and no later than 2 hours after its conclusion. It is not permitted to leave materials and/or vehicles in venues managed by Parques de Sintra after this period.
- 9- In the event of a delay exceeding 30 minutes in relation to the timetable previously agreed in writing, delivery of materials may not be authorised due to interference with other scheduled activities. Failure to comply with the timetable without prior notice may therefore result in the impossibility of unloading materials, which may compromise the event.

Article 22 - Vehicle Circulation and Parking

- 1- Vehicle circulation in the Park and National Palace of Pena, Park and Palace of Monserrate, and the Palace and Gardens of Queluz is subject to the following restrictions:
 - a. The only vehicle authorised to circulate in Park of Pena during public opening hours is the vehicle transporting foodstuffs. All other vehicles are restricted to circulation outside the park's public opening hours;
 - b. All vehicles must be light-duty and circulate with 4 hazard lights flashing at a speed of no more than 20 km/h;
 - c. Vehicles must be unloaded in the shortest possible time and leave immediately after unloading the material, following instructions from the Parques de Sintra team present on site;
 - d. Vehicles may not circulate within parks or gardens without accompaniment or coordination with the Parques de Sintra team present on site.
- 2- Vehicle circulation at the National Palace of Sintra is subject to the following restrictions:
 - a. Materials can only be transported to the Painters' House (pantry situated at the rear) in a light-duty goods vehicle that is able to pass through the 2 metre wide access tunnel.
- 3- Parques de Sintra does not provide private parking facilities.

Article 23 - Publicity and Event Signage

Prior permission must be obtained from the Parques de Sintra Management before using any type of advertising media.

Article 24 - Image Capture

- 1- General environment images are only permitted for private use or specific use by the promoter to promote the event. It is forbidden to use images for other purposes, namely commercial or advertising.

- 2- Excluded from the point above are events whose main purpose is to capture images (e.g. commercial footage such as advertisements or film footage) and for which authorisation has been expressly granted by Parques de Sintra.

Part III - Complementary Services to the Provision of Venues

Article 25 - Services Provided by Parques de Sintra

- 1- Subject to availability, Parques de Sintra may provide complementary services to the event, carried out with its own resources, such as
 - a. Transport services within the spaces managed thereby (Transfer);
 - b. Exclusive contextualised visits to the venues, before or after the events;
 - c. Performances by the Portuguese School of Equestrian Art, at the Henrique Calado Riding Ring and the National Palace of Queluz gardens and riding ring. Presentations in other spaces are subject to a technical visit in order to make an assessment and verify the logistics involved.
- 2- The price of these services adds to the price of the leasing of the venue.

Article 27 - Hiring Other Services

- 1- Parques de Sintra has a list of recommended services provided by third-party entities that it may indicate in the following areas:
 - a. Period-themed entertainment services (e.g. 18th-century Master of Ceremonies; dances inside the Palace; entertainment features in the gardens);
 - b. Musical moments with period repertoire (e.g. harp, violin or piano concerts);
 - c. Restaurant and Catering;
 - d. Decoration;
 - e. Event/Wedding Planner;
 - f. Transport;
 - g. Lighting and multimedia;
 - h. Image capture for various purposes, namely: Promotion of the destination/heritage; Dissemination of documentary, historiographic, educational content; Artistic production/fiction; Commercial/advertising.
- 2- The cost of these services shall be added to the fee for the granting of venue, and their contracting is the sole responsibility of the Promoter. Under no circumstances may Parques de Sintra be held liable for any action or proposal submitted by third-party entities, which shall be subject to full compliance with the rules and standards set out in these Regulations.

Article 28 - Final and Transitional Provisions

- 1- This Regulation shall enter into force on January 1st, 2026, following approval at a meeting of the Board of Directors of Parques de Sintra, recorded in the minutes (minutes no. I04971-2025-ATA-01097) on November 12th, 2025, and shall repeal all previous provisions or determinations that are contrary to the matters herein regulated.
- 2- Any omissions and doubts arising in the interpretation and application of these Regulations, as well as any extraordinary situation not provided for herein, shall be assessed and decided upon by Parques de Sintra.