

Dear Adrián, Cosmin and José

We welcome you all to Lisbon and we hope that you will have a pleasant stay here with us.

After your arrival, we will be here to support you during your whole stay. Before that, we are glad to send you some information that will help you prepare for your mobility and find out more about the programme and Lisbon.

Please make sure that you read all the information carefully and bring the documents with you to the general programme meeting, which will take place on **Thursday the 26th of April 2018 at 9h30** at the EUROYOUTH Portugal office:

- ⇒ **Programme** with dates, locations and events
- ⇒ **Internship Details**
- ⇒ **Information Voucher** with all the necessary contacts
- ⇒ **Accommodation Details** (yours and for the group)
- ⇒ **Accommodation Rules**
- ⇒ **Terms and Conditions**
- ⇒ **Map** to reach EUROYOUTH and Portlíngua

In the info pack given to you at the arrival transfer, you will also receive a map, showing the location of your accommodation, the language school and the EUROYOUTH Portugal office.

During your stay, the EUROYOUTH team will be available to assist you with any situation or problem you may have. For this reason, we have an emergency mobile number available 24 hours a day, 7 days a week: (+351) 93 3960872

In this document you will also find some information that is useful to know before your departure.

All the best and we hope that you will have a pleasant stay in Lisbon,
Your EUROYOUTH Portugal Team

QUICK TIPS FOR SURVIVAL

At the presentation meeting we will explain all these issues and will be available to answer any questions you may have regarding the following information.

1. TRANSPORT CARD:

The Lisbon transport card is called "Lisboa Viva".

Recommended for	⇒ Stays of 2 weeks or more
Where to get it	Metro Station MARQUES DE POMBAL ⇒ Blue/yellow line ⇒ Mon-Fri: 07:45-19:45 Espaço Cliente Arco do Cego ⇒ Avenida Duque d'Ávila, 12 - 1000-140 Lisboa ⇒ Red and Yellow line – Saldanha ⇒ Mon-Fri: 09:00 – 17:00
How long it takes to be ready	Normal delivery 10 working days 7€ Urgent delivery 24h 12€
You need to take	⇒ Original ID card or Passport ⇒ 1 Colour Photo (Passport type)

After you have got your transport card, you will need to buy a pass for it. For travels inside the city of Lisbon you will need the "**Lisboa Viva" Navegante** pass:

Price	⇒ 36,70€ (valid for 30 days)
Transport included	⇒ Bus (Carris) ⇒ Tramway (Carris) ⇒ Elevators (Carris) ⇒ Metro (Metropolitano de Lisboa) ⇒ Train (CP)

If your internship company is outside the city of Lisbon, your programme coordinator will inform you about the best travel pass to put on your card.

Lisbon Transports -	⇒ http://maps.google.pt
Routes & Schedules	⇒ http://www.transporlis.sapo.pt

2. LANGUAGE COURSE

If you don't have a language course included in your programme or if you want to continue your language course, feel free to talk to us.

We have partnerships with local language schools that can arrange

- ⇒ Individual lessons
- ⇒ Group courses for up to 10 people
- ⇒ Blended language courses (3h/week, half in the classroom, half on an online platform, for groups of 5 people or more)

3. PORTUGUESE MOBILE NUMBER

Having a Portuguese mobile number will make it easier and cheaper for you to communicate with your tutor and EUROYOUTH. Be sure you have an unlocked mobile, or be prepared to buy one.

In Portugal, we have 3 telecommunications network, which offer similar products:

- ⇒ MEO
- ⇒ NOS
- ⇒ Vodafone

You can buy both SIM cards and mobile at any shopping centre.

4. USEFUL HEALTH INFORMATION:

If you need to see a doctor, go to the medical centre indicated on your accommodation document, as **medical centres** are attributed according to the area of residence. You will need to take the following documents with you:

- ⇒ ID card or Passport
- ⇒ European Health Card
- ⇒ Declaration of Residence given to you by your programme coordinator at the presentation meeting at the EUROYOUTH office

In an emergency, you can go to any **hospital emergency** department taking your ID card/Passport and European Health Card with.

5. TIPS

In the info pack you will receive a long list of all kind of tips like: restaurants, monuments, museums, gyms, doctors, suggestions for tourism outside Lisbon,...