

TRAVELLER INFORMATION

- ✈ To travel to European Union countries or countries with a Schengen agreement, all passengers must have a **valid CITIZEN CARD** up to the date of return. Your number may be required to book the transport ticket;
- ✈ If travelling outside the European Union, in most countries an **INDIVIDUAL PASSPORT VALID FOR MORE THAN 6 MONTHS** is mandatory at the final date of travel;
- ✈ All **children** must carry a **valid Citizen's Card or Passport** under the same conditions as those mentioned above, depending on whether they are travelling within or outside the European Union. Not being considered as valid documents: personal ballots or Birth Certificates; If you only take a Passport, you will need a copy of the parents' CCs due to the lack of filiation records in the passport and it needs to be confirmed;
- ✈ Check the **validity of the documents** in advance, to have time to validate them if necessary. This information will be requested as well as a copy of documents as proof of validity and compliance with mandatory travel requirements. Failure to provide this information may legally prevent the sale of services;
- ✈ If you **travel to the USA**, you must have an Individual Machine-Readable Passport and register your data in the ESTA (Electronic System for Travel Authorization). A passport number and address registration at the destination are required. Other destinations require a similar system;
- ✈ With each travel reservation, customers will be informed of the **conditions and mandatory requirements of the destination**, such as necessary documents, visas, vaccines, PCR tests, Quarantines, PLC, entry form records, religion, cultural customs to be complied with, currency, time zone, local taxes, tourism fees, flight hours, insurance, CESD, electrical network and accepted forms of payment; You can get all the most up-to-date information at: <https://www.portaldascomunidades.mne.pt/pt/conselhos-aos-viajantes>; <https://www.traveldoc.aero/>; <https://www.iatatravelcentre.com/world.php>; and <https://www.unwto.org/tourism-data/unwto-iata-destination-tracker-easy-travel>; <https://reopen.europa.eu/pt>; Health policy forms may be required by countries and on their official pages or PLC International - https://www.iata.org/contentassets/07a397c1164d45e794c22949c75a95ac/public-health-passenger-locator-form.pdf?fbclid=IwAR2iD_pFw3XZGDx4jEj5AGxfZKq375cULCZcihaXpMYKicg7FffjKiQqf04
- ✈ Some countries charge **entry and exit fees** paid locally, or at the accommodation;
- ✈ **Collect as much information as possible** about habits, uses, and local customs;
- ✈ Consult your doctor if you are under treatment for any illness;
- ✈ If the chosen destination presents health risks, you should consult the **traveller's medicine**;
- ✈ You must take some medicines, in a **first-need medical kit**, or prevention kit for health risk areas in your luggage;
- ✈ If you travel to countries in the European Union, it is advisable to obtain the **European Health Insurance Card (CESD)**, to apply to social security to benefit from medical or hospital assistance;
- ✈ In the case of **minors**, if travelling abroad without the presence of the parents or with only one, in the case of parents' divorce, they must carry the declaration authorizing the departure of the country and notarize it. If there are duly authenticated court documents referring to the guardianship or parental authority of minors, they must be shown at the check-in counter;
- ✈ To find out about **security and diplomatic representations**, consult the Foreign Affairs websites, such as <https://www.portaldascomunidades.mne.pt/pt/conselhos-aos-viajantes>, and proceed with the Traveller Registration;
- ✈ Know and prepare for the **weather conditions** of the destination;
- ✈ Check the confirmations relating to all contracted services, as well as the **general conditions of the program**, in particular, those relating to cancellations, change of dates or refunds of the trip;
- ✈ The agent will inform you of the **transport tariff restrictions**, for which it will have no responsibility in the event of non-compliance on the part of the customer, or in cases of cancellations due to force majeure on the part of the carrier;
- ✈ Find out which **luggage** you are entitled to carry to avoid surcharges or if this requires a reservation and extra payment on the ticket;
- ✈ Identify all luggage and never leave it at the airport before check-in;
- ✈ It is advisable to **register valuables at customs**, such as cameras, video cameras, and PCs, if they are carried in hold luggage;
- ✈ There are **prohibited items to be transported** both in hand luggage and in hold luggage, and restrictions on the transport of currency values, which can be inquired with the travel agent;
- ✈ There are **mandatory schedules of times in advance for check-in** which, if not complied with by the customer, the agent cannot be held responsible. Online Check-in is the customer's responsibility and is usually accessible between 24h to 72h before flights;
- ✈ Get information about the local representation of your agency, local receptive or operator for any need, that is included in the delivered travel documentation;
- ✈ In case of any problem during the trip, **contact and complain** immediately with the transporter, the local receptive or local Guide, local Hotel;
- ✈ Reconfirmation of return flights with the airline or local agent is required, preferably 72 hours in advance in the case of long-haul flights;
- ✈ On your return, do not forget to check if you leave any belongings in the room, at the hotel reception, in transport or in any other place, which may not be possible to recover later, and for which the agent cannot be responsible;
- ✈ Under the terms of Law No. 144/2015, we inform you that the customer may use the following **Entities for Alternative Resolution of Consumer Disputes**: Customer Ombudsman of Travel and Tourism Agencies at www.provedorapavt.com if the agency and/or operator are adherents, the Arbitral Commission of Turismo de Portugal at www.turismodeportugal.pt or to any of the entities indicated in the RAL list made available by the Directorate General for Consumers at <http://www.consumidor.pt/>. For complaints, you can access www.livroreclamacoes.pt ;
- ✈ **For more information on traveller duties and rights, please consult the European Travel Directive**, <http://eur-lex.europa.eu/legal-content/PT/TXT/PDF/?uri=CELEX:32015L2302&from=PT>,
- ✈ **Travel Agencies law can be accessed here:** <https://dre.pt/application/conteudo/114832293>
- ✈ We are committed to complying with SDGs and the equilibrium of the 5Ps (People, Planet, Profit, Partnership, Peace). Please see **Sustainability Policy on the website www.zentravel.pt**.

NOTE: The lack of valid identification of documents, as well as the failure to comply with the mandatory and informed travel requirements, may imply the impossibility of carrying out the trip, automatically cancelling the services without the right to any refunds and the consequent loss of responsibilities on the part of the travel agent. Force majeure reasons may also give rise to some costs. The customer is always a priority, he has rights and duties.