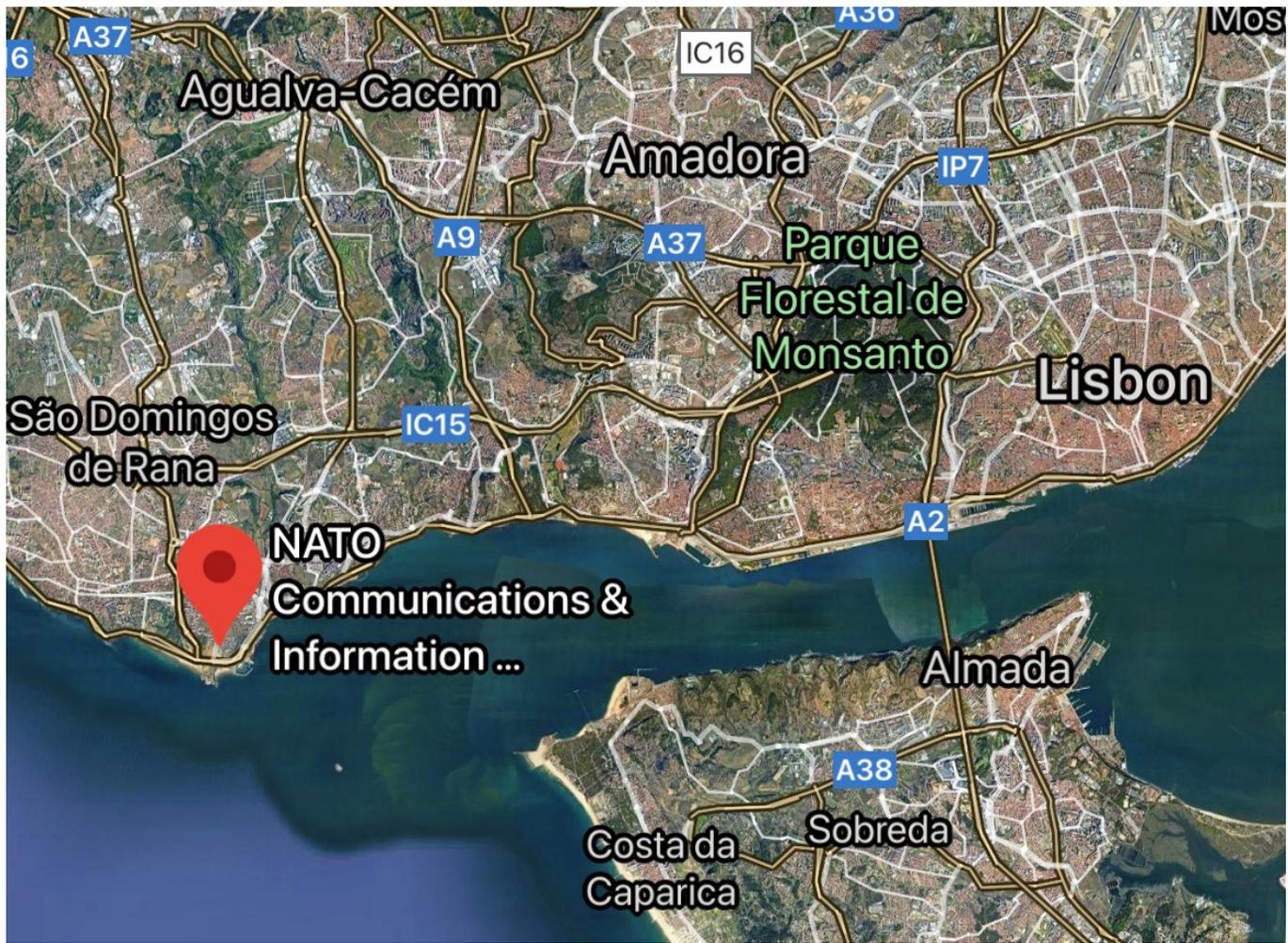


# Lisbon, Portugal

US National Support Element, NCIA

Last updated 2021



## Contact Information

**HHC AFSOUTH Battalion**

**HHC Commander:**

**DSN:** 314-646-6071

**Cell Phone:** +39-345-927-6010

**HHC 1SG:**

**DSN:** 314-646-6072

**Cell Phone:** +39-340-477-2213

**Staff Duty:** +39-340-269-1012



DEPARTMENT OF THE ARMY  
HEADQUARTERS AND HEADQUARTERS COMPANY  
ALLIED FORCES SOUTH BATTALION  
PSC 813 BOX 23  
FPO, AE 09620



July 2, 2020

Greetings from REGULATOR 6!

It gives me great pleasure to welcome you to the Headquarters and Headquarters Company (HHC), Allied Forces South (AFSOUTH) Battalion. I am your HHC Commander; also known as REGULATOR 6! I began serving the Soldiers of HHC in July 2020, and it has been the most rewarding assignment of my career to date. I love what I do, and I thoroughly enjoy supporting the over 120 REGULATORS, and enabling my Team to provide you with the best customer service.

Our company is unique to say the least. The HHC is headquartered out of Naples, Italy; however, our company is dispersed across seven locations and five countries: Portugal, Spain, Italy, Greece, Romania, and Bulgaria. My responsibility as your company commander is to develop and execute programs and procedures that reinforce the AFSOUTH Battalion's mission as the Army's premier Southern Europe Region Strategic Support organization.

Whether you are serving as a NATO Soldier in a Peacetime Establishment (PE) billet or as a member of our battalion support staff, you are a part of the AFSOUTH Battalion. AFSOUTH supports NATO and USAREUR's mission by ensuring individual Soldier and Family Readiness through training, logistics, human resources support, and service-specific support across our area of operations in southern Europe (and Norfolk, VA), to provide ready and resilient Soldiers to NATO, maintain our joint and multinational partnerships, and strengthen the Alliance.

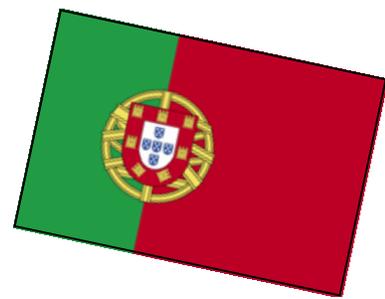
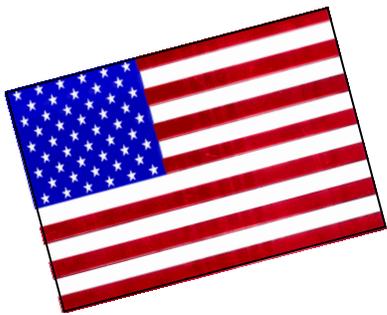
AFSOUTH's vision focuses on the Soldier serving as a Uniformed Ambassador in the NATO environment. HHC supports AFSOUTH's vision by building relationships through **personal engagements**, communicating through **multiple platforms and to multiple audiences**, and providing superior customer service to ensure **Soldier Readiness**.

You will soon become part of a great organization. I am extremely excited to have you join the HHC, and have the opportunity to serve with you and your Family. My door is always open. Please feel free to reach out to me via email if you need assistance or just want to say hello!

Welcome to the REGULATOR Family,

Captain, Adjutant General  
Commanding

# Discovering Portugal: A Newcomer's Guide to Life in Portugal



**US National Support Element  
Lisbon, Portugal**

## Discovering Portugal

<u>Sections:</u>	<u>Page:</u>
1. Welcome	3
2. History of Portugal	4
3. Insight to the Portuguese Character	7
4. Joint Forces Command Lisbon	8
5. History Striking and Support Forces NATO	9
5. Section I - Before you Leave	11
6. PCS Departure Preparation	12
7. Pets	13
8. Shipping of Personal Property	14
9. Uniform Requirements	18
10. Schools	19
11. General Information	20
12. Section II - You Arrived	22
13. Household Information	23
14. Medical	25
15. Hospitals	28
16. Dental	29
17. WIC Overseas	33
18. Personal Transportation	34
19. Vehicle Information	35
20. Public Transportation	41
21. Local Services	44
22. Days Out In Portugal	46
23. Portuguese Translations	57
24. GPS Coordinates to NEX	60
25. Directions to NS Rota, Spain	61

Note: The US National Support Unit does not necessarily endorse the businesses or locations listed in this book, but rather includes them for informational purposes only.



## **WELCOME ABOARD!**

Congratulations on your new assignment!

Portugal is a lovely country with many interesting and beautiful things to offer.

This booklet is divided in two sections. The first section is designed to give you information to help you prepare for your tour and develop a better understanding of cultural differences you will encounter.

The second section is designed to get you ready to see your new community, learn about the culture, and most importantly, have LOTS of questions answered! Hopefully, this booklet will help!

If there are additional questions that you may have, please don't hesitate to call the Welcome Center Director, Ms. Aline Schwamborn at +351-21-440-4343.

Once again- Welcome to Portugal! We hope that you find this to be a rewarding assignment!

# HISTORY OF PORTUGAL

At first glance, Portugal seems small. It is only about 360 miles north to south and averages 117 miles west to east, totaling approximately 34,317 square miles by comparison; the United Kingdom is over 94,000 square miles. The population of the Portuguese mainland, and the islands of the Azores and Madeira is 10.5 million.

For its small size, Portugal has a rich and colorful history. It has the longest established borders in Europe and for a time was the world's most powerful country. It enjoyed a golden era of exploration, discovery and empire. During the 19th century Portugal lost its leading position in the world, and by the beginning of the twentieth century was a pale shadow of its former dominant self in a new industrialized Europe. During the fifteenth and sixteenth centuries Portugal led Europe outside its geographical confines and had reached many new lands long before the Spanish or Dutch, let alone the English and French. The country is justifiably proud of a glorious, historical past, in which the country led the evolving strength of Europe. Portugal maintains strong historical ties with many European nations. Throughout this long history Great Britain, and particularly England, has been intricately involved, frequently aiding Portugal during its periods of greatest military danger: England is Portugal's oldest ally, but the relationship has not always been easy, and while the two countries remain closely linked for historical, and long established cultural and commercial reasons, like all close relationships, ties have been strained on occasion.

The Romans had a strong presence in Lusitania, roughly that part of the Iberian Peninsula we now call Portugal. They have left some interesting ruins in Conimbriga, Lisbon, Evora, Beja and even near Cascais. Their impact on language, trade, custom and culture goes far deeper and their influence is easily identified today. Before the Romans (here between roughly the 2nd century BC and the 5th century AD), were the Celts, whose influence is also still significant, particularly in the north. The Phoenician traders were common along the shores of this area during the 2nd and 3rd century BC. After the collapse of Rome, the Sueves, the Visigoths and the Vandals took up residence in this area. These tribes retained dominant in this area until supplanted by the Moors who ruled virtually unchallenged for centuries. In 1096, Henry of Burgundy married the daughter of the King of Castile and Leon: her dowry was part of what is now Portugal north of the River Douro. Henry's son, Afonso Henriques, proclaimed himself King of Portugal in 1140 and won formal, recognition by the Pope of Portugal's independence from Castile and Leon in 1143. In this same year, in the struggle to expand south to expel the Moors, Afonso took Lisbon, with the first instance of key assistance from England - Crusaders enroute for the Holy Land were encouraged to stop and provide crucial support in the successful capture. By 1249, after a century of steady conquest of land from the Moors, Portugal attained approximately its present borders.

Having expelled the Moors, the next six centuries saw small Portugal repeatedly struggling to preserve its independence from an expanding and ever more unified Spain. At times English (and Welsh) support was crucial. One such occasion was at the Battle of Aljubarota in 1385 where the numerically far superior Castilian (Spanish) army reinforced by the French was defeated. Following this, the Treaty of Windsor of 1386 between England and Portugal was ratified, remaining today the longest unbroken written alliance.

By the beginning of the 15th century, Portugal's attention was directed to the Atlantic, with the aim of maritime expansion. In 1415, the third son of King Joao I and Phillipa of Lancaster (daughter of England's John of Gaunt), Infante D. Henrique - known to the world as Henry the Navigator - took a fleet of 200 Portuguese ships into the Mediterranean and seized the Barbary fortress of Cueta. This ensured control of the Straits of Gibraltar, significantly reduced the impact of Barbary piracy, and set Henry on course for his great period of maritime expansion and discovery. Under his direction, Madeira was discovered in 1420, the Azores in 1427 and 1434. When Henry died in 1460 the momentum of maritime exploration was irreversible.

Bartolomeu Dias rounded the Cape of Good Hope in 1488, in 1498 Vasco da Gama reached Mozambique and within a few years the Portuguese had explored the coastlines of Asia. By 1515 they were in control of the Indian Ocean (thanks to such fortified outposts as Goa), and by 1540 Portugal was trading with China. In 1494, the Treaty of Tordesillas, backed by the Pope, the Kings of Portugal and Castile, divided the newly and yet undiscovered world between them, based on a dividing line ostensibly mid Atlantic. Those lands west of the line were given to Spain, and east to Portugal. In 1500 Pedro Alves Cabral officially discovered Brazil. Some speculate Portugal knew of its existence before the Treaty but kept it secret. Brazil lay conveniently east of the Treaty's dividing line giving it to Portugal. For centuries Brazil was to be Portugal's imperial "jewel in the crown" and source of so much of her wealth.

In 1578 disaster struck. The impetuous young King Sebastiao, together with the flower of Portugal's nobility and much of Portugal's army, were killed at the Battle of Alcacer Kibir in Morocco while attempting to destroy the might of the Moors in North Africa. The king's death marked the end of Portugal's supremacy. Two years later Phillip II of Spain, the closest living male relative successfully asserted his claim to Portugal (by marriage - Sebastiao, unmarried, had no heir), becoming King Felipe I. This marked the beginning of 60 years Spanish dominance and occupation. The Portuguese Dukes of Braganca, illegitimate descendents of the royal family finally led a successful insurrection against Spain in 1640, once again aided by England. Portuguese independence was again fully recognized in 1668.

Charles II of England and Scotland, restored to the throne in 1660, married the Portuguese Catherine of Braganca - reinforcing further ties between the two countries. It was Catherine who introduced the ceremony of taking afternoon tea to England.

The end of the 17th and the first half of the 18th century saw a period of relative stability and wealth in Portugal: great wealth came from the colonies, and much of the most spectacular architecture here comes from this period. The outstanding Monastery at Mafra built to rival the Spanish El Escorial was constructed during this period. Much of the wealth was poured into massive prestige projects such as palaces and churches, and not invested into the economy or in expanding trade and commerce. In 1755, a massive earthquake devastated Portugal. In Lisbon the earthquake and subsequent fires and tidal waves killed nearly half of the population and left the vast majority of one of Europe's greatest capital cities in ruins.

Recovery fell, not to the king, but to the energetic and autocratic Marques of Pombal, who is largely responsible for rebuilding Lisbon's commerce and infrastructure over the next few years.

By the end of the 18th Century Portugal had just recovered from the massive economic impact of the earthquake and reconstruction. There was to be no time for stability and development, because in 1793 Portugal joined the first coalition with England against Revolutionary France. In 1796 Spain allied itself with France, and in 1801, when Portugal refused to renounce her alliance with England, invaded Portugal in what became known as the War of the Oranges. This was the first invasion of the period - followed by three French invasions, in 1808, 1809 and 1810. The French reached Lisbon forcing the Portuguese royal family to flee to Brazil. These French invasions left the country largely devastated and broke, despite ultimate success. The ultimate victory over the French was due largely to support by a small British Army commanded by the future Duke of Wellington. The field commander not only expelled the French but also wielded together an extremely proficient and capable mixed Anglo-Portuguese Army. This army began moving east in 1811 to carry the fight into Spain and contributed to Napoleon's ultimate defeat.

In 1822 the first major crack in the colonial strength of Portugal came when Brazil became independent under a separate branch of the Portuguese royal family. This resulted in the loss of control of a vital source of wealth. Worse was to follow when rival factions, politically supported at times by both the English and French, later emerged to fight a debilitating civil war from 1828 to 1834.

Until 1910 Portugal experimented with a variety of forms of constitutional monarchy with little success. Relations with Great Britain deteriorated too, and in 1890 an ultimatum to prevent Portuguese direct overland contact between the Portuguese colonies of Angola on Africa's west coast and Mozambique on Africa's east coast was issued. This was seen as an act of great betrayal by an old ally. Relations improved subsequently and a new Treaty of Windsor was signed in 1899. By 1908 the Portuguese finally tired of autocratic, inflexible and increasingly outdated royal rule. King Carlos I and the heir apparent were assassinated in Lisbon. Two years later, the reluctant and timid King Manuel II abdicated, fleeing the country in fear of his life. He died in exile in England in 1932.

The first Republic was proclaimed in 1910, but soon fell victim to the economic crisis that followed World War I. The government was unable to maintain order or the economy and the armed forces took over in 1926. The situation became critical by 1928 when Dr. Salazar, a professor at Coimbra University was appointed as Minister of Finance. In 1932 he became Prime Minister, and then effectively developed dictatorial powers that he maintained for nearly 40 years. In 1933 he proclaimed a corporate political structure, "the New State" (Estado Novo), and Portugal entered an independent, largely isolationist period with similarities to a fascist state. The country remained neutral during World War II, although large elements of the controlling party tended to sympathize with Hitler. This did not prevent the old alliance with Great Britain easing the agreement to allow U.S. troops to occupy the Azores, which was an important factor to eventual Allied success in the war.

The "New State" survived until 25 April 1974, some six years after Salazar stepped down from power. On that day there was nearly a bloodless coup by a group of primarily junior and middle rank Portuguese Army officers who were convinced that the ongoing wars in the formal colonies were doomed to failure. The revolution proclaimed three primary objectives - independence for the colonies, true democracy at home, and establishment of a more equitable socio-economic system in Portugal and its islands. The revolution was followed by periods of great instability, virtual anarchy and near communist takeover. Between 1974 and 1985 there were 16 governments. By 1985 it appeared the crisis had passed, and 1986 Portugal joined the EEC. The election of Mario Soares as President of the Republic in 1986 proved that Portugal was entering a period of accelerated economic development, greater stability and reintegration with the rest of Western Europe. Today Portugal continues to build on that rebirth.

# INSIGHT TO THE PORTUGUESE CHARACTER

With a history of struggle, survival against the sea, working hard, earning little, life was hard in Portugal. Even though they might want to rest, work less, laugh and enjoy life more, the Portuguese people expect to have to work - as individuals and families - to survive. There is a strong streak of fatalism in the Portuguese. This "saudade" (nostalgic longing) for something long past, or something that will never be, is expressed in the popular and uniquely Portuguese folk music, the "fado" songs of the forces of destiny and human passions. Similarly there is the historical legacy of "Sebastianismo," the longing for a (originally military) father figure on a white horse to save Portugal from its troubles and restore prestige (originating in the vain hope that King Sebastiao never died in 1578, and might return to save Portugal from Spain). But the people also have a gift for happiness and an ability to enjoy the smallest pleasure.

Conservative, formal and non-aggressive, the Portuguese present a serious, self-effacing and sometimes unsmiling appearance. They are exceedingly polite, and good manners and a well-groomed appearance are very important. But beneath this old world manner, reserve and formality, there lies sweetness, gentleness and genuine concern for others. Patience, courtesy and restraint will soon allow new arrivals to discover these true Portuguese characteristics.

Furthermore, the Portuguese people are helpful and will go out of their way to give directions, physically take you to a place you cannot find, or spend time looking for an item you are seeking. So often, to please you, they will promise more than they can deliver!

Quick to criticize their country to a foreigner, the Portuguese will also beg you to excuse their inefficiency and deficiencies. This can be embarrassing, but equally the Portuguese are much more sensitive to broad criticisms from foreigners. It is their country so they may condemn; but it is bad manners and tactless for others who are guests here to do the same.

A positive attitude, common sense, patience, good manners, a polite sense of humor and good judgment will help you enjoy and appreciate this varied, culturally proud and friendly country. Get out, get to know the people, and try to learn some of the language. Such effort will be rewarded many times over - every effort, however humble, is applauded.

# Joint Forces Command Lisbon

Joint Forces Command Lisbon (JFCLB) is a joint-service, multi-national NATO Headquarters located in Oeiras, Portugal, approximately 10 miles west of Lisbon, the capital of Portugal. The NATO Communications and Information Systems Services Agency Lisbon (NCLB) are also located on the compound. Additionally, two other NATO commands, Joint Analysis and Lessons Learned Center (JALLC) and Combined Air and Operations Center 10 (CAOC 10) are located in the greater Lisbon area, at the Portuguese Air Force Base in Monsanto, approximately 5 miles west of Lisbon. The Commander – JFC Lisbon is a French Vice Admiral, the Deputy COM is a Spanish Flag Officer, and the Chief of Staff is a Portuguese General. Approximately 450 personnel are assigned to the staff, made up of all NATO Allies, making it a truly international place to live and work. There are 51 US Active Duty personnel here and the American Community is approximately 150 people total.

Support for U.S personnel and their dependents is provided by the U.S National Support Element. The mission of the NSE is to provide those quality of life functions that can not be provided by the host nation. These include housing and loaner appliance support, local school enrollment, access to a U.S. disbursing office, health care support, Morale, Welfare, and Recreation Support (MWR), and U.S. Postal support. Additionally, the NSE is there to help you with your acclimation to the Portuguese economy, help resolve issues that come up during your stay, and provide smooth transition to your next duty station.

Joint Forces Command Lisbon consists of two main areas: the TAF (Topside Administrative Facility), which houses the Flag offices, Administration and Finance Sections and the National Support Elements, and the UHQ (underground Head Quarters) where operational planning, communication and Intelligence sections are located. There is also an Officer and Enlisted Mess open to all U.S. personnel. The following facilities are also located at the compound:

- Swimming Pool
- Toddler Pool
- Tennis Courts
- Basketball Court
- Soccer Field
- Gymnasium
- Weight & Cardio Room
- Library/video Rental
- Duty Free Shop



# History of Naval Striking and Support Forces NATO



**In December 1952** the Commander-in-Chief, Allied Forces Southern Europe (CINCSOUTH) ordered the establishment of a new command titled, Commander, Naval Striking and Support Forces Southern Europe (COMSTRIKFORSOUTH – original title of STRIKFORNATO), after a decision by the Standing Group NATO. This command was established on **15 March 1953**, with COMSTRIKFORSOUTH assigned as a Principle Subordinate Commander under CINCSOUTH. The Commander was also the Commander of the U.S. SIXTH FLEET, a dual assignment that continues to this day.

The STRIKFORSOUTH (SFS) staff was initially comprised principally of U.S. Navy personnel, however, forces from other allied nations including France, Greece, Italy, Turkey and the United Kingdom were integrated into the staff to maintain a close working relationship with other NATO Commanders in planning and conducting exercises and training.

**In 1957**, SFS Staff functions were increased to include representation in the Joint Command and Operations Centres at Izmir, Turkey and Vicenza, Italy.

The SFS area of responsibility encompassed the entire Mediterranean theatre, from the Straits of Gibraltar to the Eastern Mediterranean including the Adriatic, Ionian, Aegean and Black Seas.

STRIKFORSOUTH was designated as the command that would most likely deal with any sudden emergencies in the Southern Region. A primary task of SFS naval units in all out war would be to participate in the SACEUR counter-offensive by launching deep conventional air attacks or close air support missions in conjunction with any amphibious operations.

**In the 1960s**, SFS served as a major advisor to AFSOUTH and SHAPE in the area of Nuclear Strike Planning in response to the Soviet naval build-up in the MED. The operational readiness and effectiveness of SFS was increased during this period through conducting frequent nuclear strike exercises, which in turn brought about advances in ship-to-shore communications and targeting procedures.

**Throughout the 1970s and 1980s** STRIKFORSOUTH assured the readiness of NATO's maritime power projection forces in the Southern Region and planned and executed large-scale NATO amphibious exercises. This was followed in the 1990s by SFS being directly responsible for developing and refining the Multinational Amphibious Task Force (MNATF) concept. These Task Forces were high readiness, multi-purpose forces, which were task organized and supported by several nations. Additionally, they were capable of responding to the full spectrum of crisis situations from supporting humanitarian relief efforts to full-scale combat operations.

SFS contributed to AFSOUTH operations in Kosovo by providing planning support and liaison officers.

**During 1998**, staff established the Kosovo Verification Co-ordination Centre in the former Yugoslavia Republic of Macedonia. During Operation ALLIED FORCE, the first high intensity air campaign conducted by NATO, COMSTRIKFORSOUTH assumed command of NATO Carrier Forces.

**In 1999**, following a NATO Command Structure reorganization, STRIKFORSOUTH became part of the NATO Force Structure. CINCSOUTH took the opportunity created by this change to refine STRIKFORSOUTH's operational focus and named it his Regional Reaction Force with an eye towards creating a High Readiness, Rapidly Deployable Force, capable of operating beyond the immediate boundaries of NATO.

**On 01 July 2004**, following major NATO structural reforms agreed the preceding year, SFN was re-titled as NAVAL STRIKING AND SUPPORT FORCES NATO or STRIKFORNATO (SFN) covering the whole NATO AOR. **On 17 August 2004**, SFN moved from JFC NP OPCON to SACEUR OPCON. It was decided to open the SFN MOU to other NATO nations. France and Poland, joined SFN **in 2007**.

While primarily a Maritime deployable staff, SFN has had substantial joint experience. The headquarters organized the deployment of the ISAF Headquarters Core Staff **in 2008**, including deployment of 44% of the SFN staff in key command and control roles. **In 2009** SFN served as Maritime Component Commander for NRF 12 as part of the NATO Response Force.

SFN has also supported a number of important multinational exercises, often in a Commander Joint Task Force capacity, including the US led BALTOPS **in June 2010** commanding over 3000 troops and 38 ships and Submarines from 14 countries; Baltic Host 2009-11 and the European Amphibious Initiative flagship live exercise Emerald Move **in 2010**.

**In 2012**, STRIKFORNATO will start to move from Naples, Italy to Oeiras, Portugal. This transition should be completed in 2013. The countries participating in this structure are France, Germany, Italy, Netherlands, Poland, Portugal, Spain, Turkey, United Kingdom, United States.

# SECTION I

## **BEFORE YOU LEAVE:**

There are many things you should do before leaving for Portugal. Of special importance is attention to passports, immunizations, shipping of household goods and vehicles. Various parts of this section will give you advice in these and many other areas.

# PCS Departure Preparation

## **PASSPORTS:**

Dependents and civilians must have passports and it is required to travel around the European Union and surrounding nations.

Passports must be applied for well in advance of scheduled departure date to ensure timely processing. To obtain a passport, contact your personnel office for information. You can renew your passport at the American Embassy Lisbon should it expire while you are stationed in Portugal. Visas are not necessary for military members and their family; if any family member is planning to seek employment in Portugal, a work visa must be obtained prior to leaving the U.S.

Specific passport requirements are listed below:

Military member: Official "no fee" military passports are required and should be listed in your orders.

Family members: Must obtain a no-fee passport from your personnel office.

\*\* If you are not able to submit for a no-fee passport, it is highly recommended to obtain a tourist passport and then request reimbursement or claim on taxes.

\* It is highly recommended that you bring a current a tourist passport for you and your family, if you plan to travel in Europe.

\* Passports are necessary to obtain a Portuguese tax ID number, a bank account and utilities in the home.

\* The tax ID number, passport, and letter from the Housing Office are required to open up a bank account in Portugal, which is required in most cases to pay rent and utilities.

## **ARRIVAL:**

Most people arrive in Lisbon by commercial air, as there is no AMC transportation directly to Portugal. After debarkation, your first stop will be passport control.

If you are arriving by car, your sponsor can provide you with easy directions to the command or to your hotel. If you arrive by train, bus or even by ship, your sponsor can meet you if you let him/her know your arrival details.

If, for some reason, your sponsor fails to meet you upon your arrival, do not despair, You may call one of the numbers listed below or you may use one of the many taxis available. Although not many cab drivers speak English, a piece of paper with the name "JHQ-LISBON - NATO - OEIRAS" will bring you directly to the command headquarters. It should cost you about € 40 from the airport. There are money exchanges located at the most International airport.

Useful Telephone Numbers:

USNSE LISBON, (0830 - 1700, Mon-Fri), 21-440-4310/4309

JHQ-LISBON (24 hours daily) 21-440-4321

All NATO operators speak English and will provide assistance to you.

U.S. Embassy (if all else fails): 21-770-3300

After your arrival in Lisbon, you will be taken directly to your hotel to rest. Your sponsor will then report your arrival to the USNSE Unit. After two nights sleep, your sponsor will pick you up and take you to the USNSE Unit for the check-in routine the first working day after your arrival in Portugal. **Check-in is done in uniform of the day.**

## PETS:

HOUSEHOLD PETS: cats and dogs.

This can be one of the most frustrating items you'll have to deal with if you don't plan ahead. You can get the current requirements for bringing pets into Portugal by calling your local Portuguese Consulate. Clearance of house pets into Portugal is without quarantine.

I. Pets arriving in Portugal from the U. S. must be accompanied by the following documents:

- A rabies certificate issued on the proper European Union form in Portuguese/English (\*) by an authorized Veterinarian, certifying that the animal has been vaccinated in accordance with manufacturer's recommendations, with a valid, inactivated anti-rabies vaccine, or at least with one antigenic unit per dose, as prescribed by the World Health Organization (WHO).

In the case of a first vaccination the Veterinarian must certify that it was given when the animal was at least 3 months old. **Animals under three months of age are not allowed to enter Portugal.**

- The animal must be identified by an implanted microchip (ideally meeting ISO Standard 11784 or Annex A to ISO Standard 11785). The microchip number must be entered into the rabies certificate.

- The certificate must be legalized on the back of the form by a Veterinarian of the United States Department of Agriculture, and stamped with the raised seal of that Department.

II. Pets traveling between European Union countries must have a pet passport obtained in the first country of entry.

(\*) The form may be obtained through the Consulate and must be printed in one page (back and front)

NOTE: Consular legalization of rabies certificate is no longer needed.

Don't forget to call the airlines and make sure your pet is on your flight. Ensure the pet transport cage is airline approved; if your flight doesn't go directly to Portugal, you might have to go through customs at the intermediate stop. Inform your sponsor that you have made arrangements to bring your pet with you. Many temporary lodging facilities will not accept pets. Arriving with an unexpected pet could invalidate any advance lodging arrangements. Upon arrival in Lisbon, a Portuguese veterinarian is required to inspect the certificates and animal (s) prior to release from customs. This usually costs about €30.00. If you will be arriving in Portugal with a pet on Saturday or Sunday, the Portuguese veterinarian may not be available. **YOU WILL NOT BE ALLOWED TO TAKE YOUR PET FROM THE AIRPORT, UNTIL THE PORTUGUESE VETERINARIAN HAS INSPECTED IT. Remember: Transportation of pets is not authorized at government expense.** Many dog owners are concerned about the dog contracting gastroenteritis. Check with your veterinarian about getting some pills to prevent this.

Birds: In addition to the documents referred to above, an authorization from the Directorate-General of Health for the bird to leave the customs area is required. This form will be supplied by the customs service.

Any other domestic animals, please check with your local consulate.

## SHIPPING OF PERSONAL PROPERTY:

After you have completed your overseas screening and all NATO clearance requirements have been met, contact the nearest military Personal Property Shipping office (PPSO). Interviewers will explain how much you are entitled to ship and/or store. It normally takes 60-70 days from the US East Coast, 70-80 days from US West Coast to receive your personal property. **Remember you are going to mainland Portugal, not the Azores.** They will also advise you on the number of copies of orders needed for your shipment. Be prepared to tell the interviewer what you want shipped and/or stored. If the military member cannot personally make arrangements for shipment, the spouse or other agent may act for you with a formal or limited Power of Attorney.

Some considerations when deciding what to bring to Portugal, and what to leave behind in long term storage:

- Power in Portugal is 220 volt, 50 cycle. A limited number of 220-volt appliances are available from the Support Unit for home use. Transformers are available for loan from the Housing Office. However they will use much more energy and therefore cost more money than using a 220 volt appliance. Any 110 volt, 60 cycle appliance with a digital clock will not keep correct time when used with a transformer.
- While the TV system in the US is NTSC, Portugal, like most of Western Europe, uses PAL. With an American, cable ready TV, you will not be able to connect cable television. Multi-system televisions are available through the NEX and local retailers. There is also a device that you can purchase in the US to help convert your TV.
- Apartments and houses are very spacious with sizes similar to those in the US, nice garden and sometimes a pool.
- Large automobiles, i.e. full size vans, large SUV's and pick-ups, are not recommended due to the narrow roads and high gas prices. Be sure to check your PCS manual for the specifications allowable for transportation measurements and limits.

Apartments and houses are available both furnished and unfurnished. The definition of unfurnished can mean without major appliances, furniture or light fixtures. Furnished can include everything, including all appliances, dishes, pots & pans, and bedding / linens. In comparison to U.S. homes, the homes that you have here to choose are very similar, if not significantly larger. There are no storage facilities for excess furniture on the economy, so plan to use everything you bring.

Local, high speed internet service is available, most internet service providers utilize wideband access and you can utilize wi-fi around the country (hot spots).

Using the telephone; be aware that local calls are not free. You will be charged by the "impulse" (every 30 seconds) for EVERY telephone call you make, including the time you spend connected to the Internet. Monthly fee and DSL Internet are available in some areas. Check with your landlord before considering.

Most 110-volt computers and appliances will run on a transformer. Many 110-volt appliances that require a charger will not work on a transformer (cordless telephones, answering machines, electric toothbrush, etc.).

Things you should **not** bring:

Electric clocks (unless dual voltage/hertz), large electric appliances, including electric ranges (expensive to operate) electric clothes dryer (very expensive to operate), refrigerator /freezer and air conditioners.

Things you **can and should** bring:

:

- Vacuum cleaner belts/bags;
- Camping equipment;
- Indoor games for children;
- Bike parts;
- Sewing machine accessories;
- Yard goods (lawn mower, weed whacker);
- Patterns/fabrics;
- 110 volt power strips & extension cords;
- Extra baby/children clothing;
- Cooler;
- Crafts and supplies;
- Extra linens;
- Carpets/throw rugs;
- Portable wardrobe/closets;
- Automobile consumables (headlights, filters, fuses, windshield wiper blades, etc.);

- Lamps

Bring all the lamps you own. Light fixtures are easily adapted to local use by utilizing 220-volt bulbs and adapter plugs. Do not bring American light bulbs.

- Refrigerators/freezers

European refrigerator models are available from the Housing Office for home use. Power surges and variations in voltage are frequent. Operating your 110 volt refrigerator or freezer on a transformer is very expensive, and frequent power surges may damage the motor/condenser. Keep in mind that homes can be small and many do not allow space for American size models.

- Dehumidifiers

Dehumidifiers are available from the Housing Office. 220-volt dehumidifiers are also available on the economy. 110-volt dehumidifiers are easily operated through a transformer.

- Clothes washers

There are European washers available from the Housing Office for home use. Some apartments and houses will be equipped with European washers. Although smaller than American models, they clean quite well. However, keep in mind that it will take 1-2 hours to clean one load of laundry. European models heat water in the machine, so there is usually only a cold-water faucet where the washer is placed. An American 110 volt 60-cycle washing machine may not work on a transformer, because the timer may not operate correctly. If you want to bring your own machine, speak with your dealer about modification to 220 volt 50 HZ current, or whether your machine can be operated with a transformer. However, there may not be space available in the Portuguese homes or the connections available to operate these machines.

- Clothes dryers

European style dryers are available from the Housing Office for home use. An American electric dryer would be very expensive to operate on a transformer, and may require internal wiring modifications, for the timer to work on 50 cycles. As with the European washers, the capacity of the dryer is not so large as U.S. machines and will take longer. Many persons also line dry clothing. Kitchens are designed to accommodate European size machine and large American appliances will not fit but sometimes you can hook up dryers in the garage or somewhere else in the house.

- Sewing machines

Recommended, most can be operated through a transformer. If your family sews, bring an ample supply of fabric and patterns. Fabrics can also be ordered from the US.

- **Draperies**

Most dwellings have high ceilings and large windows. Many of the drapes from the states are too short, but can be modified. Drapes are not an immediate necessity because 'Persians' (a metal or wood shade which raises and lowers on the outside of the window) are standard in most dwellings.

- **Heaters**

There are 220-volt space heaters available from the support unit for home use. Many homes are not equipped with central heat and will have different types of fireplaces or other heating devices.

- **DVDs**

Bring a good supply DVDs. You can rent U.S. format videos from the library/video rental and through the NEX or borrow from the US Support. Make sure your recorder is in good mechanical condition; repairs are difficult to obtain.

- **Fans**

Recommended, as the majority of homes do not have central air and fans are mostly used. 220-volt fans are available on the economy and are relatively inexpensive. It is recommended you use your MIHA and dislocation allowance to purchase these here. 110-volt fans are easily operated through a transformer. The Support Office also has fans for home use.

- **Bedding**

Portuguese homes are generally very cold and damp in the winter. US size bedding material is not available locally, so bring some extra.

- **DVDs**

Bring a good supply DVDs. You can rent U.S. format videos from the library/video rental and through the NEX or borrow from the US Support. Make sure your recorder is in good mechanical condition; repairs are difficult to obtain.

- **Television**

Portugal has several television stations. European sports are televised frequently, as are quite a few British and American channels with shows/movies. A European or multi-system television is necessary if you want cable television. American format televisions (NTSC) are not compatible with the Portuguese format (PAL). If you have any doubt as to whether a specific model is capable of operating in Portugal, check! Televisions are available through the Exchange catalog, NEX and personal sales by departing personnel. Armed Forces Network (AFN) decoders are provided at no charge to US Members. AFN is a free satellite service available in Portugal.

- **Audio equipment**

If you have purchased your stereo system recently (especially through the exchange), it is probably dual voltage (will have a switch on the back, to switch from 110 volt 60 cycle to 220 volt 50 cycle power). If not, you will have to run it through a transformer.

- **Computers**

The same rule for the audio equipment applies to computers. Portuguese software is not compatible with American systems despite originating from the same producer.

- **Telephones**

Home telephone outlets are similar to American outlets. Any cordless telephone/answering machines that require a charger may not work or hold the charge as long when operated through a transformer.

### **Express/unaccompanied baggage:**

This usually arrives before the main shipment. The express shipment should consist of items that will be needed immediately upon arrival, here are some helpful suggestions:

- Baby needs (formula, diapers, etc);
- UNIFORMS (for all seasons);
- Holiday and/or birthday items;
- Mechanical alarm clocks;
- School supplies (lunch boxes, backpacks, pencil, and pens);
- Bedding (pillows and blankets, flannel sheets, and towels);

### **Temporary Lodging Allowance (TLA):**

When reporting aboard for duty you are entitled to Temporary Lodging Allowance. TLA is designed to allow you time to locate a place to live. You are authorized up to 60 days TLA which commences the day you report. TLA can be arranged at either a local hotel or in a furnished apartment. Please work with your assigned sponsor to arrange your preferred accommodation.

You are expected to have finished searching for a residence and be in the negotiation phase or renting at the end of 30 days. While Portuguese landlords will **sometimes** agree to pro-rate rent when someone is moving in, they are not required to do so. The standard Portuguese residential rental contract runs from the first day of the initial month to the last day of the final month (occasionally, arrangements can be made for contracts to run from the 15th through the 14th). Since housing is readily available extensions of TLA, granted by the Officer in Charge of the USNSE will be given only in exceptional circumstances and **must be justified as being in the best interests of the government.**

### **Housing Information:**

There is no government housing available in Portugal for U.S. military. All are accommodated on the local economy. When you check in, you can view available properties on the eNH data base in the Housing Office and take advantage of the Referral Service where a member of the Housing Office will make appointments for you and accompany you to view potential homes. Local housing is divided into two categories - furnished or unfurnished. Depending on the landlord, sometimes appliances, cable TV etc. are negotiable. Be prepared to front 2 months rent and a security deposit which is usually the same value as a months rent. You should under no circumstances commit to a lease which has not originated from the Housing Office. The government authorizes you MIHA – Move In Housing Allowance to help you make your new home more comfortable and in line with U.S. standards. Amount will be based on actual authorized allowance when you sign your lease.

### **Loaner appliances and furniture:**

This is a program whereby you may obtain 220 volt, 50 cycle appliances on loan from the Housing Office. Each Service member is entitled to checkout essential basic use appliances for the duration of their tour. Examples of the appliances that will be provided are:

Refrigerator	Freezer	Washer/Dryer
Transformers	Stove/Oven	Microwave Oven
Electric Heater	Dehumidifiers	Fans

Loaner Furniture available for up to 90 days includes: beds, couch, dining room table, chairs, crib and mattress and lamps. These are available for families and single members on their in-processing/checkout transition periods. Limited amounts of the following are available:

Double and Twin Beds	Cribs	Couch
Night Stand	Dining Tables	Loveseat
Computer Chair	Chairs	End Tables and Lamps
Kitchen Supplies	Coffee Table	Computer Desk

### **UNIFORM REQUIREMENTS:**

All military personnel assigned to JC-LISBON wear the uniform of the day in the performance of their assigned duties. A civilian clothing allowance is therefore not authorized. Uniform requirements are seasonal and generally follow the lead of the Portuguese Navy. There are NO uniform shops in Portugal so ensure you bring an adequate supply of all uniforms. You can expect to be required to wear dress, full dress, and mess dress uniforms more frequently than would normally be the case when assigned to U.S. military units.

Uniforms can also be ordered by mail and via the Internet.

<http://www.aafes.com/>  
<http://www.navy-nex.com>

### **Firearms:**

It is possible, but very complex and very detailed to ship a hunting weapon to Portugal. Clear all paperwork in detail before attempting to ship with the Portuguese Government.

## **Schools:**

There are no U.S. Government operated schools (DODDS) in Portugal but there are several International English speaking schools in the Lisbon area. Some also offer the International Baccalaureate (IB) Program. The choice of schools is naturally based on individual parental desire and existing vacancies in the required grade. Some of the schools require uniforms, which may be purchased locally. Cost of lunches and certain extra-curricular activities are not paid by the Department of Defense and are considered parental responsibilities. Bus services are provided by most schools, and the cost is included with the school tuition. Please do not enroll or register your child in a school until you have contacted the Dependent Education Liaison (DEL) Mrs. Aline Schwamborn ([aschwamborn@jhlb.nato.int](mailto:aschwamborn@jhlb.nato.int)).

The school year is from September through June (calendars differ per school), term holidays are Christmas and Easter. Breaks will coincide with Portuguese national holidays whenever possible. School grade structure is very similar to the U.S. grade structure. The school authorities place the children based upon the ability and aptitude of each child. You have the freedom to choose the school that better suits your family and may contact them directly for more information. School's websites are listed below, please note, these are only some of the schools available:

### St. Dominic's International School

Outeiro de Ploima – Arneiro  
2775 Sao Domingos de Rana – Portugal  
Tel: 21-444-0434  
[www.dominics-int.org/](http://www.dominics-int.org/)

### St. Julian's School

Quinta Nova Apt 593  
2776-601 Carcavelos  
Tel: 011-351-21-458-5300  
[www.stjulians.com](http://www.stjulians.com)

### Carlucci American International School of Lisbon

Fundacao Escola Americana De Lisboa  
Rua Antonio dos Reis 95  
Linho – 2710 Sintra, Portugal  
Tel: 219-239-800  
[info@caislisbon.com](mailto:info@caislisbon.com)  
[www.caislisbon.org](http://www.caislisbon.org)

### International Preparatory School

Rua da Lagoa, 171  
2645-344 Bicesse  
Tel: 214-570-149  
[www.ipsschool.org](http://www.ipsschool.org)

### International Christian School of Cascais

Avenida de Sintra, 1154  
2750 Cascais, Portugal  
Tel: 214-861-860  
[www.icsc.pt](http://www.icsc.pt)  
[i-c-s-c@clix.pt](mailto:i-c-s-c@clix.pt)

### Oeiras International School

Rua Antero de Quental, 7  
2730-013 Oeiras  
Tel: 211-935-330  
[www.oeirasinternationalschool.com](http://www.oeirasinternationalschool.com)

**Age requirements: Student will have to reach his or her 5th birthday by 1 September of the current school year to be covered by DoDDs Tuition.**

There are preschools available on the local economy. These are sometimes expensive and fees are the responsibility of the service member. The USNSE can provide you with information on a few of the local preschools.

## **GENERAL INFORMATION**

### **Navy Exchange:**

A Navy Exchange is located on the grounds of the U.S. Embassy in Lisbon (approximately 30 minutes east JC Lisbon). The NEX supports U.S. Service Members and their families. The NEX is small but well stocked; it is similar to the “mini-mart” on most U.S. Bases. Supplies are provided weekly from NS Rota, Spain, which is 6 hours south. Special orders from the main store at NS Rota can be coordinated.

### **Postal Information:**

The USNSE operates a cashless Fleet Post Office (FPO) that utilizes the U.S. Postal System Click and Ship Program. This ensures access to most postal services with exception of registered mail.

Mail is dispatched and received Monday through Friday, except holidays. The Post Office is closed Saturdays and Sundays. Your sponsor will be able to reserve a postal box for you prior to your arrival in Portugal. Further questions can be directed to the Post Office at (comm.) 351-21-440-4446.

### **Banking:**

There are no U.S. banking facilities in Portugal. It cannot be stressed enough that you must maintain a stateside personal checking account. If you do not have one now, open one before you come to Portugal and ensure it provides **overdraft protection!**

The local Navy Disbursing Office can cash personal checks (for Euros or U.S. dollars) on U.S. banking institutions only. Third party checks will only be cashed if made payable to the service member. After you arrive in Portugal, it is recommended that you open a Portuguese bank account for the payment of your rent and utility bills. The USNSE will assist you in opening your Portuguese Bank Account. You will be able to exchange dollars for Euros by first depositing the U.S. dollars into your Portuguese bank account and then withdrawing Euros from the multibanco (ATM). All Portuguese banking transactions may be subject to a small administrative fee. One marvelous feature of Portuguese ATM cards (called Multibanco cards) is that, not only can they be used for cash; they can be used to pay major utility bills such as water, electricity, gas, cable and telephone. The bank automatically deducts the payment from your checking account.

### **Legal services:**

There is no military Legal Service Office in the Lisbon area. Members involved in legal disputes with landlords, utility companies or services provided by repairmen may hire a local lawyer at their own expense. Navy legal services (NLSO) are located in Rota, Spain can also assist. They can be reached at 00-34-956-82-2531/2532.

Before you transfer you should make sure you have all legal matters up to date. The USNSE can assist of Will/Special and General Power of Attorney forms.

### **Navy / Marine Corps Relief Society:**

The NMCRS provides limited financial assistance for emergency situations. The USNSE will coordinate loan requests.

### Emergency Information for family members in the U.S.:

The nearest American Red Cross Field office is located at Naval Station Rota, Spain. In cases of emergency, the U.S. Support Unit will receive notification by telephone or message. Ensure your relatives know what command you are assigned to in Portugal, and that the Field Office in Rota, Spain must be contacted by their local chapter of American Red Cross for official notification of serious illness, death or other emergency. To call JC-LISBON from the United States you would dial: 011-351-21-440-4321. This number is the central NATO number and is manned 24 hours a day.

### Employment:

Outside employment for yourself and your family members is very difficult to find. On occasion there is an opening at the U.S. Embassy, the NEX, or NATO facilities. Do not plan on your spouse being able to work or on finding an extra job for yourself. Portuguese tax rules make it very difficult for dependents to find work on the economy and work visa is required. The work visa must be obtained prior leaving the US or with the help from the prospective employer.

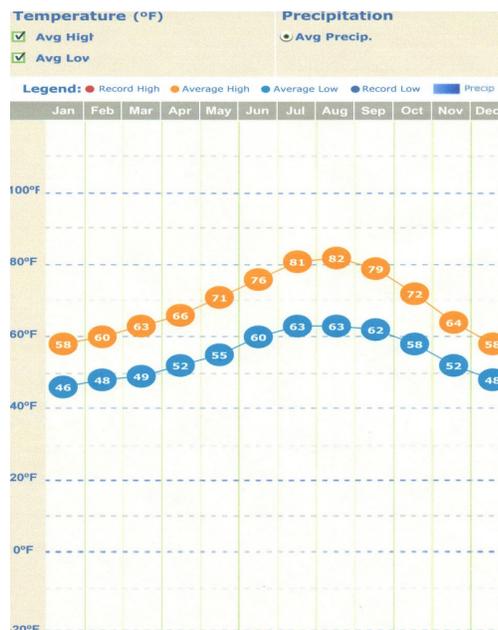
### Religious services:

There is no Chaplain permanently assigned to JHQ-LISBON. Local churches offer Roman Catholic and Protestant services. There are several with services in the English language. Your sponsor can help you find specific information for your particular faith. Additionally, the U.S Navy Chaplain office at NS Rota, Spain is also available to assist with counseling as required.

### Portuguese Law:

Service personnel and their dependents are fully subject to the laws of Portugal. The Portuguese authorities have first claim for jurisdiction for any offense under Portuguese law, except those committed by military personnel while in the performance of official duties. U.S. Forces operate under the NATO SOFA (Status of Forces Agreement). There is no individual SOFA between the U.S. and Portugal.

### Average Temperature:



## SECTION II

### **YOU ARRIVED**

Now that you are here in Portugal, you probably are full of questions, and anxious to see around you, the community, and the culture.

Inside you will find information on travel, language, shopping, & day to day living needs.

## HOUSEHOLD INFORMATION

**AFN:** FREE AFN DECODERS - Commander Navy Region Europe (CNRE) has secured the funding required to implement an AFN decoder program that encompasses all activities throughout the region. Over a period of time, this program will provide one decoder, as well as free installation, to all qualified personnel who do not yet have one. Qualification criteria for free AFN service follow the same guidelines as that necessary to receive loaner furnishings from Housing. In addition, members must have at least 6 months left on their current orders at the time of installation and must secure approval from their landlord to install the hardware required. Each base Housing office will establish contracts for the installation of decoders and hardware, as well as to repair malfunctioning decoders.

**TELEPHONES:** A Land Line can be connected in your house. With the advent of cell phones, this is less essential unless you will need an internet connection through a phone line. Calls are charged by the "click" rather than minute. You will also be charged for local calls. The cost is minimal. You can contact the phone company and sign up for phone plans that will reduce your monthly bills. You will need a 4 digit code from your landlord (if the phone is not in your name).

**DIALING LONGDISTANCE:** To call the US dial 001 + the number. Example ; 001-555-555-5555. The "1" counts as the "1" before the area code. The same is true for 800 numbers. Ex: 001-800-xxx-xxxx. To call Portugal from the US dial 011-351-then the local number Ex: 011-351-21-xxx-xxxx. (land line) or 011-351-96-xxx-xxxx (mobile).

**MOBILE PHONES:** Popular networks TMN, Optimus, Vodafone. There are numerous shops around (noticeable by signs for the above networks), most will speak English and be able to help you with your purchase. As in the US, it is worth shopping around. Most people choose to prepay; however, other billing plans are available.

**COMPUTER CALLS:** To make telephone calls from a computer you can go to [www.SKYPE.com](http://www.SKYPE.com), [www.vonage.com](http://www.vonage.com) and [www.magicjack.com](http://www.magicjack.com) for more options.

**IVA:** IVA is the tax applied to all purchases and services in Portugal. We are granted exemption from IVA on purchases over 270 Euros. (Consumables and services do not apply) Save your receipt (make sure that the store puts your tax ID number on it). Contact Dario in housing for the website and password set-up. You will need your tax ID number and a Portuguese bank account. The process can take 3-4 months; so, submitting claims 6 months prior to PSCing will eliminate any problems of getting your IVA back.

**WORK:** For spouses and dependents, employment can be hard to come by. There are some DOD jobs available to spouses on base, but the openings are every few years. There are a few other opportunities to find part time work to make pocket money. All positions pay at least 5 Euros per hour without taxes being withdrawn.

- DFS - The on base duty free store. Duties would include stock and sales.
- NCO's Club- The bar is open for lunch and happy hour during the work week. Duties include bartending, food preparation, service, cleaning and stock.
- Dive Inn - The pool side snack and sandwich bar. Duties include bartending, food preparation, service, cleaning and stock.
- Pool attendant- open during the summer months. Lifeguard duties.
- If seeking employment out in town most local businesses will assist in obtaining you permission for a working visa.

**LIBRARY:** The library is open all year round 0900-1100 summer and 10-12 winter. General Librarian duties apply.

**VIDEO TAPE RENTAL:** The Army Support Office is offering videotapes for rental from the Army MWR program at no charge. Movie checkout and/or inquiries for movies are Monday through Friday. All request and checkouts need to be made in person. For more information, please contact SGT Turner at 21-440-4392 or via email address: [tracy.turner@eu.navy.mil](mailto:tracy.turner@eu.navy.mil)

**DVD RENTAL:** The Library has DVDs to rent and they are €2 for a week.

**SIG (SPOUSE INTERNATIONAL GROUP):** Spouse's group designed to receive support, volunteer, or join in local activities. Contact [SIG\\_Lisbon@yahoo.co.uk](mailto:SIG_Lisbon@yahoo.co.uk) for further information.

# MEDICAL

**HEALTH BENEFITS OFFICE:** The Health Benefits Office monitors Active Duty (AD) medical readiness and ensures Healthcare delivery for all US personnel and their dependents. Joint Command Lisbon does not have a medical or dental clinic on the compound. All healthcare delivery is provided by the local medical and dental treatment facilities. The Health Benefits Offices provides the following services:

- Maintain the medical/dental records for active duty and dependant communities.
- Monitor medical/dental deployment readiness for the AD community
- Assist with TRICARE insurance claims
- Enroll all Americans into the TRICARE Sytem.

The majority of the medical needs of AD and dependant communities will be met by utilizing local healthcare providers through TRICARE and International SOS (ISOS).

## **TRICARE GLOBAL REMOTE OVERSEAS (TRGO) AND ISOS:**

In Portugal the TRICARE Global Remote Overseas network in partnership with ISOS is designed to coordinate quality host nation health care without tedious forms, lengthy paperwork, or up-front payments. Through this network you have access to numerous credentialed doctors, hospitals, dentists and clinics. If you have questions about TRICARE or claim forms please contact the local point of contact: 21-440-4333.

**TRICARE STANDARD:** In most cases active duty members must enroll in TGRO. Family member may choose between TGRO and TRICARE standard coverage. The standard program provides greater flexibility in provider choice, but members have co-payments and deductibles. You should verify which program you and your family members are enrolled in by contacting TRICARE.

**TRICARE OVERSEAS PROGRAM (PRIME REMOTE) AND ITS BENEFITS:** TRICARE Overseas Prime Remote provides beneficiaries with the benefits of TRICARE Overseas Prime in designated overseas locations not supported by a Military Treatment Facility (MTF). Active Duty Service Members and their eligible family members must enroll in the program; however there are no enrollment fees. Medical care is provided to TOP Prime Remote beneficiaries through a network of credentialed host nation civilian providers managed by ISOS.

### **BENEFITS INCLUDE:**

- Network of credentialed providers
- No out-of-pocket costs when you use International SOS network providers
- No deductibles
- No claim forms or paperwork when you use International SOS network providers (except for pharmacy services)
- 24/7 access to medical advice and referrals

**SCHEDULING APPOINTMENTS:** Call your preferred network clinic/provider and tell them the problem you are having, i.e. schedule an appointment.

Once you have an appointment, call ISOS to request a Letter of Authorization. This letter will guarantee a no-fee no-claim service. The letter will be emailed to you and the clinic/provider; it is strongly recommended that you bring the letter with you to the appointment.

**INTERNATIONAL SOS CONTACT INFORMATION:**

Tel: 00-44-20-8762-8133 (call collect or ask them to call you back)

email: [tricaretn.top@internationalsos.com](mailto:tricaretn.top@internationalsos.com)

web: <http://www.internationalsos.com/private/tricare/europe/index.cfm?Page=12>

ISOS doctors or nurses are available 24 hours a day, seven days a week to answer your questions and help you with referrals.

**APPROVED PROVIDERS:** ISOS maintains a list of approved providers in the local area. It is not practical to list all of the providers available. It is important to establish a relationship with a local primary care provider that you feel comfortable with. As a general guideline you can expect more modern facilities and shorter waiting times at private hospitals.

**SPECIALTY CARE:** Specialty care requires a recommendation letter from your general practitioner provider. Recommendation letters can be scanned and emailed to ISOS at [TRICARETLN.TOP@internationalsos.com](mailto:TRICARETLN.TOP@internationalsos.com) or faxed to ISOS via the following fax # 00-44-20-8762-8105/8125. Once the recommendation letter has been processed, normally 1-3 days, you may set-up an appointment with a network specialist provider. Once an appointment is set-up, call ISOS to secure an authorization letter.

**COMMONLY USED MEDICAL CLINICS:**

**Clinica Cuf**

Rua Fernao Lpoes, 60—Cobre  
2750-663 Cascais  
Tel.: 21-114-1400  
[www.saudecuf.pt](http://www.saudecuf.pt)

**Clinica Internacional de Saude**

Rua Joao Infante, Lote 1, r/c A  
Alto das Flores  
2750-384 Cascais  
Tel.: 21-486-5946  
[www.cis-cascais.pt](http://www.cis-cascais.pt)

**Clinica Europa**

Rua de Catembe, 165  
2775-561 Carcavelos  
Tel: 21-456-9800  
[www.clinicaeuropa.pt](http://www.clinicaeuropa.pt)

**EMERGENCY CARE:** Clinica Cuf Cascais has 24 hour emergency room service, with a few caveats. There is no Pediatrician available from midnight to 8 a.m. The General Practitioner on shift may see pediatric patients, but they may opt out if they do not feel comfortable due to lack of experience. Ophthalmology (Eye Doctor) and Otolaryngology (Ear, Nose, and Throat Doctor) is spotty after 8 p.m. Also, Orthopedics and General Surgery is available 24 hours.

The two true emergency room hospitals in our network are: Hospital Cuf Descobertas, Rua Mario Botas Parque das Nacoes - Lisbon and Hospital SAMS, Rua Cidade Gabela, 1- Lisbon. Both are at least a half hour away by expressway.

Please remember that non-private hospitals are an option for true emergencies, i.e. life, limb, or eye sight. It may be better to call 112 vice trying to get someone to Clinica Cuf Cascais (if you are not within a 5-10 minute drive from there) as a non-network hospital/clinic may be right around the corner from your home without you even knowing. All in all, it's your and your family's health. Make sure you have a solid plan in place for true emergencies.

And remember that you do not need prior authorization or an Letter of Authorization prior to receiving emergency care. But please call ISOS as soon as possible. ADSM should also contact their respective chains-of-command.

**IN CASE OF AN EMERGENCY:** The emergency number in Portugal and most of Western Europe is: 112. You will be connected with INEM who should have English-speaking operators to assist you. However, as guests in this country we cannot always expect the services to accommodate our native language and you may not reach an operator who speaks English.

\*It is essential to know some basic Portuguese phrases to help you get the care you need in an emergency. Please make sure at a minimum that every member of your family knows how to say your address and phone number in Portuguese.

Additionally you can call the NATO operators who can speak English and can provide some translation service for you in an emergency:  
NATO operator: 21-440-4321

**AMBULANCE SERVICES:** There are different types of ambulance services available in Portugal. When you cal 112 the vehicle that responds should have a paramedic and/or physician onboard trained to deliver emergency treatment. You will usually be transported to a state hospital.

**OTHER OPTIONS:** In a non-emergency / urgent situation where time permits you may wish to utilize the private sector. This should be accomplished by contacting your personal physician. Establish a relationship with a primary care physician in the area and discuss emergency treatment options with them.

**PRIVATE HOSPITALS WITH EMERGENCY ROOMS:**

**Hospital da Cruz Vermelha**

Tel: 217 714 000  
Rua Duarte Galvao, 54  
Lisbon

**Hospital da CUF**

Tel: 213 926 100  
Travessa do Castro, 3  
Lisbon

\* Hospital da CUF is a ISOS credentialed and contains both adult/pediatric ERs.

**Hospital Particular**

Tel: 213 586 200  
Av. Luis Bivar, 30  
Lisbon

**Hospital CUF Descobertas**

Tel: 210 025 200  
Rua Mario Botas  
Lisbon

**STATE HOSPITALS WITH EMERGENCY ROOMS:**

**Hospital de Cascais**

Tel: 214 827 700  
Rua D Francisco de Avilez  
Cascais

**Hospital de S. Jose**

Tel: 218 844 100  
Rua Jose A Serrano  
Lisbon

**Hospital Amadora-Sintra**

Tel: 214 348 200  
I.C. 19 Amadora Sintra  
Sintra

**Hospital de Santa Maria**

Tel: 217 805 000  
Av. Prof. Egas Moniz  
Lisbon

**Hospital de S Francisco Xavier**

Tel: 213 000 300  
Estrada Forte do Alto do Duque  
Lisbon

**Hospital Santa Cruz**

Tel: 214 163 400  
Av Prof. Dr. Reinaldo dos Santos  
Carnaxide

The take-away message is that in Portugal you and your family will have to be more proactive than in the states to ensure you get the treatment you require:

- Locate the nearest fire department (Bombeiros) and police station (Policia) in your neighborhood.
- Locate the nearest ER to your house.
- Save some emergency numbers in your cell phone and post them near your home phone.
- Discuss a plan with your family in case of an accident or fire.
- Keep a copy of the US roster close at hand so you can reach out to the US community if you need extra help.

# DENTAL

Please turn in your and your family's dental records to the Health Benefits Office during your check-in with the command.

**TRICARE, ISOS, UNITED CONCORDIA:** In order to utilize the TRICARE Dental Program you will need to familiarize yourself with the three organizations that administer it. The role played by each organization can be very confusing but the basics (where OCONUS dental treatment is concerned) are as follows:

## **TRICARE DENTAL PROGRAM**

- A paid dental insurance plan, managed by United Concordia Companies Inc. (UCCI), that helps offset out-of-pocket expenses for overseas civilian dental care.
- Family members of active duty military stationed overseas, as well as reservists and their family members living overseas, may enroll in the TRICARE Dental Program (TDP).

## **UNITED CONCORDIA**

- United Concordia Companies Inc (UCCI) has been selected by DOD to administer the TRICARE Dental Program; it is one of the nation's largest and most respected dental insurance companies.
- Why this is important: Insurance claims are filed through UCCI and mailed to their headquarters in Harrisburg, PA not through the TRICARE Europe headquarters in Germany.

## **INTERNATIONAL SOS (ISOS)**

- ISOS is a consulting service responsible for credentialing medical and dental services worldwide to ensure that those working and traveling abroad always have access to adequate healthcare.
- Where US Military dental services are concerned ISOS handles appointment scheduling and claim filling for Active Duty members only.

**ACTIVE DUTY DENTAL PROCEDURES:** Active duty members should schedule the majority of their routine care with local providers. To schedule an appointment call ISOS at 00-44-208-762-8133. ISOS will:

- Schedule appointments with local dentists.
- Provide Active Duty Members with a Letter of Authorization for all routine care up to the amount of €500.
- Pay the dentist directly for all treatment received (i.e. no out of pocket expense for AD)
- If the cost of care will exceeds €500, the treatment plan must be approved by ISOS and TRICARE Europe dental office prior to receiving care.

**MAKING A DENTAL APPOINTMENT:** Call a network clinic of your choosing to set up an appointment. Commonly used dental clinics are:

**Clinica Internacional de Saude**

Rua Joao Infante, Lote 1, r/c A  
Alto das Flores  
2750-384 Cascais  
Tel.: 21-486-5946  
[www.cis-cascais.com](http://www.cis-cascais.com)

**Medico Dentista**

Rua de Italia 34 A  
Quinta de Sao Goncalo  
2775-407 Carcavelos  
Tel.: 21-458-0764

ISOS can provide more detailed information on network providers. Once you have made your appointment, call ISOS to secure an Letter of Authorization. There number is 0044-208-762-8133. Letter's of Authorization will be emailed to email address listed on enrollment form and will either be emailed or faxed to the attending clinic/provider. It is strongly encouraged that you bring a printed copy of the Authorization Letter to your appointment to help alleviate any confusion.

**FAMILY MEMBERS APPOINTMENT PROCEDURES:** ADFMs should be enrolled in the TRICARE Dental Program managed by United Concordia to be eligible for benefits. If not enrolled, please enroll at the following website:

<https://secure.ucci.com/tdptie/secure/home/home.jsp>. Once members are enrolled, Members will set up an appointment with a dentist of their choosing; using International SOS network providers is recommended, but not required. Payments will be made up-front and a claim will be filed – reimbursements percentages will be made according to United Concordia's cost-share rates.

**CLAIMS:** Wisconsin Physician Service (WPS) can process claims for both ADSMs and ADFMs. WPS claims are processed for any medical and/or pharmacy payments made.

[DD Form 2642](#)

To fill out:

1. Patient's name
2. Patient's telephone numbers
3. Patient's address
4. Patient's relationship to sponsor
5. Patient's date of birth
6. Patient's sex
7. Is patient's condition
- 8a. Describe condition of treatment received
- 8b. Was patients care
9. Sponsor name
10. Sponsor's or former spouse's SSN

*Continues next page*

11. Other health insurance – will most likely be “No”  
Insurance 1 and Insurance 2 – Print “Repay to Patient.” This will ensure check is written to beneficiary and not the clinic/pharmacy.

12a. Signature

12b. Date signed

12c. Relationship to patient

13. Payment in local currency – it is suggested that you check “yes” as this will ensure you will get the exact amount you paid; if you choose “no,” the check will be in U.S. dollars, and depending on the exchange rate you may or may not get an equal amount in Euro.

Fax completed form to WPS - Fax # 001-608-301-2201/2202 or mail completed for to WPS – address TRICARE Active Duty Claims, P.O. Box 7968, Madison, Wisconsin 53707-7968. Phone # is 1-877-451-8659 for any questions or concerns. Registering at <http://www.tricare-overseas.com/> will allow you to view claim(s) information.

Include fax cover sheet with personal contact information, i.e. email address and phone numbers United Concordia Companies, Inc. can process claims for ADFMs. UCCI claims are processed for dental payments made.

[Form UCCI 5678 OCONUS](#)

To fill out:

1. Patient name

2. Relationship to sponsor

3. Sex

4. Patient birth date

6. Sponsor’s name

7. Sponsor’s SSN

8. Patient mailing address

9. Telephone number

10. Signature and date

11. Branch of service

13-14. Leave blank or Cross out

15-20. Will be filled out by provider

21-28. Blank or filled out by provider

29. Will be filled out by provider

30. Blank or filled out by provider

31. Signature (Provider)

32. Total fee charged

33. Indicate currency - it is suggested that you check “local” as this will ensure you will get the exact amount you paid; if you choose “USD,” the check will be in U.S. dollars, and depending on the exchange rate you may or may not get an equal amount in Euro. Fax completed form to UCCI - Fax # 001-717-260-7367

Or mail completed for to UCCI – address UNITED CONCORDIA, TDP OCONUS Dental Unit, P.O. Box 69418, Harrisburg, PA 17106-9418 Phone # is 1-888-418-0466 for any questions or concerns. Their website is <https://secure.ucci.com/ducdws/home.xhtml> Include fax cover sheet with personal contact information, i.e. email address and phone numbers.

**FILING CLAIMS:** Family members have to pay for services at the time of the appointment. For reimbursement, your dental claims must be completed and submitted to United Concordia as soon as possible following the date of service, preferably within 60 days. Any claim filed more than 12 months after the month in which the service was completed will be denied. To avoid problems with your claim, these three items must be submitted to United Concordia:

- OCONUS Claim Form- available from Lisbon Branch Health Clinic, online or from TRICARE area office.
- Dentist's Bill or Statement of Charge.
- Non-Availability Referral Form - for orthodontic and implant services only.

The claim form has complete instructions on the back and lists the address the form should be sent to. Alternatively you can also fax in your claims:

UNITED CONCORDIA  
TDP OCONUS Dental Unit  
P.O. Box 69418  
Harrisburg, PA 17106-9418  
Fax: (001) 717-260-7367

**CLAIMS PROCESSING:** You will be reimbursed in U.S. dollars unless you request payment in local currency. The exchange rate will be the market rate on the day of the treatment. If you submit the claim and assign payment directly to the dentist, the claim will be paid to the dentist in foreign currency.

**PROCESSING TIMES:**

- 90% of all claims sent to UCCI will be processed within 14 days
- 98% will be processed within 30 days
- No claim should take longer than 60 days to be processed.

# WIC OVERSEAS

You may be eligible for WIC Overseas.

If you or one of your family members is pregnant, postpartum, breastfeeding, an infant, or a child under the age of five and...

...you have a family of **2**, and  
Sponsor is E4 or below, or  
Sponsor is E5 with less than 8 years in service

...you have a family of **3**, and  
Sponsor is E5 or below, or  
Sponsor is E6 with less than 18 years in service  
Sponsor is O1 with less than 3 years in service

...you have a family of **4**, and  
Sponsor is E6 or below, or  
Sponsor is E7 with less than 22 years in service  
Sponsor is E8 with less than 16 years in service  
Sponsor is O2 or below with less than 4 years in service

...you have a family of **5**, and  
Sponsor is E7 or below, or  
Sponsor is E8 with less than 26 years in service  
Sponsor is O3 with less than 6 years in service

...you have a family of **6**, and  
Sponsor is E8 or below, or  
Sponsor is E9 with less than 26 years in service  
Sponsor is O3 with less than 12 years in service

# PERSONAL TRANSPORTATION

## **PICKING-UP AND REGISTERING PRIVATELY OWNED VEHICLES:**

Temporary Portuguese registration will be initiated after the vehicle arrives into the country. Due to Portuguese laws only the owner can pick up a POV from customs. Therefore, it is recommended that you ship your POV to arrive shortly after your arrival to Portugal. Vehicle storage can be expensive and cars that remain in the customs compound, by law, are subject to repossession by local authorities. Your original vehicle registration and title (registration only – if you do not have title) and proof of valid insurance are necessary to obtain your vehicle from customs. **Do not** ship these documents with your vehicle. Owners should ensure the following documents are brought with them:

- Original registration document
- Certificate of insurance
- Green card
- Drivers license

**ACQUISITION OF VEHICLE IN PORTUGAL:** If purchasing a vehicle already registered through NATO personnel, ensure all required documents are valid. Transfer of ownership will need to be registered. The Transportation Officer will be able to direct you to the proper office for transfer of title and registration papers once the transaction has been completed. Only entitled NATO non-Portuguese Service personnel (not dependents) are allowed to transfer/sell such cars, free of tax or duty.

**VEHICLE INSURANCE:** Personnel can insure their vehicles for use in Portugal either with U.S. insurers or with local Portuguese companies. Contact your insurance company and find out prior to departure from the U.S. if they offer coverage for European countries. Ask for a letter of no claims if you have filed no claims with your insurance company. Most local companies offer substantial discounts if such a document is presented when purchasing insurance. Most Portuguese policies come with varying degrees of insurance coverage. Depending on the company, insurance can be paid by installments. Once paid, the insurance company will mail you a GREEN CARD. It contains all the relevant information pertaining to your car and type of policy. It also has a detachable sticker. This sticker has to be cut and placed on the lower right hand side of your car's windshield. If stopped by the authorities and found without possession of the green card and sticker, you can be fined. Don't forget that whatever policy you take out, it must have coverage for other EC countries in case you wish to travel outside Portugal. Ensure this coverage is reflected on your Green Card.

# VEHICLE INFORMATION

## **MUST HAVES FOR YOUR VEHICLE**

**AVOID A TICKET:** Portuguese law requires you to have the following documents and equipment in your vehicle at all times. Failure to do so may result in traffic fines.

- White card (Portuguese vehicle ID card)
- Insurance papers and window sticker
- Tax sticker
- Inspection sticker (if the car is older than 5 years)
- 1-emergency triangle (and if going into Spain you need a second triangle)
- Kit of all light bulbs
- Emergency reflective vest

**INSPECTIONS:** Inspections are needed for cars older than 4 years, according to the date of first registration. This has to be repeated every other year and then yearly when the car is over 8 years old. Inspection centers are usually posted "IPO's" and you will get a *vinheta* to display in the right hand corner of your windshield.

**VIA VERDE:** If you intend to use the toll-roads in Portugal, the A5, A1, etc, it is worth obtaining a Via Verde. This is a box with a magnetic strip that is attached to the windshield of your car allowing you to pass through the Linha Verde lanes at the tollbooths without stopping. To obtain a Via Verde, you must have a Portuguese bank account and a Multibanco card to activate the service. Your bank account is automatically debited each time you pass through the tolls, and a monthly statement is sent to you outlining the usage. Application forms are available at the tollbooths.

**SPEED REDUCTION TRAFFIC LIGHTS:** These lights have been installed along the Marginal and on other roads considered dangerous, in an attempt to reduce both speeding and the number of accidents. If sensors pick up a car going faster than the posted speed limit, these lights automatically turn red. Failure to stop is a traffic offense, which can result in a driving ban from a month to a year and a fine.

## **INSPECTIONS CENTERS:**

### **Inspeccoes Tecnicas de Veiculos, Lda (ITV)**

Rua Fernao Lopes, Pampilheira  
2750 Cascais  
21-482-0930  
21-482-0947

### **Controlauto**

Estrada Nacional No. 9—Km. 6  
(next to the main entrance to the racing track on the way to Sintra)  
2765 Estoril  
21-460-2119  
21-460-2135

### **Centro de Inspeccoes de Oerias (CIMA)**

Fundicao de Oerias (on the way to the train station)  
2780 Oerias  
21-441-6304

Cost of inspection: €27.39, if it fails, you have 30 days to fix the problem and re-inspect the vehicle in the same place for an extra €6.87. If you don't do it within these 30 days, you will pay again the normal fee. Check list of items that you should take with you and know:

- Customs issued white card
- Original registration and/or title
- Valid insurance
- Valid driver's license (American and temporary replacement obtained from NATO)
- Ensure your vehicle is fairly clean, as well as your engine Warning triangle

If you are not fluent in Portuguese, you might want to ask your mechanic to take the vehicle for its inspection, as you are required to do certain things as asked by the inspector. CONTROLAUTO next to the racing track has very polite and understanding staff, and they normally ask you to get out of the car and they will do what it is required themselves.

## **CALENDAR OF INSPECTIONS:**

1st Inspection: 4 years after the first registration (same month)  
2nd Inspection: 6 years after the first registration (same month)  
3rd Inspection: 8 years after the first registration (same month)  
After that: Annually, always in the anniversary of first registration.

Note: By first registration it is NOT meant the date it was registered in Portugal by NATO, although in the case of a brand new car, purchased locally, it could be.

An Inspection certificate and sticker will be given to you, showing the date prescribed for re-inspection. The sticker should go on the top right-hand side of your windscreen.

**LICENSE PLATES:** According to the Portuguese law, you can drive your car with foreign plates for 6 months, but as soon as you receive the "**White Card**" from SE-2104 (issued by Customs) you must permanently affix your plates to the newly registered vehicle until completion of your assignment at this command. There are several places where you can have your plates made. The one normally used is *AC Peças Auto (ex-Stand Dias)*, Av. Elias Garcia 35-A, in Parede which is the street going up to Alto da Parede and Murtal, across the street from the Macau pharmacy, or you may purchase them from any other auto accessory shop. NATO registered cars are required to have legal plates with year and month of registration on yellow background, as any other local vehicle.

There are only two types of **authorized size** plates: square and long rectangular plates. Neither of these fit in a regular size American car license plate holder. Review your options before ordering your plates as, by law, you cannot modify, bend or cut them. You will be fined if caught with non-approved license plates.

**ABANDONMENT OF VEHICLES:** Any vehicle, official or personal, which has been temporarily imported through NATO, to which a "white card" was issued by Portuguese Customs, cannot be abandoned in the streets. If you have an old car which fails annual inspections and cannot be driven, or you were involved in an accident and it was found that the vehicle is not worth fixing, please see Cabo Silva at SE-2104 immediately.

You will need to fill out a form and the vehicle will probably need to be towed to the base while waiting from Customs instructions on how and when to dispose of the vehicle. So, don't let any tow truck take the vehicle away from the street. Cabo Silva will make all arrangements. These vehicles were imported under special conditions and we must respect agreements made between NATO and Customs in this respect.

**PAYMENT OF FINES:** Payment of fines will take place immediately, i.e., at the time of the violation. The vehicle can be impounded if the driver refuses to pay. A driver wishing to appeal must leave as deposit the established minimum value of the fine. The period for appeal and payment of fines that are not subject to immediate payment will be reduced to 15 days. In addition to the court, the Director Geral de Viação can direct that a driving license be withdrawn. Payment of fines over 160 Euro can be requested to be made in installments.

**MOTORWAYS:** Minimum speed on motorways will increase from 40km/h to 50km/h. Breaches of this rule will incur a fine of 300 Euro. Overtaking on the right-hand side will be punishable by a fine of between 250 and 1,250 Euro.

**PARKING:** Parking on pedestrian crossings will be considered a serious offense, and may be punished by withdrawal of the offender's driving license for a period from one month to one year.

**DISREGARD FOR TRAFFIC SIGNS:** Disregarding a stop sign, a red light, or a signal from a traffic officer, or crossing a continuous line, will be considered serious offenses and may be punished by withdrawal of the offender's driving license for a period from two months to two years.

**USE OF A RETRO-REFLECTING VEST:** In addition to use of the reflective triangle to signal danger, it will be compulsory to use a retro-reflecting vest. Its color and characteristics have not yet been determined. Failure to use one can incur a fine of 120 to 600 Euro.

**TRANSPORT OF CHILDREN:** It will be prohibited to travel with children under the age of 12 in the front seat, except for babies in appropriate seats and facing the rear of the vehicle. Carrying children unsecured by a seatbelt is a serious offense and will be punishable by a fine of 120 to 600 Euro.

**USE OF CELL PHONES:** The use of cell phones without a hands-free kit or an earphone will be a serious offense punishable by the loss of the driving license for a period from one month to one year, or a fine of 120 to 600 Euro, or both.

**INSPECTION OF THE VEHICLE:** Failure to carry out the statutory regular vehicle roadworthy inspection will be punishable by a fine of 250 to 1,250 Euro.

**INSURANCE:** Using a vehicle without appropriate insurance will be punishable by a fine of 500 to 2,500 Euro.

## VEHICLE TRANSLATION

Accelerator	Acelerador	Headlights	Faróis
Align breaks	Ensaio de travões	Kilometer service	Service de Quilometragem
Align light	Focagem de faróis	Mirror	Espelho
Battery	Bateria	Oil change	Troca de oleo
Brakes	Travões	Radiator	Radiador
Bumper	Pára-choques	Shock absorber	Amortecedor
Clutch	Embreagem	Spark plug	Velas
Dashboard	Painel de instrumentos	Steering column	Barra da direção
Exhaust	Escape	Steering wheel	Volante
Fan belt	Correia do alternador	Tire	Pneu
Filter	Filtro	Turn signal	Pisca-pisca
Gear stick	Alavanca de Engrenagem	Wheel	Roda
Hand brake	Travão de mão	Wheel balance	Balanceamento de rodas

## OTHER INFORMATION

**BRISA ROADSIDE ASSISTANCE:** BRISA can assist you if necessary but there is a charge. You can use your cell phone or one of the SOS phones on the side of the road and dial 808-508-508. If you do not speak Portuguese say “fala inglês?” and wait for a response.

**CAR RENTAL:** Auto Loans is a great car rental agency that offers competitive prices and good service. They are located by the Carcavelos train station and their number is 351-21-458-3133. Iberent offers good prices and a discount to NATO personnel. It is located between Sao Joao and Estoril and their number is 21- 468-2166.

**VEHICLE ROAD TAX EXEMPTION STICKERS:** Vehicle road tax exemption stickers are obtainable each year in May / June or when the Portuguese Government makes them available. Application forms have to be purchased from the Treasury Dept. (Finanças), filled in and signed, copy of your "white card" and NATO badge should be attached, and €1.00 will cover the cost of the sticker. The Transportation Officer will distribute a reminder to that effect every year, and she/he will take care of purchasing forms and stickers at Finanças. Producing your sticker from the glove department won't get you out of a fine.

## European Road Signs



**PERSONAL PROTECTIVE EQUIPMENT:** The following policy in effect for all U.S. Navy personnel in Europe who ride motorcycles. Mandatory PPE include helmets that meet or exceed U.S. department of Transportation standards, impact/shatter resistance eyewear or helmet shield, clothing includes long sleeve shirt or jacket and full leg trousers. Full finger gloves and sturdy boots or over the ankle footwear round out the basic attire to enjoy the wind on the road. Cyclists can be hard for motorist to see. The last item of PPE is a brightly colored reflective vest. In daylight the bright color stands out attracting attention to the rider, and at night the reflective material makes a nearly invisible rider more visible.

# PUBLIC TRANSPORTATION

Traveling by public transportation in Portugal is an excellent value for the cost and children under 4 travel free! Also, students between the ages of 4 and 12 also travel free.

**LISBON'S METRO AND TRAIN SYSTEM:** The metro is the quickest and cheapest way to get around Lisbon. The metro stations are indicated by a large red 'M' above ground, and trains run frequently from 6:30am to 1:00am.

Trains and train stations are indicated by "CP" and run between Cais do Sodré and Cascais from 5:30am to 1:30am. For either service, tickets can be purchased at the station either from a ticket office or a vending type machine. A simple ticket or a *bilhete simples* covers one journey. The ticket must be validated in an obliterator, usually located near the ticket office before you board. Tickets must be bought before getting on the train, as you may be liable to a fine if caught traveling without a valid ticket. While return tickets can be bought, they only save time and not money, as they are simply double the price of a one way ticket. *Not all trains stop at all stations.* The type of train is indicated at the front of it.

## Linha de Cascais (linha azul) Terminology

- Cascais Todas* - Stops at all stations
- Cascais SRAP (semi-rápido)* - Stops at some stations
- Cascais RAP (rápido)* - only stops at Oeiras Station
- S. Pedro* - terminates at São Pedro Station
- Oeiras Todas* - stops at all stations but terminates at Oeiras Station



You can get a complete timetable from all main rail stations in Portugal. This will contain details of all the routes, times of trains and ticket details. For more information visit [www.metrolisboa.pt](http://www.metrolisboa.pt) and [www.cp.pt](http://www.cp.pt).

**LISBON BUSES (AUTOCARROS):** The company Carris provides a large network of buses and trams. Try out the route planner on the Carris Website at [www.carris.pt](http://www.carris.pt).

**LISBOA CARD:** Turismo de Lisboa markets the Lisboa card, which provides discounted or free entry to many attractions as well as free transport on the metro, Carris buses, trams, elevators, and some CP trains. You can purchase on for a 24, 48 or 72 hour period.

**CASCAIS, ESTORIL, OEIRAS, AND SINTRA BUSES (AUTOCARROS):** Buses are the urban service of Cascais. It is the only service with bus stops at the south side of the railway station and therefore it does not enter the bus station. The Giro bus connects Cascais and Birre to CascaiShopping. For more information visit [www.scotturb.com](http://www.scotturb.com).

**LISBON FERRY:** The Transtejo is a Ferry service that covers the two banks of the River Tejo. See below or visit [www.transtejo.pt](http://www.transtejo.pt) for more information.

**RAIL TICKETS:** You can purchase your rail tickets at the automatic ticket machine. Following steps and questions is what you will encounter at the ticket machine.

1. Below the screen is a series of buttons with names of locations. Find your destination and push the corresponding button.
2. A price will appear on the screen.
3. If you want to pay for your return ticket at the same time press the two arrows button to the right of the screen.
4. You can pay by coin, paper money or multibanco card.
5. Your ticket and change will deposit at the bottom of the machine.
6. Keep your ticket handy, it may be asked for on the train.

**TRAIN MONTHLY PASSES:** Monthly passes can be purchased at the train station counter. Prices vary depending on the zone. For example, ONE ZONE (Cascais to Oeiras) is 19.80 Euro/ month and TWO ZONE is approximately 26.80 Euro/ month. At a cost of 1.05 Euro (Cascais to Oeiras), this is a great deal. Below is how to apply for a monthly pass.

1. Purchase an application at the train station counter for .50 Euro cents.
2. Bring completed form, passport and passport sized photo back to the ticket counter. You will be informed your monthly fee.
3. You will be given a temp piece of paper until your permanent card arrives in the mail.
4. Your card will have a sticker placed on it each time you pay your monthly fee at the train station counter.

**Note:** The fine for riding without a ticket is 50 Euros so do not chance it. For more information or schedules, go to [www.cp.pt](http://www.cp.pt)

## TIPS

**MILDEW:** We've discovered that Oxi-Clean removes mildew and a mildew stain with a minimum of effort. Dissolve one scoop in a quart of very hot water. Spray the mix onto the mildew stain. Wait for thirty minutes and wipe off with a clean sponge. There are no toxic fumes. You can purchase Oxi-Clean and other great nontoxic cleaning stuff on line from [www.greatcleaners.com](http://www.greatcleaners.com). Another tip...does your bathroom mirrors fog up because you don't have enough ventilation in your bathroom? Pour some rubbing alcohol on a paper towel and wipe it all over the mirror. This will prevent the mirror from fogging for weeks. Also works great on the inside of car windows to prevent fogging.

**HOT WATER HEATERS:** Are you taking cold showers but your gas bottle is full? Is your water heater supposed to automatically come on? Before you call the repairman and pay him large amounts of euros, check for this one little thing... batteries. Many auto-ignite water heaters use batteries that are simple to replace.

**FORCE PROTECTION:** There are Police stations in Lisbon and Cascais that are specifically for foreign personnel in Portugal. Provide them with the problem and where you are, and they will contact the police in your area to come and address the problem.

**TOURIST POLICE NUMBER:**

Cascais: 21-486-3929

Lisbon: 21-342-1634

Other important phone numbers are below:

IMP Supervisor – 91-953-7468

Embassy – 21-727-3300

## LOCAL SERVICES

**DAY CARE:** On base day care services are not available. There are English speaking and Portuguese / English speaking facilities available on the local economy. The Support Unit Staff Assistant has information available for in home and out of home care.

**NEX ORDERS:** To order items that were previously undeliverable via U.S. mail (too large/heavy) from the NEX (Exchange) catalog. Place your order via phone by calling 001-800-527-2345 (not toll free for us) or online at [www.navy-nex.com](http://www.navy-nex.com), [www.usmc-mwr.com](http://www.usmc-mwr.com) or [www.aafes.com](http://www.aafes.com). Specify that the item is to be delivered to NEX Lisbon, Portugal, PSC 83 Box NEX, 09726. When you receive the email confirmation or confirmation via mail from the catalog order department that your order has been placed, you will need to fax the catalog order confirmation number to NEX Lisbon. They need this number because NEX Rota will call NEX Lisbon when your merchandise arrives and unless NEX Lisbon has the order confirmation number, they may tell NEX Rota this item is NOT to be sent to Lisbon. NEX Lisbon's fax number is 21-727-1149.

**NOTARY:** Please see USNSE for more information as there are notary services available here and at the embassy. The embassy charges a fee per page.

**MOVIES:** Check out [www.lusomundo.pt](http://www.lusomundo.pt) for what is on where. All large shopping malls house a cinema complex. American movies are played at local cinemas with Portuguese sub-titles. Children's films (especially animated films) are translated in Portuguese but can found in original text noted by "VO" next to the name of the film. Carefully check the movie guide to ensure that you are going to the film in the language that you prefer. Sugar Popcorn is a popular snack! The Beloura Cinema offers a VIP option to include special seating and unlimited snacks/drinks. Their website is [www.cinemacity.pt](http://www.cinemacity.pt)

**HORSE-RIDING:** Centro Hipico da Costa do Estoril Charneca, Cascais English speaking and all levels of rider can be accommodated. There are also volunteer opportunities to work with the handicap.

# PET SERVICES

## **SOME GOOD IDEAS:**

- Dogs need to be vaccinated annually against distemper, hepatitis, Parvovirus, leptospirosis and rabies;
- You must obtain a license for your animal;
- Give your animal an updated contact tag with your phone number and the dog's name;
- Pedigrees must be micro chipped. It is quick and cheap. Keep up a normal routine for flea, tick and mosquitoes care. The grassland of Portugal is a haven for fleas and ticks. Even if you may not have a grassy yard, the stray dogs that walk by could infect your pets. Also, there is a concern of high number of leishmaniasis cases in Cascais area. It is a disease transmitted by mosquitoes and it's cure is still being studied.

## **BOARDING FOR CATS:**

Margaret Whitefield

21-929-1608

Personal attention, individual heated chalets and delivery service

Hotel para Animais

Tel: 21-444-0853

## **PET CARETAKER FOR CATS AND DOGS:**

SGT Tracy Turner NATO

21-404-4392

## **BOARDING AND/OR GROOMING FOR DOGS:**

Hotel para Caes

21-486-1792

Hotel para Animais

21-444-0853

## **VET SERVICES / EMERGENCY 24HRS:**

CasVet: (speak English)

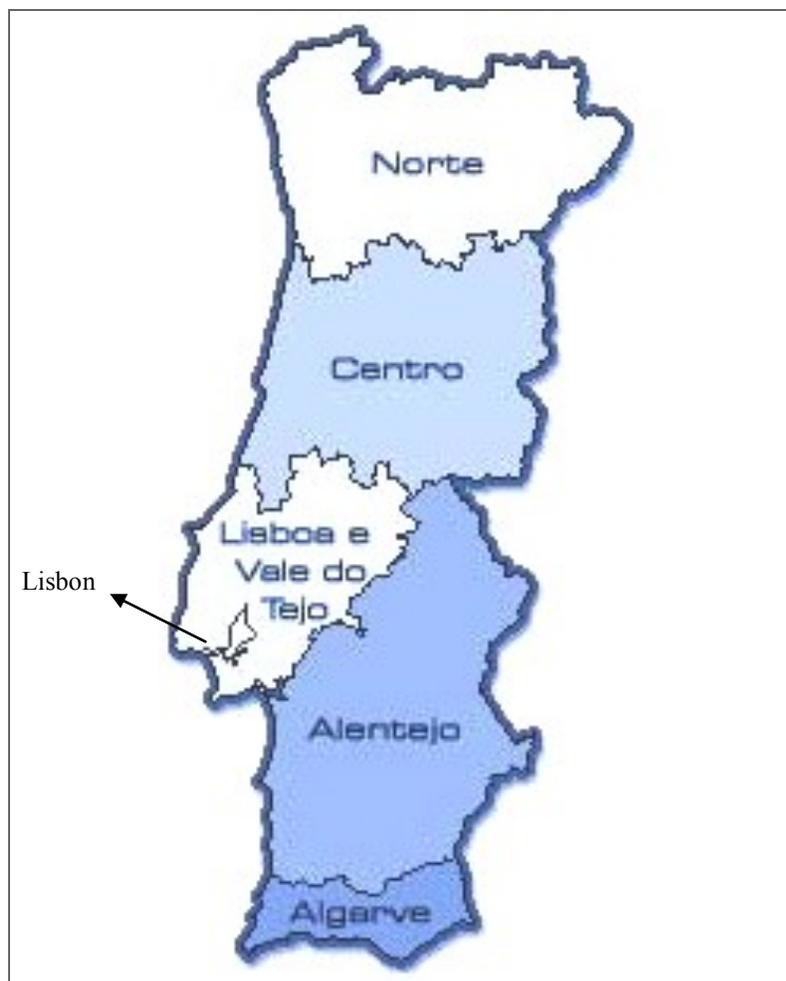
Avenida dos Plátanos, 93 - Jardins da Parede

214-663-117 / 919-298-833

Veterinary services is reasonable and available. When you settle ,you can locate a quality vet in your area that speaks English.

# DAYS OUT IN PORTUGAL

Throughout Portugal, there is an abundance of Tourist Information offices which can help with accommodations and restaurants, as well as giving information on the town and district you are in. What most of them do not have is information on another town or area, so if you intend to travel throughout Portugal, it is best to buy a good guidebook. There are a vast number of books on sale, so take your time and ensure that the book you choose suits your needs. Don't forget there is an increasing number of websites that can assist you in your travel plans. To start you off, stop by our MWR office, they will help you plan tours through Lisbon.



# PORTUGUESE HOLIDAYS

Many businesses close for holidays or take a "Bridge Day" in conjunction with the holiday. This means all banks, schools and businesses will be closed Monday and Tuesday if the holiday is on Tuesday. Local cities and villages also have celebrations in honor of their town.

<b>Date</b>	<b>Holiday</b>	<b>Holiday (in Portuguese)</b>
January 1	New Years Day	Dia Do Ano Novo
Moveable	Good Friday	Sexta-Feira Santa
April 25	Anniversary of 1974 Revolution	Dia Da Liberdade
May 1	Labor Day	Dia Do Trabalho
June 10	National Day	Dia De Portugal
June 14	Corpus Christi	Corpo De Cristo
August 15	Assumption of our Lady	Assuncao de Nossa Senhora
October 5	Republic Day	Dia Da Republica
November 1	All Saints Day	Festa de Todos os Santos
December 1	Independence Day	Dia da Restauração Da Idependência
December 8	Immaculate Concep- tion of Our Lady	Imaculada Conceicao
December 25	Christmas Day	Dia De Natal

**LISBON:** To enjoy Lisbon at its best, it is essential to buy a good guidebook which focuses on Lisbon only. There are a number on the market that you can choose from. Take a stroll through Lisbon's most representative neighborhoods, Bairro Alto, Baixa and Alfama. Enjoy the views from its belvederes and viewpoints. Discover fado, the Portuguese equivalent of blues in fado houses. Savour the variety of Portugal's food and wine, and most of all, enjoy the city and its people. Most of National museums and cultural spaces are free on Sundays from 10am to 2pm.

**ALCÂNTARA:** The docks are alive with music in Alcântara, where late-night bars attract Lisbon's "in crowd." Here, in the lee of the huge Ponte 25 de Abril, the old wharves have been made over, and you can walk along the landscaped riverfront all the way to Belém (a 30-minute stroll). At Doca de Santo Amaro, under the bridge on its east side, a line of fashionable restaurants and clubs has emerged from the shells of former warehouses. These establishments are often more fashionable than culinary, though, and the constant rumble of cars passing over the bridge combined with occasional low-level airplanes preparing to land may disrupt your dining experience. Weigh the pros and cons carefully. Either way, the people watching and potential for late-night mirth are extraordinary. On the terrace in front of the marina, the party goes on until late into the night. During the day, the easiest way to get here is by train Cais do Sodré/Cascais Line and get off at Alcântara or Santos stations or on Tram 15; at night, take a taxi.



**BOCA DO INFERNO:** The most visited attraction in the area around Cascais is the forbiddingly named Boca do Inferno (Mouth of Hell), one of several natural grottoes in the rugged coastline, and just 2 km (1 mi) west of Cascais. It's best to visit at high tide or in stormy weather, when the waves are thrust high onto the surrounding cliffs. You can walk along the fenced paths to the viewing platforms above the grotto and peer down into the abyss. A path leads down to secluded spots on the rocks below, where fishermen cast their lines. Afterward, shop for lace, leather items, and other handicrafts at roadside stalls, and stop in one of the nearby cafés.

**PALÁCIO NACIONAL DA PENA:** The Disney-like, draw bridge Pena Palace is a glorious conglomeration of turrets and domes awash in pastels. In 1503 the Monastery of Nossa Senhora da Pena was constructed on this amazing site, but it fell into ruins after religious orders were expelled from Portugal in 1832. Seven years later the ruins were purchased by Maria II's consort, Ferdinand of Saxe-Coburg. Inspired by the Bavarian Castles of his homeland, Ferdinand commissioned a German architect to build the castle of his fantasies. Work began in 1844 and was finished in 1885 when he was Fernando II. Pena Palace is a collection of styles that range from Arabian to Victorian. The surrounding park is filled with trees and flowers from every corner of the Portuguese empire around the world. The enormous statue on a nearby crag is thought to be Baron Eschwege (the building's German architect) cast as a medieval knight. A path beyond the Baron Eschwege statue leads to the Cruz Alta, a 16th century stone cross that's 1782 feet above sea level. It's an arduous climb, especially in the summer sun, but the views from this altitude are stupendous. The final kings and queens of Portugal lived in the Pena Palace, the last of whom, Queen Amília, went into exile in England after the Republic was proclaimed on October 5, 1910. The pseudo-medieval structure, with its ramparts, towers, and great halls, has a rich, sometimes vulgar, and often bizarre collection of Victorian and Edwardian furniture, ornaments and paintings. Given these extravagances, it is no wonder that the people of Portugal, not the richest of countries by any means at the time, decided to discard the monarchy.



**CASTELO DE SAO JORGE:** Although St. George's Castle was constructed by the Moors, it's on the site that was the beginning of the city and had previously been fortified by Romans and Visigoths. At the main entrance is a statue of Dom Afonso Henriques, who in 1147 besieged the castle and ultimately drove the Moors from Lisbon. Within the walls are ramparts, towers, and remnants of a palace that was a residence of the kings of Portugal until the 16th century. From the Câmara Escura in the Torre de São Lourenço you can spy on visitors going about their business below. Named after Roman Lisbon, "Olisipónia" is a multimedia exhibit on the city's history of the city: images projected onto a large wall convey the drama of such episodes as the Great Earthquake of 1755. Panoramic views of Lisbon can be seen from the walls, giving a very clear perspective of the layout of the city; be careful of the uneven footing.

- Address: Entrances at Largo do Chao da Feira and Largo do Menino de Deus, Lisbon
- Phone: 21/880-620
- Open: Mar.-Oct., daily 9-9; Nov.-Feb., daily 9-6

**CENTRO DE ARTE MODERNA:** In the gardens outside the Fundação Calouste Gulbenkian, sculptures hide in every recess. You may want to spend a little time here before following signs to the Modern Art Center -- the 20th-century art collection of the Calouste Gulbenkian Foundation, with its two floors of contemporary and modern works, the finest collection of its sort in Portugal.

Naturally, Portuguese artists are best represented: look for pieces by Amadeo de Sousa Cardoso, whose painting style varied greatly in his short life; abstract works by Viera da Silva; and the childhood themes explored in the paintings of Paula Rego. There's also a special section set aside for drawings and prints.

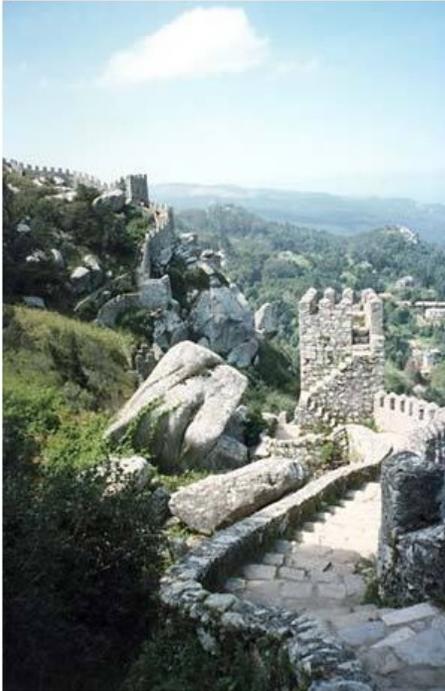
- Address: Rua Dr. N. Bettencourt, Lisbon
- Phone: 21/782-3000
- [www.gulbenkian.pt/arte/camjap.asp](http://www.gulbenkian.pt/arte/camjap.asp)
- Open: Tues.-Sun. 10-5:45
- Metro: Sao Sebastiao

**CONVENTO DOS CAPUCHOS:** The main entrance to this extraordinarily austere convent, with its simple tile roof and wooden beams lined with cork (to keep in what little warmth there might be), sets the tone for the severity of the ascetic living

conditions. From 1560 until 1834, when it was abandoned, seven monks -- never any more, never any less -- inhabited the bare cells; prayed in the tiny chapel hewn out of the rock; and perhaps found some comfort in the washroom, kitchen, and refectory. Impure thoughts meant a spell in the Penitents' Cell, an excruciatingly small space. The 45-minute tour is obligatory, but, to their credit, the guides bring the history of the place to life with zest and humor. No vehicles are allowed close to the convent, so the peace is disturbed only by birdsong.

- Address: Convento dos Capuchos, Sintra
- Phone: 21/923-7300
- Open: June-Sept., daily 9-8; Oct.-May, daily 9-6

**CASTELO DOS MOUROS:** Only the battlemented ruins of the 9th-century Moorish Castle still stand today, but the extent of these gives a fine impression of the solid fortress that finally fell from Moorish hands when it was conquered by Dom Afonso Henriques in 1147. It's visible from various points in Sintra itself -- the steps of Sintra Palace is a favored vantage point -- but for a closer look follow the steps that lead up to the ruins from the back of the town center, a walk that will take around 40 minutes going up and 25 minutes coming down. Buses run this way, too, or rent one of the horse-drawn carriages outside Sintra Palace for a more romantic trip. Panoramic views from the castle's serrated walls help explain why Moorish architects chose the site, and eagle-eyed visitors can also trace the remains of a mosque within the walls.



- Address: Estrada da Pena, Sintra
- Phone: 21/923-7300
- [www.parquesdesintra.pt](http://www.parquesdesintra.pt)
- Open: June-Sept., 9-8; Oct.-May, 9-7 daily.  
Last admission 1 hr before closing

**ESTORIL CASINO:** In addition to gambling salons, the Estoril Casino -- one of the largest casinos in Europe -- has a nightclub, bars, and restaurants. Tour groups often make an evening of it here, with dinner and a floor show, but it's a pricey night out. Most visitors, however, are content to feed one of the 1,200 slot machines in the main complex and then check out the other entertainment options: art exhibits, movies, nightly cabaret performances, and concerts and ballets (in summer). To enter the gaming rooms you must pay EUR 4 (slots are free) and show your passport to prove that you're at least 21. Reservations are essential for the restaurant and floor show. For EUR 37.50 you can see the show and have one drink on the house; EUR 50 buys you entrance to the show and dinner.

- Address: Parque do Estoril, Estoril
- Phone: 21/466-7700
- [www.casino-estoril.pt](http://www.casino-estoril.pt)
- Open: Daily 3 PM-3 AM; floor show nightly at 11

**INSTITUTO DO VINHO DO PORTO:** In the cozy, club like lounge, you can taste some of the Port Wine Institute's more than 300 types and vintages of port - from extra-dry white varieties to red vintages. Service can be slow, but eventually someone will bring you a wine list, and you can order by the glass or bottle.

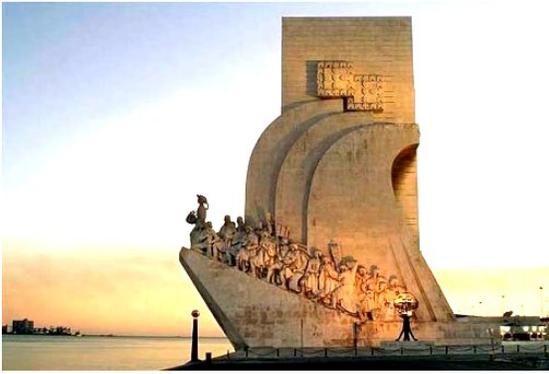
- Address: Rua de Sao Pedro de Alcantara 45, Lisbon
- Phone: 21/347-5707
- [www.ivp.pt](http://www.ivp.pt)
- Open: Mon.-Sat. 2 PM-midnight
- Metro: Restauradores (then take Elevador de Gloria)

**MOSTEIRO DOS JERONIMOS:** Conceived and commissioned by Dom Manuel I, who petitioned the Holy See for permission to build it in 1496, Belém's famous Jerónimos Monastery was financed largely by treasures brought back from Africa, Asia, and South America. Construction began in 1502 under the supervision of Diogo de Boitaca and his successor, João de Castilho, a Spaniard. The monastery is a supreme example of the Manueline style of building (named after King Dom Manuel I), which represented a marked departure from the prevailing Gothic. Much of it is characterized by elaborate sculptural details, often with a maritime motif. João de Castilho was responsible for the southern portal, which forms the main entrance to the church: the figure on the central pillar is Henry the Navigator, and the canopy shows a hierarchy of statues contained within niches. Inside, the remarkably spacious interior contrasts with the riot of decoration on the six nave columns, which disappear into a complex latticework ceiling. The Gothic and Renaissance style double cloister on the lower level was also designed to stunning effect by Castilho. The arches and pillars are heavily sculpted with marine motifs. It was meant to become, too, the pantheon of the new branch of the royal House of Aviz, of which Manuel I was the first monarch. Notice, also, the presence of elephants supporting tombs, these were derived from the colonies and considered a symbol of strength. The Hieronymite community lived in the monastery for over 400 years until the dissolution of religious orders in Portugal in 1833, when it was turned over to the state.

- Address: Praca do Imperio, Lisbon
- Phone: 21/362-0034
- [www.mosteirojeronimos.pt/](http://www.mosteirojeronimos.pt/)
- Cost: Cloister EUR 4.50, free Sun.
- Open: May-Sept., Tues.-Sun. 10-6:30; Oct.-Apr., Tues.-Sun. 10-5



**PADRÃO DOS DESCOBRIMENTOS:** The white, monolithic Monument of the Discoveries was erected in 1960 to commemorate the 500th anniversary of the death of Prince Henry the Navigator. It was built on what was the departure point for many voyages of discovery, including those of Vasco da Gama for India and during Spain's occupation of Portugal by the Spanish Armada for England in 1588. Henry is at the prow of the monument, facing the water; lined up behind him are the Portuguese explorers of Brazil and Asia, as well as other national heroes, including Luís de Camões the poet, who can be recognized by the book in his hand. On the ground adjacent to the monument, an inlaid map shows the extent of the explorations undertaken by the 15th and 16th century Portuguese sailors. Walk inside and take the elevator to the top for river views. There are also 15 and 30 minute films about Lisbon's history.



including Luís de Camões the poet, who can be recognized by the book in his hand. On the ground adjacent to the monument, an inlaid map shows the extent of the explorations undertaken by the 15th and 16th century Portuguese sailors. Walk inside and take the elevator to the top for river views. There are also 15 and 30 minute films about Lisbon's history.

- Address: Av. de Brasília, Lisbon
- Phone: 21/303-1950
- Cost: EUR 2.50; 15-min movie EUR 2, 30-min movie EUR 3
- Open: Tues.-Sun. 10-7

**OCEANARIO DE LISBOA:** You cross a footbridge to reach this glass-and-stone complex, which rises from the river. With 25,000 fish, seabirds and mammals, it's Europe's largest aquarium and the first ever to incorporate several ocean habitats (North Atlantic, Pacific, Antarctic, and Indian) in one place. You view the connected tanks and display areas from above and then from underwater; clever use of acrylic walls means that tropical fish and penguins look as if they inhabit the same space. Displays



tell you more about the environments you're experiencing, and at the end you can sink onto a bench in one of the "contemplation" areas and just watch the fish swim by.

- Address: Esplanada D. Carlos I (Doca dos Olivais), Lisbon
- Phone: 21/891-7002; 21/891-7006
- [www.oceanario.pt](http://www.oceanario.pt)
- Cost: EUR 10.50
- Open: Apr.-Oct., daily 10-8; Nov.-Mar., daily 10-7

## Dictionary of Shops

Bank	Banco	Grocery shop	Mercearia
Bakery	Pastelaria	Gas station	Bomba de gasolina
Bread shop	Padaria	Ice-cream shop	Gelataria
Butcher	Talho	Market	Mercado
Coffee shop	Café	Pharmacy	Farmácia
Delicatessen	Charcutaria	Post office	Correio
Fish shop	Peixaria	Supermarket	Hipermercado/ Supermercado
Fruit and Vegetables	Frutaria	Sweet shop	Confeitaria

### Open Air Markets

Cascais (centro)- Wednesdays. Food and flea market items. Saturday, mostly food. Great fish selection on both days. Open approximately 0830-1400

Cascais Bullring: 1<sup>st</sup> and 3<sup>rd</sup> Sunday of the month. Predominantly clothes, shoes, linens, household goods, ceramics etc. but also some food.

Sintra: 2<sup>nd</sup> and 4<sup>th</sup> Sunday of the month. The same items as the Cascais Bullring market.

Carcevelos: Every Thursday 0830-1400. Mainly clothes, food is sold across the train tracks.

Boca de Inferno: Open everyday at 1030. Mostly souvenirs and crafts.

# Services and Repairs



## FURNITURE REPAIRS & QUOTES

**COSTA DIAS - Mr. Reis** (speaks English)  
(Antique Furniture Restorer)  
Rua da Bela Vista, Lote 3  
Sassoeiros  
2775 Parede  
Tel. 214 572 684

**Pedro Carvalho Alves**  
Rua Afonso de Albuquerque, 62B  
2765 S. João do Estoril  
Tel: 96-275-5465

**ANTIGAMENTE**  
Rua Fonte de Maio, 35  
Paco d'Arcos  
Tel. 21442 4105

Antonio Pereira de Oliveira & Filhos, Lda.  
Rua Jose Elias Garcia, 53  
Alto da Parede  
Tel. 21457 3302

**Mr. David Pereira da Silva**  
(Furniture Repair)  
Bairro Sto. Eloy, Vivenda Belchior (Loja)  
Pontinha  
Tel: 21479-1770; TM : 96 6365478  
does not speak english, but highly  
recommended. Will come to the house.



## REUPHOLSTERY

**Jose R. Tome**  
Rua Freitas Reis, 29A/Rua Jaime Thompson,  
9 Cave (driveway on the right hand side of  
Hotel Cidadela)  
2750 Cascais  
Tel. 21-483-1202

**Jose Antonio Matos Ramos**  
Travessa da Quintinha, 10  
2735 Cacem  
Tel. 21-431-1674  
after hours  
21-914-7354

## UPHOLSTERY CLEANING

(Car seats, rugs, sofas, also windows)  
(daily, including weekends)  
Estrada de Alapraia  
Vivenda Correia No. 2  
2765 S. Joao do Estoril  
Tel: 21466 0471

## **AUTO REPAIRS**

### **ReviPlastico – Reparacoes Auto**

Mr. Luis Parente  
Vale Flores, Pav. C  
Casal Novo  
2710-632 Ranholas (Sintra)  
Tel: 21924-3868

### **Auto Lombos (English spoken)**

Impasse à Rua das Flores  
Quinta dos Lombos  
2775-659 Carcavelos  
Tel: 21-456-8360

### **Auto Canadiano**

Rua Carlos Anjos 1440, Amoreira  
2765 Estoril  
Tel: 21-467-5940  
Tel/ Fax: 21-467-6031

### **Francisco Seguro**

Av. Infante D. Henrique, 767-A  
Murtal  
2765 S. Pedro do Estoril  
Tel: 21-453-2442

## **PARTS FOR AMERICAN CARS**

### **Tony's Auto-Parts (for any type of car)**

926 U.S. 62 South Irvine Ave.  
Masury, Ohio 44438  
Phone: Greg Tesoriero  
(330) 448-4700 [tonysparts@aol.com](mailto:tonysparts@aol.com)

## **AUTO BODY REPAIRS**

### **Carlos Augusto Martinho da Silva**

Viv. Olinda, Estrada das Coveiras  
Tires  
Tel: 21-444-1771

## **CAR TOW SERVICES**

### **Bombeiros de Carcavelos**

**Mr. Vitor Brito**  
Tel: 21457 0015  
Jose Carlos Sergio Martins  
Prcta Proj. a Rua Dr. Felix Pereira, Lote 2  
-1o Esq.  
Alapraia  
2765 S. Joao do Estoril  
Tel: 21466 0804

### **Portero, Ida**

Rua Viana da Mota 19  
2765-563 Estoril  
Mr. Luis Portero  
Tel: 21467-0414/ Cell 96 405 3155

## **FRAMES & GLASS**

### **VCS**

Rua Freitas Reis, 19-A  
2750-357 Cascais  
Tel: 21486-7784  
(next to Indian Restaurant and across the  
street from Telepizza)

# PORTUGUESE TRANSLATIONS

## GREETINGS:

PORTUGUESE	ENGLISH
Bom dia!	Good morning.
Boa tarde!	Good afternoon.
Boa noite!	Good evening/Good night.
Como vai?	How are you? (formal)
Bem, obrigad <b>o</b> /obrigad <b>a</b> .	Fine, thank you. (male/female person)
Olá!	Hi.
Olá, tudo bem?	Hi, how are you? (informal)
Tudo bem, e você?	Fine, and you?

PORTUGUESE	ENGLISH
Tchau!	Bye. (informal)
Até logo!	Good bye. (formal)
Até logo!	See you then.
Até mais tarde!	See you later.
Até amanhã!	See you tomorrow.

PORTUGUESE	ENGLISH
Obrigad <b>o</b> /Obrigad <b>a</b> .	Thank you. (male/female person)
De nada.	You are welcome.
Por favor.	Please/Excuse-se (by asking information)
Desculpe.	Sorry. (by apologizing)
Dá licença.	Excuse-me. (by making way/coming in)
Não tem problema.	No problem
Não faz mal.	It doesn't matter.

**INTRODUCTION:**

PORTUGUESE	ENGLISH
Meu nome é ....	My name is .....
Como é seu nome?	What is your name?
Tu és americano/americana?	Are you American? (male/female)
Você é americano/americana?	Are you American? (mark of respect)
Qual é sua nacionalidade?	What is your nationality?
Eu sou Americano/americana.	I am American. (male/female)
Quero apresentar-te meus amigos.	I want to introduce my friends to you.
Quero apresentar-te minha família.	I want to introduce my family to you.
Este é <b>meu</b> amigo/namorado/marido.	This is my friend/boy friend/husband.
Esta é <b>minha</b> amiga/namorada/mulher.	This is my friend/girl friend/wife.
Prazer.	It is a pleasure to meet you.
Muito prazer.	It is a pleasure to meet you.

**DEALING WITH MONEY:**

PORTUGUESE	ENGLISH
Quanto é?	How much is it?
Quanto custa?	How much does it cost?
Quanto custa isto?	How much is this?
Onde eu posso trocar dinheiro?	Where can I change money?
Onde tem uma Casa de Câmbio?	Where is there a Money Exchange?
Qual é a cotação do dólar?	What is the exchange rate for the dollar?
Quero trocar US\$100 (cem dólares).	I would like to change US\$ 100.
Você pode trocar US\$100 (cem dólares)?	Can you change US\$ 100?
Eu não tenho trocado.	I don't have small change.
Aqui está o troco.	Here is the change.
Posso pagar com cartão de crédito?	Can I pay with credit card?

## Herb & Spices Translations

<b>Allspice</b>	Pimenta da Jamaica	<b>Garlic</b>	Alho	<b>Pepper ground</b>	Pimenta moída
<b>Basil</b>	Manjeriçao	<b>Ginger</b>	Gengibre	<b>Rosemary</b>	Alecrim
<b>Bay</b>	Louro	<b>Lavender</b>	Alfazema	<b>Saffron</b>	Açafrão
<b>Cilantro</b>	Coentros	<b>Marjoram</b>	Manjerona	<b>Salt</b>	Sal
<b>Cinnamon</b>	Canela	<b>Mint</b>	Hortelã	<b>Sage</b>	Sálvia
<b>Chives</b>	Cebolinho	<b>Mustard</b>	Mostarda	<b>Tarragon</b>	Estragão
<b>Curry Powder</b>	Pó de Caril	<b>Nutmeg</b>	Noz Moscada	<b>Thyme</b>	Tomilho
<b>Curry Powder</b>	Po de Caril	<b>Oregano</b>	Oregão	<b>Turmeric</b>	Açafrão da Índia
<b>Fennel</b>	Funcho	<b>Parley</b>	Salsa	<b>Vanilla</b>	Baunilha

## Fruit Translations

<b>Apricot</b>	Alperce	<b>Grape</b>	Uva	<b>Pineapple</b>	Ananás
<b>Apple</b>	Maçã	<b>Lemon</b>	Limão	<b>Plum</b>	Ameixa
<b>Blueberry</b>	Mirtilo	<b>Melon</b>	Melão	<b>Raspberry</b>	Framboesa
<b>Cherrie</b>	Cereja	<b>Orange</b>	Laranja	<b>Strawberry</b>	Morango
<b>Fig</b>	Figo	<b>Peach</b>	Pêssego	<b>Starfruit</b>	Carambola
<b>Grapefruit</b>	Toranja	<b>Pear</b>	Pêra	<b>Tomato</b>	Tomato

## Seafood, Meat, and Poultry

<b>Bacalhau</b>	Codfish	<b>Ham</b>	Fiambre	<b>Roast beef</b>	Rosebife
<b>Beef</b>	Carne de vaca	<b>Lamb</b>	Borrego	<b>Sausages</b>	Salsichas
<b>Chicken</b>	Frango	<b>Large Crab</b>	Sapateira	<b>Shrimp</b>	Camarão
<b>Chops</b>	Costeletas	<b>Lobster</b>	Lagosta	<b>Snails</b>	Caracóis
<b>Clams</b>	Amêijoas	<b>Mussels</b>	Mexilhões	<b>Spareribs</b>	Entrecosto
<b>Crab</b>	Carangueijo	<b>Oysters</b>	Ostras	<b>Turkey</b>	Peru
<b>Duck</b>	Pato	<b>Pork</b>	Carne de Porco	<b>Veal</b>	Vitela
<b>Filet Mignon</b>	Lombo de Vitela	<b>Quail</b>	Condorniz		
<b>Goose</b>	Ganso	<b>Rabbit</b>	Coelho		

- In some grocery stores, the fruits and vegetables need to be weighed and priced in the produce department before going to the registers
- Usually, there is a ticket system for waiting your turn in the bakery, fish, butcher and deli section
- Depending on the grocery store, you may be charged a small fee for each of the grocery bags that you use, you can be save on this charge by bringing in your own for a more eco-friendly option.

## GPS Coordinates to the NEX

**W. -9.160581°**

**N. 38.742761°**

**Below is a picture of the entrance to the NEX and back gate of US Embassy**



# Directions to NS Rota, Spain

This is one of the ways to go to Naval Station Rota, Spain. Be prepared to pay tolls. The departure point here is NATO, Oeiras.

 Estr. da Medrosa, Oeiras, Portugal

1. Head **northwest** on **Estr. da Medrosa** toward **R. da Medrosa** go 260 m  
total 260 m
-  2. Sharp left onto **R. da Medrosa** go 7 m  
total 270 m
-  3. **R. da Medrosa** turns right and becomes **Av. Dr. Francisco Lucas Pires** go 160 m  
total 400 m
4. Continue onto **R. Carlos Lopes** go 280 m  
total 700 m
5. Continue onto **Av. Dr. Francisco Lucas Pires** go 160 m  
total 850 m
-  6. Turn right onto **Estr. da Torre** go 78 m  
total 950 m
-  7. Take the 1st left onto **R. das Amendoeiras** go 30 m  
total 1.0 km
-  8. At **Rotunda dos Lombos**, take the 1st exit onto **N6-7**  
Go through 2 roundabouts  
About 4 mins go 2.5 km  
total 3.5 km
-  9. Merge onto **A5** via the ramp to **Lisboa/Oeiras**  
Partial toll road  
About 8 mins go 14.2 km  
total 17.7 km
-  10. Take exit 1 toward **A2/Sul**  
About 1 min go 1.1 km  
total 18.8 km
11. Merge onto **IP7**  
About 5 mins go 5.7 km  
total 24.5 km
12. Continue onto **A2** (signs for **Setúbal/Almada**)  
Partial toll road  
About 26 mins go 50.7 km  
total 75.2 km
-  13. Take exit 7 to merge onto **A6** toward **Espanha/Évora/A13/Santarém/A1/A15**  
Partial toll road  
Entering Spain  
About 1 hour 20 mins go 158 km  
total 233 km
14. Continue onto **A-5**  
About 39 mins go 63.4 km  
total 297 km
-  15. Take exit 345 to merge onto **E-803/A-66** toward **Sevilla**  
About 1 hour 50 mins go 180 km  
total 477 km
16. Continue onto **SE-30** (signs for **A-49/Huelva/A-4/Cádiz/Camas**)  
About 10 mins go 10.7 km  
total 488 km
-  17. Take exit 9A to merge onto **E-5/A-4** toward **Cádiz** go 15.6 km

	Partial toll road About 10 mins	total 503 km
18.	Continue onto <b>AP-4</b> Toll road About 31 mins	go 62.6 km total 566 km
➤	19. Take exit <b>78</b> toward <b>Jerez (Norte)/N-349</b> About 1 min	go 1.0 km total 567 km
	20. Continue straight	go 350 m total 567 km
➤	21. At the roundabout, take the <b>2nd</b> exit onto <b>N-349</b> About 4 mins	go 3.2 km total 570 km
➤	22. At the roundabout, take the <b>3rd</b> exit About 1 min	go 450 m total 571 km
➤	23. Slight right to merge onto <b>A-4</b> About 9 mins	go 9.6 km total 580 km
➤	24. Take exit <b>641AB</b> to merge onto <b>Autovía A-480/A-480</b> toward <b>Sanlúcar de Barrameda</b> About 3 mins	go 2.9 km total 583 km
➤	25. Take exit <b>22</b> to merge onto <b>A-2078</b> toward <b>Rota</b> About 12 mins	go 11.6 km total 595 km
↙	26. Turn left onto <b>A-491</b> About 2 mins	go 400 m total 595 km
➤	27. Turn right About 1 min	go 650 m total 596 km
↙	28. Turn left About 3 mins	go 1.4 km total 597 km
➤	29. Slight right About 4 mins	go 2.0 km total 599 km
↙	30. Turn left About 1 min	go 500 m total 600 km
➤	31. Turn right	go 56 m total 600 km
➤	32. Turn right Destination will be on the left	go 47 m total 600 km



### Navy lodge

Base Naval de Rota Apartado de Correos, 33, 11530 Rota, Spain - 956 82 26 43



# **ADDITIONAL INFORMATION**

## **ARRIVAL AND IN-PROCESSING**

You will arrive at the Naples Airport, and depending on where your connections are made, you may arrive at either the domestic or international terminal. You will proceed to the Diplomatic Line at Passport Control and show your original NATO orders (stamped, or signed and dated in blue ink) and your U.S. Army CAC card. Your orders now become your VISA in and out of Italy. Each time you depart and enter, you must show this order with the original blue ink stamp and signature, and red ink stamp emblem from the passport officials. Make sure authorization for passport, VISA, and excess baggage is authorized in your PCS orders. HHC, AFSOUTH BN National Support Element (NSE) will issue you an in or out-processing checklist. Please follow each of the steps in the checklist and work closely with your sponsor and Alpha Company NSE in submitting your required documents to start/stop your overseas entitlements, and establish your network access (in the USRAEUR domain). Your NATO installation will also have their own in/out-processing requirements with each staff section (J1, J2, J6, etc). The NSE personnel will assist you in applying for and receiving their NATO identification cards, ration cards and any required finance support.

## **SHARP/EO Reporting Procedures**

In the event of a SHARP or EO related incident, please contact the appropriate company or battalion representative directly. Their contact information is:

CO SHARP: +39-314-646-6057

BN SHARP: +39-331-685-0920

CO EOL: 314-675-6624

BN EOL: +39-347-498-2998

## **PASSPORT / VISA**

Soldiers traveling overseas are required to have a tourist passport at a minimum. Official No-fee passports are only required if you are assigned to a NATO Rapid Deployable Corps (NRDC). For HHC, our NRDC is in Spain. If your follow-on assignment requires an Official passport, you will be able to process this action through the U.S. Consulate. The application process may take 8 weeks, so, you should begin the passport application process as soon as you receive your PCS orders.

## **IT SUPPORT**

All IT support will be provided by the NCIA facility. There is not any property that requires IT through the BN.

## **SECURITY CLEARANCE**

The NATO Secret, SF86 renewals, and other clearances are process by the AFSOUTH BN S2 through the NSE at your specific location.

## **HAND RECEIPTS**

The property books are controlled by the Company Commander at Alpha Company HQ Izmir, Turkey. You will sign sub-hand receipts for any company-owned communications equipment during your in-processing activities at Izmir. For your OCIE issue, you will be sent a fillable form that will help you request your OCIE issue. Once complete, return to the Commander and Supply Sergeant and they will coordinate with CIF-Vicenza, Italy to ship you your gear. Once you receive your shipment, inventory and submit your hand receipt to the Supply Sergeant.

## **UCMJ**

UCMJ Company Grade - Company Commander at HHC HQ in Naples, Italy.

UCMJ Field Grade - AFSOUTH Battalion Commander at Naples, Italy.

SPCMCA for E1 through E6 - AFSOUTH Battalion Commander at Naples, Italy.

SPCMCA E7 and above - USA NATO Brigade.

GCMCA – 21<sup>st</sup> TSC

## **Army Specific Information Must Be Completed Before Arrival**

SERE Caution-<https://jkodirect.jten.mil/html/> (Annually IAW NATO)

AT LV1 Caution-<http://jko.jten.mil/courses/at11/launch.html> < Caution-<http://jko.jten.mil/courses/at11/launch.html> > (Annually IAW NATO)

TARP Caution-<https://www.lms.army.mil> < Caution-<https://www.lms.army.mil> > (Threat Awareness & Reporting Program)

GAT Caution-<https://armyfit.army.mil/Protected/> < Caution-<https://armyfit.army.mil/Protected/> >

CYBER AWARENESS (this is the IA training) Caution[https://iatraining.disa.mil/eta/disa\\_cac2018/launchPage.htm](https://iatraining.disa.mil/eta/disa_cac2018/launchPage.htm) < Caution-[https://iatraining.disa.mil/eta/disa\\_cac2018/launchPage.htm](https://iatraining.disa.mil/eta/disa_cac2018/launchPage.htm) >

INFO SEC Caution-<https://www.lms.army.mil> < Caution-<https://www.lms.army.mil> > (Information Security Program Initial Orientation/Refresher Training)

PRIVACY ACT Caution-<https://www.lms.army.mil> < Caution-<https://www.lms.army.mil> > (Privacy Act Overview Overview Training)

SHARP Caution-<http://www.apd.army.mil> < Caution-[HTTP://WWW.APD.ARMY.MIL](http://WWW.APD.ARMY.MIL) > (AR 600-20)

OPSEC Caution-<https://www.lms.army.mil> < Caution-<https://www.lms.army.mil> > (OPSEC)