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EUROPEAN  
COMMISSION



# COMMUNITY AGENCIES: PARTNERS IN ACCESSION

25–27 November 2009, Sintra, Portugal

## A TO Z OF PRACTICAL INFORMATION



## INFORMATION ON THE CONFERENCE

### Conference secretariat

The conference secretariat will be open during the conference hours in Sala das Armas.

Tel. (351) 219 24 90 11

Fax: (351) 219 24 90 07

[http://www.penalonga.com/index\\_e.html](http://www.penalonga.com/index_e.html)

GPS coordinates:

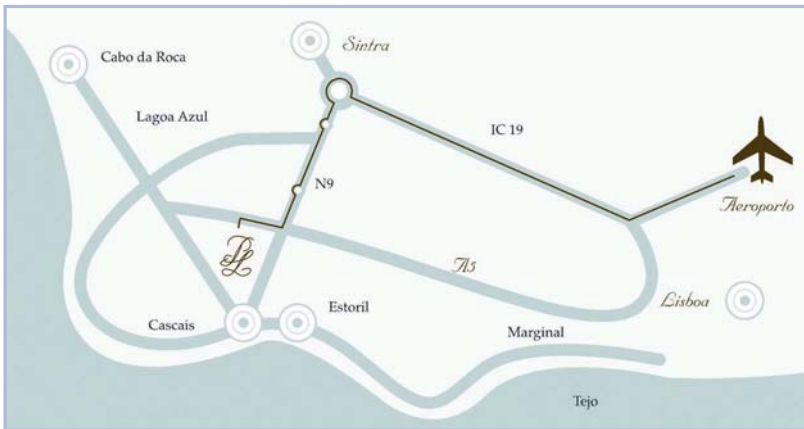
38° 46'03.49" N 9° 23'45.40" W

### Conference venue

The IPA conference 'Community agencies: partners in accession' will take place at the conference centre located within the grounds of the Penha Longa Hotel Estrada da Lagoa Azul  
Linhó  
2717 – 511 Sintra  
Portugal

### Facilities at the conference venue

Conference delegates will have access to wireless Internet, cloakroom and an indoor and outdoor car park. The Penha Longa Hotel also has bars, restaurants, a golf course and spa.



## Community agencies: partners in accession

### **Hotel**

Conference delegates will either be staying at:

[Penha Longa Hotel](#)

Estrada da Lagoa Azul

Linhó

2717 – 511 Sintra

Portugal

Tel. (351) 219 24 90 11

Fax: (351) 219 24 90 07

[http://www.penalonga.com/index\\_e.html](http://www.penalonga.com/index_e.html)

or:

[Pestana Sintra Golf](#)

Quinta da Beloura

Rua Mato da Mina, n1

2710 – 692 Sintra

Portugal

<http://www.pestana.com/hotels/en/hotels/europe/LisbonHotels/Sintra/Home/SintraGolf.htm>

### **Language of the conference**

The official language of the conference is English. However, simultaneous interpretation will be provided from and into English from Croatian, Turkish and Macedonian in all plenary sessions. During the inaugural and closing sessions, there will also be interpretation into and out of Portuguese.

### **Local transport**

In order to reach their hotels from Lisbon airport, delegates may either use the local transportation organised for the event or a taxi. The average taxi fare

from the airport to the hotels/conference venue is about EUR 45 to 50. You will, however, be charged extra for each piece of luggage placed in the boot, and evening and weekend charges are slightly higher.

### **Social programme**

*Welcome cocktail:*

The conference welcome cocktail will take place in the Sala dos Arcos at Penha Longa from 6.30 to 8 p.m. on 25 November. Participants who registered for the cocktail should confirm their attendance and pick-up their invitation at the registration desk.

*Official dinner:*

The EMCDDA will be hosting an official dinner for all delegates to be held in the Sala D. João I at Penha Longa at 8 p.m. on 26 November. Delegates are requested to confirm their attendance at the registration desk.

### **Telephone helpline**

A telephone helpline on the conference will be available during working hours at the EMCDDA. Call +351 211 21 02 56 if you are not at the conference venue but need information on the conference. For emergencies outside office hours, call +351 963 24 08 34.

### INFORMATION ON SINTRA AND LISBON

#### **Airport**

Located approximately 20 km from Sintra, the closest airport for delegates attending the conference is Lisbon. This modern airport is close to Lisbon city centre (about 7km to the north).  
Lisbon International Airport – 1800 Lisbon  
Tel. (351) 218 41 35 00  
or (351) 218 41 37 00  
Contacts of company desks operating in Lisbon airport and other relevant information are available in English at <http://www.ana.pt>

#### **Banking**

Bank services are available at the airport and close to the conference venue at Beloura Shopping Centre or Cascais Shopping Centre (about 10 to 15 minutes from the venue by taxi).  
Banks are open from 8.30 a.m. to 3 p.m., usually with no lunchtime closing.  
At the conference venue a cash dispenser which accepts most major credit cards is available in the lobby area.

#### **Business hours**

In Portugal, most business operations are between 9 a.m. to 6 p.m. Monday through Friday.

#### **Climate and clothing**

Lisbon and Sintra enjoy a moderate Atlantic climate and mild weather

all year round. There are no great variations in temperature. The weather in November is usually pleasant (average 11 to 15°C during the day). Warm clothing is suggested, particularly for chillier evenings. Showers are not unknown in November.

#### **Credit cards**

International credit cards are accepted in cash dispensers, hotels, restaurants and most shops, as well as car rental agencies. The most common credit cards are VISA, EuroCard, MasterCard and American Express.

#### **Cultural events**

Sintra is a UNESCO World Heritage Centre and is rich in historical buildings, museums and churches.  
A list of the main Sintra attractions and other relevant information is available at the conference venue.  
For more, see <http://www.cm-sintra.pt/default.aspx>

#### **Currency**

Portugal's currency is the euro. A currency exchange service is available at the Penha Longa Hotel's front desk.  
For up-to-date exchange rates, see <http://ec.europa.eu/budget/inforeuro/>

#### **Electricity**

In Portugal, electricity is supplied at 220V/50Hz. AC and power sockets are of the two-pin round variety.

## Community agencies: partners in accession

### Emergency telephone numbers

For ambulance, emergency, fire department and police: dial 112.

### Language

Portuguese is the official language in Portugal, but many people speak some English or French and in general the Portuguese people are very helpful and understanding. There are many useful phrasebooks for travellers and websites where you will find the basics.

### Maps of Sintra

Sintra maps are available at the conference venue. Just ask for a free copy at the registration desk or the conference secretariat.

### Phone

The country code for Portugal is 351. International calls are made by first dialling 00 followed by the country code. All calls in Portugal are made by dialling the area code before the number.

### Post office

A postal service is available at the hotels or at post offices. Opening hours are usually from 9 a.m. to 6 p.m. The closest post office to the conference venue is in the Cascais Shopping Centre.

### Restaurants

The food in Portugal is very good and deserves its worldwide reputation. Prices for a full meal including wine can

range from EUR 15 (modest, traditional restaurant) to EUR 100 (luxury restaurant). A small cover charge per guest is common, and you will also be asked to pay for items often placed on the table when you arrive (bread, butter, olives, cheese, etc.). Ask the waiter to take these away if you do not want them.

### Shopping

Shops usually open from 9 a.m. to 7 p.m., Monday to Friday. Most of the shops are open Saturday mornings. Several shopping centres are open from 10 a.m. to midnight, seven days a week. Smaller shops may close at lunchtime or Saturday afternoon. The closest shopping centres near the conference venue are Beloura Shopping Centre (5 to 7 minutes by taxi) or the Cascais Shopping Centre (10 to 15 minutes by taxi), with the latter having a wider variety and choice of shops such as banks, chemist, etc...

### Taxis

Taxis can be requested at the hotel reception and are easy to find in Lisbon. They are reasonably priced, for example the average taxi fare from Lisbon airport to the city centre is approximately EUR 10 to EUR 15.

### Time differences

Portugal is on Greenwich Mean Time (GMT).

### **Tipping**

This is customary in restaurants and taxis (tipping of up to 10% of the bill).

### **Tourism offices in Sintra**

Sintra has two main tourism offices where you can find all the information you need in several languages:

23 Praca da República

Tel: 219 23 11 57, Fax: 219 23 51 76

Opening Hours: 9 a.m. to 7 p.m.

Sintra Train Station

Tel: 219 24 16 27

Opening Hours: 9 a.m. to 7 p.m.

Sintra Parks

<http://www.parquesdesintra.pt/en/>

