

Accessible Tourism Guide

LISBON

FOR ALL



Accessible Tourism Guide

LISBON

FOR ALL



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Dear Visitor,

As we stand for Lisbon to be enjoyed by everyone, regardless of age, nationality, social status, belief, ethnicity or mobility conditions, it is our goal to support our visitors with the best possible information, having in consideration the needs of each person.

It is then our pleasure to partner in this initiative and with this guide, to present to those who are visiting us - or intend to visit us - a set of offers in our city that are adapted to welcome people who require certain accessibility conditions and, equally, to promote the best enjoyment of our Lisbon, which is also yours.

Turismo de Lisboa - Visitors and Convention Bureau

www.visitlisboa.com

App visitlisboa







A Friendly City

Lisbon is a welcoming city. We know how to look after our visitors, but we want to be even better at it. We want to make sure everyone has the chance to fall in love with our city.

Providing for visitors with reduced mobility (because they bring young children or because they are of a certain age or in a wheelchair) can be a challenge. But we relish such challenges!

This guide showcases the accessibility of our visitor offer. We see it as a handy tool for both those who are planning a visit and for those who are already here. We hope you will use it to ensure you get the most out of Lisbon.

Lisbon is making a huge effort to become a truly accessible city. We want this guide to take Lisbon one further step along the road to become ***a city that is user-friendly for all.***

João Carlos Afonso

Deputy Mayor for Social Rights

Lisbon at a Glance

Lisbon is a historic capital city. Its charm and character really set it apart. Over the last 800 years, a diverse range of cultural influences have blended with modern trends and life styles to create some truly spectacular contrasts.

The Tejo River, which flows right through any visit, beckons us to explore the riverside and port areas. It also draws us to streets that brim with the stories of the people of Lisbon and the events that have shaped the “face” of this city.

Straddling a series of hills, the city offers endless breathtaking views and vistas, all of which are worth stopping for.

Alongside the old city, with its sumptuous architectural and historical heritage, lies a modern city offering a fully revamped range of cultural and leisure opportunities. Take advantage of your visit to explore the city’s exquisite monuments and museums. Take the time to appreciate the sunset from one of its many gardens, viewpoints and terraces. Delve into one of our markets, bursting with colour, freshness and lively spirits. Savour a cuisine that is both exuberant and genuine and then enjoy a moonlit night out that will only end when you want it to. In short, discover the hospitality of a people whose welcome comes from deep down. **Welcome to Lisbon!**





Overview

In building our accessible tourism offer, we have been careful to check that all the places and facilities mentioned in this guide meet specific minimum requirements.

This is why we have only included those facilities and services who expressed interest in being listed and can guarantee basic accessibility. One of our experts has visited each of these places and conducted an accessibility survey.

Basic accessibility means that a visitor with reduced mobility (e.g. someone in a wheelchair or someone with a pushchair) will be able to (1) enter the building, (2) move around freely inside, (3) make use of the service and (4) have access to a toilet facility that has been adapted for people with reduced mobility.

A small number of sites that are not fully accessible in this sense have been included in the guide because they are major tourist and cultural attractions. These sites have been flagged as not fully accessible.

Practical Advice

Lisbon is making a huge effort to become a truly accessible city. But there is still a long way to go. To help you with some of the difficulties that you might encounter, we would like to point out that:

- Some of the city's most historic areas have steep streets and narrow uneven pavements. These problems are less of a concern in Belém, Baixa and Parque das Nações.
- Some of the wall-mounted ATM machines may not be within reach. If you are alone, we recommend that you ask a policeman for help or go into a bank or shopping centre.
- To find out about access lifts in metro stations before travelling, you can ring [+351] 213 500 115 or email atendimento@transporteslisboa.pt.
- For your own comfort and safety, we recommend that you plan your journey in advance:
 - You can book the My Way service when you make your flight reservations (more information in the chapter on transport).
 - You should book your accommodation beforehand and check that the hotel is accessible for you. You can ask the hotel to send you photographs of any adapted rooms.
 - You should book tours and private transfers at least 48 hours in advance.
 - It is a good idea to book the tourist attractions you want to visit and find out how accessible they are.



Recommended Pedestrian Routes

We have surveyed pedestrian routes in the city's three main tourist areas: Parque das Nações, Baixa and Belém.

The routes have been recorded and tested by wheelchair users.

The **Green** Route is one that you can use on your own. The paving is even and pedestrian crossings are step-free.

On the **Orange** Route, the paving is uneven and you may find some pedestrian crossings with step. We recommend that you ask someone to help you.

Symbols System



Steep slope or steps.
You may need someone
to help you.



Uneven paving. May
cause discomfort.



Some inaccessible areas.



Accessible café, café
terrace or bar.



Accessible restaurant.



Accessible shop.



Adapted WC.



Parking for people with
disabilities.



Accommodation with
valet parking.



Prior booking is
recommended.



Guided tours are
available.



Accommodation with a roll
in shower in the bathroom.



Accommodation with a
bath in the bathroom.



Suggestions, tips and
useful information.



Belém

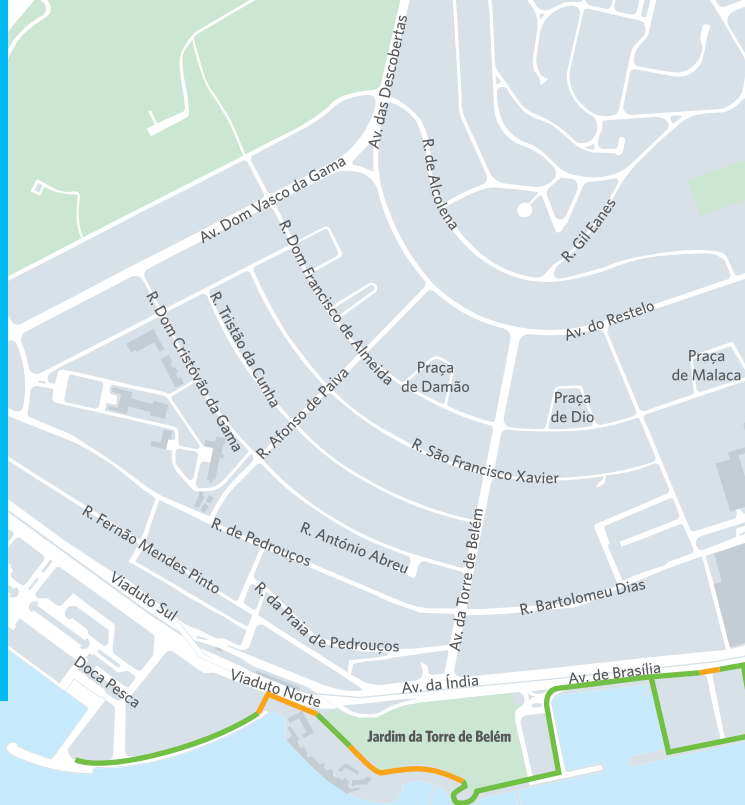
Belém is synonymous with history and the Portuguese discoveries. It was from here that the great adventurers set sail to explore the world.

The Mosteiro dos Jerónimos (Jerónimos Monastery) and Torre de Belém (Belém Tower) are both UNESCO World Heritage sites. The imposing architectural of these Manueline-style monuments carries us back to the heyday of the Portuguese Empire.


The Praça do Império, with its gardens and fountains, is the perfect place for a walk. Right opposite the square, and altogether more contemporary in nature, is the Centro Cultural de Belém (Belém Cultural Centre). With its exhibitions and cultural events, the centre should also be on your must-see list.


Another place that is well worth a visit is the restored Museu dos Coches (Coach Museum), which houses one of the world's most unique and extensive collections of this historic form of transport.

One excellent way to round off your visit would be to indulge in a delicious Pastel de Belém (Belém Pastry), one of the city's best-known and most popular snacks.



- | | | | |
|---|-------------------------------------|----|---|
| 1 | Belém Cultural Centre | 7 | Afonso de Albuquerque Square |
| 2 | Jerónimos Monastery | 8 | National Coach Museum |
| 3 | Monument to the Discoveries | 9 | Electricity Museum |
| 4 | Belém Garden | 10 | MAAT · Museum of Art, Architecture and Technology |
| 5 | Belém Palace | | |
| 6 | Museum of the Portuguese Presidency | | |

 Step-free route

 Route accompanied by others





© CML|SGJDMC

Church and Cloisters of the Jerónimos Monastery

This defining piece of Manueline architecture is both a National Monument and a UNESCO World Heritage site.

The church, in the form of a Latin cross, has three naves, flanked by profusely decorated columns that support the unique multi-ribbed dome. The main portal, the south portal by João de Castilho and the Mannerist chancel by Jerónimo de Ruão are all of particular interest.



Opening Hours

Tuesday to Sunday:

October to April: 10 am - 5.30 pm

May to September: 10 am - 6.30 pm

Address

Praça do Império, Lisboa

[+351] 213 620 034

geral@mjeronimos.dgpc.pt

www.mosteirojeronimos.pt



The reserved parking is some way from the entrance to the monument. You are advised to get out of your vehicle near the entrance, if possible.



© LisbonLux

National Coach Museum

This is home to one of the world's finest collections of state and promenade vehicles from the 16th to the 19th Century. Most of the collection used to belong to the Portuguese Royal Family. Your visit will help you to understand the technical and artistic development of this animal-drawn form of transport, as employed by royal courts throughout Europe.



Opening Hours

Tuesday to Sunday: 10 am - 6 pm

Address

Avenida da Índia, 136
1300-300 Lisboa
[+351] 210 732 319
geral@mncoches.dgpc.pt
www.museudoscoches.pt



© visitlisboa.com

Belém Cultural Centre

Built in 1992 to mark Portugal's presidency of the European Union, this centre organizes a world-class programme of cultural events. It houses restaurants, cafés, shops (including one that specializes in Portuguese design) and the Berardo Museum of Modern and Contemporary Art. There are also open-air spaces that offer outstanding views of the Tejo River.



Opening Hours

Monday to Friday: 8 am - 8 pm

Saturdays and Sunday: 10 am - 6 pm

Address

Praça do Império · 1449-003 Lisboa
[+351] 213 612 400
ccb@ccb.pt
www.ccb.pt



© CMLJSGJDMC

Museum of Electricity

This landmark of industrial architecture was built at the beginning of the 20th Century, when it helped pioneer the generation of electrical power. The permanent exhibition comprises some of the equipment that was employed at the Tejo Plant.



Audited and classified by: **Places4All**

Opening Hours

Tuesday to Sunday: 10 am - 6 pm

Address

Avenida de Brasília, Central Tejo

1300-598 Lisboa

[+351] 210 028 190/30

museudaeletricidade@edp.pt

www.fundacaoedp.pt

www.places4all.com



Spontaneous 1-hour guided tours are provided at the weekend (10.30 am, 12 pm, 3 pm and 4.30 pm).

Where to eat & drink

Apart from being historically associated with the Portuguese discoveries, Belém is also a lively, bustling quarter with plenty green spaces.

There are several restaurants with accessible outdoor seating, plus cafés and pastry shops. All of these invite you to stop for a while and take in the surroundings.

Pastéis de Belém

Pastry and factory from the well-known Pastéis de Belém.



Opening Hours

Every day:

Winter: 8 am - 11 pm

Summer: 8 am - 12 midnight

Address

Rua de Belém, 84-92

1300-085 Lisboa

[+351] 213 637 423

pasteisdebelem@pasteisdebelem.pt

www.pasteisdebelem.pt

Espaço Espelho D'Água Restaurant

Multicultural Venue

Cuisine: International, with a fusion of western and eastern flavours.



Opening Hours

Every day: 11 am - 1.00 am

Address

Av. Brasília,

1400-038 Lisboa

[+351] 213 010 510

info@espacoesselhodeagua.com

www.espacoesselhodeagua.com



Accessible terrace with views of the Tejo River.



Baixa and Cais do Sodré

Lisbon's Baixa (or downtown) is a lively, irreverent quarter bustling with colour and movement. If you go down to the end of Rua Augusta, with all its shops, restaurants and street artists, you will come to Terreiro do Paço. This most iconic of Lisbon squares has the Tejo as its backdrop.

A visit to the Lisboa Story Centre will bring you up to speed on what has been happening in the Portuguese capital over the last two thousand years.

Why not take a riverside break at one of the many outdoor cafés and restaurants that line the square? Praça do Município, which lies to the west of Praça do Comércio (as Terreiro do Paço is now known), is home to the Paços do Concelho (City Hall) building, where Lisbon's City Council sits. Across the street from this building is the Money Museum. This brand new visitor attraction also houses the only known stretch of the medieval city wall built by King Dinis, now classified as a national monument.

pedestrian routes — Baixa and Cais do Sodré



- 1 **D. Maria II National Theater**
- 2 **Santa Justa Lift**
- 3 **MUDE · Design and Fashion Museum**
- 4 **Rua Augusta Arch**
- 5 **Lisbon Story Centre**
- 6 **Money Museum**
- 7 **Council Chambers**
- 8 **Tourist Information**
- 9 **Galé Yard**

— Step-free route

— Route accompanied by others





© João Maçarico

Lisboa Story Centre

The centre covers two thousand years of the city's history. It starts with Ulysses, before moving on to the various people that have passed through the Iberian Peninsula, the Moorish city wall, the wall built by King Fernando, the city itself and the Tejo River. You can learn about the Passarola (an early airship design) and other remarkable inventions and constructions, the Holy Inquisition, the 1755 earthquake, the illustrious Marquis of Pombal and the pivotal role played by Terreiro do Paço square in the city's history.



Opening Hours

Every day: 10 am - 8 pm

Address

Terreiro do Paço, 78-81
 1100-148 Lisboa
 [+351] 210 998 597
 info@lisboastorycentre.pt
 www.lisboastorycentre.pt



© Lisbon Lux

Money Museum

Housed in the former church of St. Julião, the museum is a fusion of a late baroque interior and the modern design of the architect Gonçalo Byrne.

The collection tells the story of money and also contains the old door to the Banco de Portugal gold vault. The Interpretation Centre for the King Dinis Wall is on the lower floor. This is the only stretch of the medieval city wall that is known to have survived and it has been classified as a national monument.



Opening Hours

Wednesday to Saturday: 10 am - 6 pm

Address

Largo de S. Julião

[+351] 213 213 240

info@museudodinheiro.pt

www.museudodinheiro.pt



© Lisbon Lux

Santa Justa Elevator

Designed by the architect Raoul Mesnier du Ponsard, the elevator, built in cast iron and embellished in filigree, was classified as a national monument in 2002.

Opening Hours

Every day:

Summer: 7 am - 11 pm

Winter: 7 am - 10 pm

Address

Rua de Santa Justa / Rua do Ouro



The elevator's middle deck is fully accessible. The top observation deck is only accessible by stairs. Visitors in wheelchairs will need to ascend and descend in the elevator as Largo do Carmo is only accessible via steps.



© CML|SG|DMC

D. Maria II National Theatre

Located in the Rossio area, this neoclassical theatre puts on a wide-ranging annual programme of plays performed by major stars of the Portuguese stage.

There are 2 accessible auditoriums and the library is also wheelchair friendly. There are 4 reduced mobility seats in stalls of the Sala Garrett and 2 seats in the dress circle. In the Sala Estúdio, there are 3 reserved seats in the stalls.



Ticket Office


Monday, Wednesday, Thursday and Friday: 11 am - 8 pm
Saturday: 2 pm - 10 pm
Tuesday and Sunday: 2 pm - 7 pm

Tours

Monday: 11.30 am

Address

Praça D. Pedro IV · 1100-201 Lisboa
[+351] 800 213 250
geral@teatro-dmaria.pt
www.teatro-maria.pt

 If you are in the Rossio area and need an adapted toilet, we recommend you use the one in the theatre. It is free and there are not very many adapted toilets in the area.

Where to eat & drink

Terreiro do Paço has many accessible restaurants and cafés with attractive outdoor seating areas and views of both Tejo River and this majestic square.

On the riverside, near Cais do Sodré, is the Mercado da Ribeira (Ribeira Market), a trendy upbeat spot with plenty of eateries to choose from.

O Largo Restaurant

Cuisine: Portuguese/International
House specialities: Portuguese-cured 80° Cod.



Opening Hours

Every day:

12.30 pm - 3 pm / 7.30 pm - 12 midnight

Address

Rua Serpa Pinto, 10A

1200-445 Lisboa

[+351] 213 477 225

info@largo.pt

www.largo.pt

Aura

Cuisine: Portuguese
House specialities: Octopus confit in olive oil and rosemary and roast cod loin.



Opening Hours

Every day:

Restaurant: 12.30 pm - 3 pm /

7.30 pm - 11 pm

Terrace (Summer): 8 am - 9 pm

Address

Praça do Comércio - Terreiro do Paço

1100-038 Lisboa

[+351] 213 469 447

producao@auraloungecafe.com

www.auraloungecafe.com

TimeOut Ribeira Market

The market's 31 eateries and drinking spots offer fare that ranges from highly original cuttlefish with ink croquettes to the gastronomic delights prepared by Chefs Alexandre Silva, Marlene Vieira, Miguel Castro e Silva, Henrique Sá Pessoa and Vítor Claro. There is also a shop selling tinned foodstuffs and preserves, a vintner's, a plant shop and a tobacconist's.

All of these represent Portuguese brands and sell Portuguese products.



Opening Hours

Sunday to Wednesday:

10 am - 12 midnight

Thursday to Saturday, 10 am to 2 am

Address

Avenida 24 de Julho

1200-481 Lisboa

[+351] 213 462 966

mercado.ribeiro@cm-lisboa.pt





where to eat & drink — **Baixa and Cais do Sodré**



Parque das Nações

The Parque das Nações (Park of Nations) is Lisbon at its most modern. On the east side of town, contemporary architecture now covers a vast area of urban regeneration. The most notable buildings, the ones everyone wants to see, are the awning of the Pavilhão de Portugal (Portugal Pavilion) and the Gare de Oriente (Oriente Train Station).

The small parks, right on the river, and the famous cable car, make it a great place for a family outing.

The Oceanarium, where visitors can get a close-up look at giant manta rays and sharks, is one of the most popular attractions in the city. In the Museum of Knowledge - Living Science, each visitor takes the lead in guiding their own experience.

If you have time, take in a show at the Meo Arena, where countless big-name bands and artists have performed, or at the Lisbon Casino.

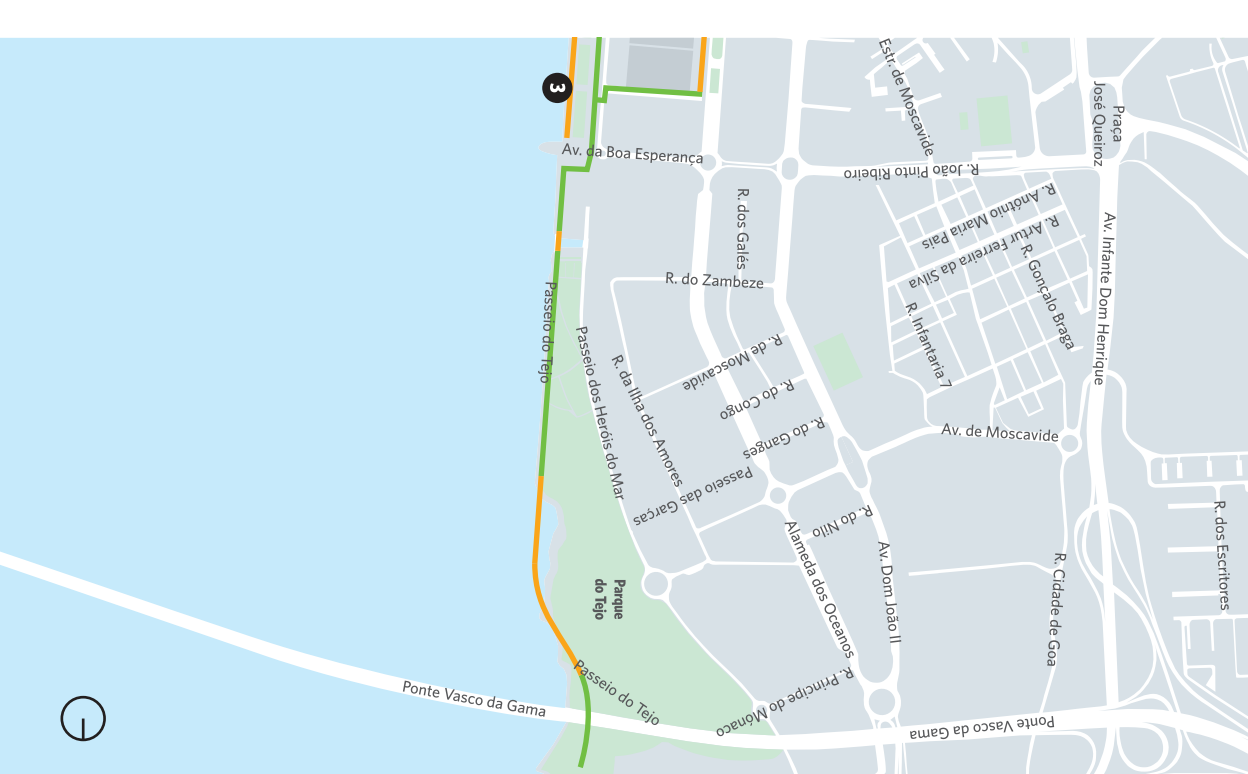


- 1 Pavilion of Knowledge Ciência Viva
- 2 Water Garden
- 3 **Telecabine Lisboa • Gondola Lift**
- 4 **Lisbon Oceanarium**
- 5 Lisbon Casino
- 6 Oriente Train Station

- 7 **Vasco da Gama Shopping Centre**
- 8 Meo Arena
- 9 Garcia de Orta Garden

— Step-free route

— Route accompanied by others



3

Av. da Boa Esperança

Passaio do Tejo

Passaio dos Heróis do Mar

Parque do Tejo

Ponte Vasco da Gama

Passaio do Tejo

R. Príncipe do Mónaco

Alameda dos Oceanos

Av. Dom João II

R. da Ilha dos Amores

Passaio das Gargas

R. do Congo

R. do Ganges

R. de Moscavide

R. do Zambeze

R. dos Galés

R. João Pinto Ribeiro

R. António Maria Pais
R. Artur Ferreira da Silva
R. Infanteria 7
R. Gonçalo Braga

Av. de Moscavide

R. Cidade de Goa

Praca José Queiroz

Av. Infante Dom Henrique

R. dos Escritores

Estr. de Moscavide





© Passaporte Escolar

Lisbon Oceanarium

Built for Expo 98, and one of the largest public aquariums in Europe, the Oceanarium aims to improve our understanding of the oceans.



Audited and classified by: **Places4All**

Opening Hours

Every day: 10 am - 7 pm

Address

Esplanada D. Carlos I

1990-005 Lisboa

[+351] 218 917 000

info@oceanario.pt

www.oceanario.pt

www.places4all.com

Telecabine Lisboa

(gondola lift)

This cable car ride affords a completely different view of Parque das Nações. Some of the cars have been adapted for wheelchair users.

Opening Hours

Everyday

Summer: 10.30 am - 8 pm

Winter: 11 am - 6 pm

Address

North Station - Passeio das Tágides
(near the Myriad Hotel)

South Station - Passeio de Neptuno
(near the Oceanarium)

1990-280 Lisboa

Parque das Nações

[+351] 218 956 143

geral@telecabinelisboa.pt

www.telecabinelisboa.pt

www.places4all.com

Audited and classified by: **Places4All**

Where to eat & drink

Vasco da Gama Shopping Centre

This shopping centre offers a range of shops and places to eat and also sports a terrace with excellent views of all the main Parque das Nações buildings.



Opening Hours

Everyday: 9 am - midnight

Address

Av. D. João II, 40

1990-094 Lisboa

[+351] 218 930 600 / 01

centrovascodagama@sonaesierra.com

www.centrovascodagama.pt



Gardens and Lookout Points

One of the best things to do in Lisbon, with the ubiquitous backdrop of the Tejo, is to climb the hills for the spectacular views. Visit the city's gardens and viewpoints and enjoy some precious moments of restful contemplation.

- Places like this tend to be in the old city, with its steep roads, uneven paving and narrow pavements. We suggest you bring someone with you when you visit these sites;
- Most public transport that runs to these areas has not been adapted for reduced mobility, so you would generally be better off taking private transport right up to the entrances of wherever you are visiting;
- Not all sites have adapted WC.

Jardim da Estrela

(Garden)

Located right in the centre of Lisbon, Jardim da Estrela is famous for being the very first English-style park in Portugal.



Opening Hours

Every day: 7 am - 12 midnight

Address

Praça da Estrela · 1200-667 Lisboa
[+351] 213 974 818

Miradouro das Portas do Sol (Lookout Point)

One of the city's most popular viewpoints: with the trams trundling by in both directions, the dazzling view out over the Alfama quarter, the São Vicente church and the Tejo River.



Address

Largo das Portas do Sol (Alfama)
1100-411 Lisboa
[+351] 213 912 600
daev@cm-lisboa.pt

Miradouro de Santa Catarina (or Adamastor)

(Lookout Point)

Not far from the Bairro Alto area and the Tejo River, this viewpoint, a favourite meeting point for young people, is enlivened by street performers and passers-by of all ages and styles. You will also find the gigantic statue of Adamastor here. This monstrous figure, which symbolises the Cape of Good Hope, sprang from the imagination of Camões onto the pages of his epic work "Os Lusíadas".



Address

Rua de Santa Catarina
1200-403 Lisboa
[+351] 213 027 700



If you want to visit this viewpoint, we suggest you take a taxi, once this lookout point is located in a restricted access area.

Jardim do Cerco da Graça (Garden)

This garden, one of the city's newest green spaces, lies on the slope under Graça Convent and covers an area of 1.7 hectares.



Address

Calçada do Monte, Graça

Miradouro de São Pedro de Alcântara (Lookout Point)

This viewpoint, which is near the Bairro Alto area, offers one of the most exquisitely beautiful panoramic views of Lisbon, with the blue of the Tejo River, the green of the Eduardo VII Park and the magnificent St. Jorge's Castle.



Address

Rua de São Pedro de Alcântara, Lisboa
[+351] 213 912 600
daev@cm-lisboa.pt



The easiest and safest place to access the viewpoint is from right in front of the central fountain, where the path is accessible.

Miradouro do Chão do Loureiro (Lookout Point)

On the slope below St. Jorge's Castle one more 'balcony' onto the Tejo has been opened on top of the building that once housed the Chão do Loureiro Market but is now a multifunctional car park. Make the most of your visit by taking a look at the urban art galleries that have been set up inside the car park itself.



Address

Calçada Marquês de Tancos



This viewpoint can be accessed via the Castle Elevator (in Rua dos Fanqueiros). This will take you up to Rua da Madalena / Largo Adelino Amaro da Costa, from where you can take the Mercado do Chão do Loureiro elevator up to the viewpoint on the seventh floor. The elevators operate from 9 am to 9 pm.



Museums

Ramble through Lisbon's History between the ancient and the contemporary, visiting some of its main museums.

Its centenary legacy turns Portugal's Capital in a privileged site for those who appreciate artistic collections and historical pieces. Here you can find real and beautiful treasures that compose the majority of museums' collections.

Oriente Museum

The museum exhibits Portuguese and Asian art that illustrates the various ways in which West and East have met throughout history. The permanent and temporary exhibitions, the manifestations of the Portuguese presence in the East and the richness of traditional Western art have combined to make the museum a leading light in the expression of Portuguese culture.



Opening Hours

Tuesday to Sunday: 10 am - 6 pm

Friday: 10 am - 10 pm

Address

Av. Brasília, Doca de Alcântara Norte
[+351] 213 585 200

info@foriente.pt

www.museudooriente.pt

National Museum of Ancient Art

Housed in the 17th Century Alvor Palace, the museum boasts the finest public collection in Portugal of painting, sculpture, jewellery and decorative arts from Europe, Africa and the East.

The collection of over 40,000 items contains the largest number of works classified as "national treasures" by the state. Each sub-collection includes leading works of art from around the world.



Opening Hours

Tuesday to Sunday: 10 am - 6 pm

Address

Rua das Janelas Verdes
1249-017 Lisboa

[+351] 213 912 800

geral@mnaa.dgpc.pt

se@mnaa.dgpc.pt

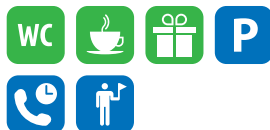
www.museudearteantiga.pt



© CMLJSGJDMC

National Tile Museum

Housed in the former Madre de Deus Convent, the museum's permanent exhibition documents the history of the tile in Portugal, from the second half of the 15th Century through to modern times. It shows that the tile definitely lives on as a way of expressing Portuguese cultural identity. You won't easily forget a visit to the convent, thanks to the church's exquisite gilding and paintings, the remarkable 18th Century crib, the choir stalls, the cloisters and the gardens, all glittering with tiles.



Opening Hours

Tuesday to Sunday: 10 am - 6 pm

Address

Rua da Madre de Deus, 4
1900-312 Lisboa
[+351] 218 100 340
geral@mnazulejo.dgpc.pt
www.museudoazulejo.pt



© CML|SG|DMC

Lisbon Museum - Casa dos Bicos

The archaeological centre collection, housed on the ground floor of Casa dos Bicos, has been built out of local archaeological finds.

The building, a representative and emblematic example of 16th Century civil architecture in Lisbon, is home to the intersecting memories of finds that cover almost 2,000 years of history.



Opening Hours

Monday to Saturday: 10 am - 6 pm

Address

Rua dos Bacalhoeiros, 10
1100-135 Lisboa
[+351] 210 993 811
museulisboa@cm-lisboa.pt
www.museudelisboa.pt

Lisbon Museum - Palácio Pimenta

The Lisbon Museum's main facility is housed in an 18th Century summer palace.

The exhibition tells the story of the city through a chronologically organised discourse that runs from prehistory through protohistory to the beginning of the 20th Century. The museum's prize exhibit is the scale model of Lisbon as it was before the 1755 earthquake. Some of the city's more notable buildings and urban settings from the time have also been rendered in 3D.



Opening Hours

Tuesday to Sunday:
10 am - 1 pm and 2 pm - 6 pm

Address

Campo Grande, 245
1700-091 Lisboa
[+351] 217 513 212
museulisboa@cm-lisboa.pt
www.museudelisboa.pt

Lisbon Museum - Santo António

Located next to the Santo António Church, this centre details the life, iconography and history of one of the most released and known saints in the whole world. The museum's discourse emphasises the cultural side of Saint Anthony, not only from the historical and religious point of view but also in terms of his importance as a social and anthropological phenomenon.



Opening Hours

Tuesday to Sunday: 10 am - 6 pm

Address

Largo de Santo António da Sé, 22
1100-499 Lisboa
[+351] 218 860 447
museulisboa@cm-lisboa.pt
www.museudelisboa.pt



© CMLISGJDMC

Aljube Museum - Resistance and Freedom

This museum is dedicated to the struggle against dictatorship and the resistance that fought for freedom and democracy.

It forefronts common memories of resistance and sketches out the main features of the dictatorship that the country lived under between 1926 and 1974.



Opening Hours

Tuesday to Sunday: 10 am - 6 pm

Address

Rua de Augusto Rosa, 42
 1100-059 Lisboa
 [+351] 218 172 400
 museudoaljube@cm-lisboa.pt
 www.museudoaljube.pt

Lisbon Museum - Roman Theatre

The Roman Theatre museum showcases one of the most iconic monuments of the ancient city of Felicitas Julia Olisipo.

The exhibition includes some more recent books and iconography and also pieces recovered during the various archaeological digs.



Opening Hours

Tuesday to Sunday: 10 am - 6 pm

Address

Rua de S. Mamede, 3A

[+351] 218 172 450

www.museudelisboa.pt

museudelisboa@cm-lisboa.pt

Lisbon Municipal Archives | Photography

This museum has a hugely valuable collection that links the city's history to photography. It starts all the way back in 1850 and works its way through to today.

The photography museum owns a total of around 600,000 remarkable photographs.



Opening Hours

Monday to Saturday: 10 am - 7 pm

Address

Rua da Palma 246,

1100-394 Lisboa

[+351] 218 844 060

<http://arquivomunicipal.cm-lisboa.pt>



Eating & Drinking

The proximity to the sea offers the Portuguese gastronomy fish and shellfish dishes - real table pleasures, rituals shared by family and friends.

You will find, for sure, the best of the Mediterranean Cuisine (bread, olive oil, cheese, traditional sausages and a great variety of snacks) in a wide range of restaurants, from the most typical and traditional to the most sophisticated and international ones.

In June, when commemorating Santos Populares festivities, sardine is the queen. During summer, grilled sardines is a must-try dish in a typical restaurant or outdoor seating followed by roasted peppers, seasoned with national olive oil.

Codfish can be cooked in a "1001" ways, all of them irresistible. The overwhelming smell of roasted chestnuts sold along the streets surprises anyone who passes by, in the autumn. You shall not forget our sweets and pastries, where protagonists are Pastéis de Belém (custard tarts).

Restaurant Atlântida

Cuisine: Azorean and International
House speciality: Cod and Azorean
Blood Sausage



Opening Hours

Every day:
12 pm - 3.30 pm / 7.30 pm - 10.30 pm

Address

Hotel Açores Lisboa
Av. Columbano Bordalo Pinheiro, 3
1070-060 Lisboa
[+351] 217 222 920
reservas@bensaude.pt
www.grupobensaude.com

Falstaff

Cuisine: Traditional Portuguese
House speciality: Brazilian bean
stew and pasta buffet.



Opening Hours

Every day:
12.30 pm - 2.30 pm / 7.30 pm - 10.30 pm

Address

Hotel Vila Galé Opera
Tv. Conde da Ponte · 1300-141 Lisboa
[+351] 213 605 400
opera@vilagale.com
www.vilagale.com

Open Brasserie Mediterrânica

Cuisine: Mediterranean and
Vegetarian Gluten-free dishes made
with organic produce.



Opening Hours

Every day:
12.30 pm - 2.30 pm / 7.30 pm - 10.30 pm

Address

Inspira Santa Marta Hotel
Rua Santa Marta, 48 · 1150-297 Lisboa
[+351] 210 440 900
reservas.ismh@inspirahotels.com
www.inspirasantamartahotel.com

A Fábrica de Santiago

Cuisine: Modern Portuguese
House speciality: Grilled octopus
with sweet potato; Grouper and
salmon ceviche



Opening Hours

Everyday: 7h30 - 23h30

Address

Santiago de Alfama - Boutique Hotel
Rua de Santiago, 10-14
1100-494 Lisboa
[+351] 213 941 616
www.fabricadesantiago.com

National Museum of Ancient Art - Restaurant / Snack-Bar

Cuisine: International and Portuguese



Opening Hours

Tuesday to Sunday: 10 am - 6 pm

Address

Museu Nacional de Arte Antiga
Rua das Janelas Verdes
1249-017 Lisboa
[+351] 213 912 800
geral@mnaa.dgpc.pt
<http://www.museudearteantiga.pt>

Viva Lisboa

Cuisine: Portuguese signature, with a Mediterranean base.

House speciality: Brás-style Scallop and Truffled Shitake.



Opening Hours

Every day: 12 pm - 11 pm

Address

Neya Lisboa Hotel
Rua D. Estefânia, 71 · 1150-132 Lisboa
[+351] 213 101 801
info@vivalisboa.pt
www.vivalisboa.pt

Oriente Museum Restaurant

Cuisine: Asian, International, Portuguese

House speciality: pink tuna tataki with ginger foam and golden threads of banana



Opening Hours

Tuesday to Sunday: 10 am - 6 pm
Friday until 10 pm

Address

Museu do Oriente
Av. Brasília, Doca de Alcântara Norte
[+351] 213 585 200
info@foriente.pt
www.museudoorientep.pt

Blú - Restaurant and Bar

Cuisine: International.



Opening Hours

Everyday: 10.30 am - 1 am

Address

Hotel Marquês de Pombal
Av. da Liberdade, 243 · 1250-143 Lisboa
[+351] 213 197 900
info@hotel-marquesdepombal.pt
www.hotel-marquesdepombal.pt

Hard Rock Café

Cuisine: American

House speciality: hamburgers; brownies



Opening Hours

Every day:

Bar: 11 am - 2 am

Restaurant: 11.30 am - 1.00 am

Address

Avenida da Liberdade, 2

1250-144 Lisboa

[+351] 213 245 280

lisbon_salesandmarketing@hardrock.com

www.hardrock.com/cafes/lisbon

Brasserie Lisboa

Cuisine: French.

House speciality: L'Entrecôte.



Opening Hours

Everyday:

12.30 pm - 3 pm / 7.30 pm - 11 pm

Address

The Beautique Hotels Figueira

Praça da Figueira, 16 · 1100-241 Lisboa

[+351] 210 410 484 / 210 492 940

reservations@thebeautiquehotels.com

www.thebeautiquehotels.com

Navegadores Restaurant

Cuisine: International (Buffet)



Opening Hours

Everyday

12 pm - 2.30 pm / 7.30 pm - 10 pm

Address

Altis Park Hotel

Av. Engenheiro Arantes e Oliveira, 9

1900-221 Lisboa

[+351] 218 434 200

reservationspark@altishotels.com

www.altishotels.com

Jardim Mundial Restaurant

Cuisine: International / Portuguese.



Opening Hours

Everyday:

12.30 pm - 3 pm / 7.30 pm - 11 pm

Address

Hotel Mundial

Praça Martim Moniz, 2

1100-341 Lisboa

[+351] 218 842 000

banquetes@hotel-mundial.pt

www.hotel-mundial.pt

Varanda de Lisboa

Cuisine: International / Portuguese.



Opening Hours

Everyday

12.30 pm - 3 pm / 7.30 pm - 10.30 pm

Address

Hotel Mundial

Praça Martim Moniz, 2

1100-341 Lisboa

[+351] 218 842 000

banquetes@hotel-mundial.pt

www.hotel-mundial.pt

AdLib Restaurant

Cuisine: Portuguese / French.



Opening Hours

Everyday:

12.30 pm - 3 pm / 7.30 pm - 10.30 pm

Address

Hotel Sofitel Lisbon Liberdade

Av. da Liberdade, 127

1269-038 Lisboa

[+351] 213 228 350

adlib@accor.com

www.restauranteadlib.pt

Típico Restaurant

Cuisine: International / Traditional Portuguese.



Opening Hours

Everyday:

12.30 pm - 3.30 pm / 7 pm - 11 pm

Address

Corinthia Hotel Lisbon

Av. Columbano Bordalo Pinheiro, 105

1099-031 Lisboa

[+351] 217 236 313

restaurantstipico.lisbon@corinthia.com

www.corinthia.com/hotels/lisbon/

dining-and-bars/restaurants/tipico

Lobby Bistro Restaurant

Cuisine: International / Portuguese.



Opening Hours

Everyday: 12.30 pm - 11 pm

Address

Sheraton Lisboa Hotel & Spa

Rua Latino Coelho, 1

1069-025 Lisboa

[+351] 213 120 000

www.sheratonlisboa.com/pt/

lobbybistro

Feitoria Restaurant & Wine Bar

Signature Cuisine with portuguese influence.



Opening Hours

Monday to Saturday: 7.30 pm - 12 pm

Address

Altis Belém Hotel & Spa

Doca do Bom Sucesso

1400-038 Lisboa

[+351] 210 400 200

reservationsbelem@altishotels.com

www.restaurantefeitoria.com

Cafeteria Mensagem

Cuisine: International / Japanese
Brunch at sunday.



Opening Hours

Todos os dias:

12.30 pm - 3 pm / 7.30 pm - 11 pm

Address

Altis Belém Hotel & Spa

Doca do Bom Sucesso

1400-038 Lisboa

[+351] 210 400 200

reservationsbelem@altishotels.com

www.restaurantefeitoria.com

UQ Restaurant

Cuisine: Portuguese.



Opening Hours

Everyday:

12.30 pm - 3 pm / 7.30 pm - 10 pm

Address

Skyna Hotel Lisboa

Rua da Artilharia 1, 112

1070-015 Lisboa

[+351] 212 484 900

www.skynahotels.com

Bistrô 4 Restaurant

Cuisine: Portuguese / French /
Brazilian

Brunch at sunday



Opening Hours

Everyday:

12.30 pm - 3 pm / 7 pm - 10.30 pm

Address

Porto Bay Liberdade

Rua Rosa Araújo, 8

1250-195 Lisboa

[+351] 210 015 700

portobayliberdade@portobay.pt

www.bistro4restaurant.com

Small & Delicious Restaurant

Cuisine: Portuguese, Tapas



Opening Hours

Everyday:

12 pm - 3 pm / 7 pm - 10.30 pm

Address

Fontecruz Lisboa

Avda. Liberdade 138 - 142

1250-147 Lisboa

[+351] 210 410 000

reception@fontecruzlisboa.com

www.fontecruzhotels.com

Delfina - Cantina Portuguesa

Cuisine: Portuguese / Mediterranean.



Opening Hours

Everyday: 7.30 am - 11 pm

Address

Praça do Município, 21

1100-365 Lisboa

[+351] 212 697 445

info@almalusahotels.com

http://www.almalusahotels.com

Grill D. Fernando Restaurant

Cuisine: Traditional Portuguese.



Opening Hours

Monday to Saturday:

1 pm - 3 pm / 7.30 pm - 11 pm

Address

Altis Grand Hotel

Rua Castilho, 11

1269-072 Lisboa

[+351] 213 106 000

reservations@altishotels.com

www.altishotels.com

Elevador Restaurant

Cuisine: Portuguese / International



Opening Hours

Everyday: 12 pm - 11 pm

Address

Hotel Santa Justa

Rua dos Correeiros, 204

1100-170 Lisboa

[+351] 210 499 000

info@hotelsantajustalisboa.com

Where to stay

Hotel Vila Galé Ópera****

Adapted Rooms: 7



Address

Tv. do Conde da Ponte · 1300-141 Lisboa

[+351] 213 605 400

opera@vilagale.com

www.vilagale.com

Hotel Açores Lisboa*****

Adapted Rooms: 3



Address

Av. Columbano Bordalo Pinheiro, 3

1070-060 Lisboa

[+351] 217 222 920

reservas@bensaude.pt

www.grupobensaude.com

Altis Park Hotel*****

Adapted Rooms: 2



Address

Av. Engenheiro Arantes e Oliveira, 9

1900-221 Lisboa

[+351] 218 434 200

reservationspark@altishotels.com

www.altishotels.com

Inspira Santa Marta Hotel****

Adapted Rooms: 2



Address

Rua Santa Marta, 48 · 1150-297 Lisboa

[+351] 210 440 900

reservas.ismh@inspirahotels.com

www.inspirahotels.com

Hotel Marquês de Pombal****

Adapted Rooms: 2



Address

Av. da Liberdade, 243 · 1250-143 Lisboa

[+351] 213 197 900

info@hotel-marquesdepombal.pt

www.hotel-marquesdepombal.pt

Alma Lusa Hotels****

Adapted Rooms: 1

**Address**

Praça do Município, 21 · 1100-365 Lisboa
 [+351] 212 697 440
 info@almalusahotels.com
 www.almalusahotels.com

Bessa Hotel****

Adapted Rooms: 1

**Address**

Av. da Liberdade, 29-41 · 1250-139 Lisboa
 [+351] 213 210 500
 infoliberdade@bessahotel.com
 reservations.liberdade@bessahotel.com
 www.bessahotel.com

Heritage Av. Liberdade Hotel****

Adapted Rooms: 1

**Address**

Av. da Liberdade, 28 · 1250-145 Lisboa
 [+351] 213 404 040 / 44
 reservations@heritage.pt
 www.heritageavliberdade.com

Hotel Jerónimo 8****

Adapted Rooms: 1

**Address**

Rua dos Jerónimos, 8 · 1400-211 Lisboa
 [+351] 213 600 900
 jeronimos8@themahotels.pt
 www.jeronimos8.com

Hotel Mundial****

Adapted Rooms: 1

**Address**

Praça Martim Moniz, 2 · 1100-341 Lisboa
 [+351] 218 842 000
 reservations@hotel-mundial.net
 www.hotel-mundial.pt

Neya Lisboa Hotel****

Adapted Rooms: 1

**Address**

Rua D. Estefânia, 71-77 · 1150-132 Lisboa
 [+351] 213 101 800
 reservas.lisboa@neyahotels.com
 www.neyahotels.com

Hotel Santa Justa****

Adapted Rooms: 1

**Address**

Rua dos Correiros, 204
1100-170 Lisboa
[+351] 210 499 000
info@hotelsantajustalisboa.com

Skyna Hotel Lisboa****

Adapted Rooms: 1

**Address**

Rua Artilharia 1 · 1070-012 Lisboa
[+351] 212 484 900
reservas.lis@skynahotels.com
www.skynahotels.com

**The Beautique Hotels
Figueira******

Adapted Rooms: 1

**Address**

Praça da Figueira, 16 · 1100-241, Lisboa
[+351] 210 492 940
reservations@thebeautiquehotels.com
www.thebeautiquehotels.com

**Porto Bay
Liberdade*******

Adapted Rooms: 3

**Address**

Rua Rosa Araújo, 8 · 1250-195 Lisboa
[+351] 210 015 700
book@portobay.pt
www.portobay.com

**Altis Belém Hotel
& Spa*******

Adapted Rooms: 2

**Address**

Doca do Bom Sucesso · 1400-038 Lisboa
[+351] 210 400 200
reservationsbelem@altishotels.com
www.altishotels.com

Altis Grand Hotel*****

Adapted Rooms: 2

**Address**

Rua Castilho, 11 · 1269-072 Lisboa
[+351] 213 106 000 / 808 200 504
reservations@altishotels.com
www.altishotels.com

Hotel Sofitel Lisbon Liberdade*****

Adapted Rooms: 2



Address

Av. da Liberdade, 127 · 1269-038 Lisboa
[+351] 213 228 300
H1319@sofitel.com
www.sofitel.com

Bairro Alto Hotel*****

Adapted Rooms: 1



Address

Praça Luís de Camões, 2 · 1200-243 Lisboa
[+351] 213 408 288
reservations@bairroaltohotel.com
www.bairroaltohotel.com

Corinthia Hotel Lisbon*****

Adapted Rooms: 1



Address

Av. Columbano Bordalo Pinheiro, 105
1099-031 Lisboa
[+315] 217 236 363
lisbon@corinthia.com
www.corinthia.com

Fontecruz Lisboa*****

Adapted Rooms: 1



Address

Avenida da Liberdade, 138-142
1250-147 Lisboa
[+351] 210 410 000
reception@fontecruzlisboa.com
www.fontecruzhotels.com

Hotel Santiago Alfama*****

Adapted Rooms: 1



Address

Rua de Santiago, 10-14 · 1100-494 Lisboa
[+351] 213 941 616
rooms@santiagodealfama.com
www.santiagodealfama.com

Sheraton Lisboa Hotel & Spa*****

Adapted Rooms: 2



Address

Rua Latino Coelho, 1 · 1069-025 Lisboa
[+351] 213 120 000
www.sheratonlisboa.com

Accessible Tours

Private accessible tours in Lisbon, with the Tejo river as host, and in the heart of Portuguese Central Region.

Tours are provided in adapted transport, through accessible routes and with adapted WC. Customer is given the possibility to choose the spot where the tour begins and ends.

Enjoy the Portuguese Central dynamics and charisma, with the company of professional tourist guides, experts attending visitors with reduced mobility.

Lisbon City

Lisbon Movie Tour - Fernando Pessoa (1 hour)

The theme for this tour is “The Book of Disquiet” and the locations where João Botelho’s “Film of the Disquiet” was filmed. The relevant scenes from the film are played on a tablet, to create a blend of fact and fiction.

Visit to Praça Dom Pedro IV, Rua Augusta, Praça da Figueira, S. Domingos Church and Praça do Comércio. The tour is rounded off by a tasting of Port wine.

Bookings and information

Lisbon Movie Tour

[+351] 969 616 063

info@lisbonmovietour.com

www.lisbonmovietour.com



This is a walking tour that starts and ends at a location decided by Lisbon Movie.

Tour of Lisbon (1 day)

Visit to the church at the Jerónimos Monastery, followed by a stop at the Pastéis de Belém pastry shop and a walk by the Belém Tower. The tour continues to Rossio and Baixa (downtown area), with free time in the D. Pedro V (Rossio) square before a visit to the Lisbon History Museum. From Baixa, the tour continues to Parque das Nações, for a visit to the Oceanarium. There will be more free time in this area, schedule permitting.

Bookings and information

Milaccessos (Go...It's accessible)

[+351] 963 689 439

info@goitsaccessible.pt

www.goitsaccessible.pt

The Taste of Wine Tour (half-day)

A tasting of selected Portuguese wines. This is followed by a visit to the city's historic centre and Belém. The tour ends at a Lisbon viewpoint, to give participants the chance to enjoy the views of the city and the Tejo River.

Bookings and information

Adapted & Senior Tours Portugal

[+351] 916 190 414

info@adaptedtoursportugal.com

www.adaptedtoursportugal.com

Tour of Lisbon (half-day)

Visit to the Jeronimos Monastery and a walk by the Belém Tower. The tour then continues to Praça do Comércio, Rossio, St. Jorge's Castle and the old Alfama quarter. The tour ends at a Lisbon viewpoint, to give participants the chance to enjoy the views of the city and the Tejo River.

Bookings and information

Adapted & Senior Tours Portugal

[+351] 916 190 414

info@adaptedtoursportugal.com

www.adaptedtoursportugal.com

Night tour with Fado dinner (half-day)

A traditional dinner to the sound of Fado, in a typical Portuguese restaurant in the heart of Lisbon. This is followed by a tour of iconic monuments and locations, from Belém to the historic centre. The tour ends at a city viewpoint, to give participants the chance to enjoy the view of Lisbon lit up at night.

Bookings and information

Adapted & Senior Tours Portugal

[+351] 916 190 414

info@adaptedtoursportugal.com

www.adaptedtoursportugal.com

Lisbon Region (1 day)

Sintra, Cascais and Cabo da Roca

In Sintra, the tour stops at the town centre, where visitors will find a number of shops selling traditional Portuguese products.

The tour then heads west, on its way to the place “where the earth ends and the sea begins” - Cabo da Roca (Cape Roca).

Next comes the town of Cascais, with a trip along the bay, a pause for lunch and some free time.

The tour returns to Lisbon along one of the region’s most beautiful roads - the waterfront boulevard - passing through Estoril and past the S. João de Barra fort.

Bookings and information

Milacessos (Go...It's accessible)

[+351] 963 689 439

info@goitsaccessible.pt

www.goitsaccessible.pt

Sintra and the Coast

In Sintra, a visit to the National Palace of Sintra, the Pena Palace and the Castle of the Moors. There is a break for lunch.

The tour then heads off to Europe’s westernmost point - Cabo da Roca (Cape Roca). There is a final stop at Praia do Guincho, one of the largest beaches in the country.

Bookings and information

Tourism-For-All

[+351] 210 114 993 / 964 631 583

backoffice@tourism-for-all.com

www.tourism-for-all.com

Central Region (1 day)

Fátima and Batalha

The tour's first destination is Batalha and the unique Batalha Monastery, which is both a national monument and a UNESCO World Heritage site. Next comes Fátima and the Fátima Sanctuary, where history and faith merge into one.

Bookings and information

Milaccessos (Go...It's accessible)

[+351] 963 689 439

info@goitsaccessible.pt

www.goitsaccessible.pt

Batalha and Alcobaça

The first stop on the tour is Batalha and the Batalha Monastery with its three architectural styles - Manueline, Gothic and Renaissance. The tour then heads to Alcobaça, for a further foray into Portugal's Gothic architecture, in the form of the Alcobaça Monastery, which is also both a national monument and a UNESCO World Heritage site.

Bookings and information

Tourism-For-All

[+351] 210 114 993 / 964 631 583

backoffice@tourism-for-all.com

www.tourism-for-all.com

Óbidos, Nazaré, Batalha

The first leg of this tour is to Óbidos and the medieval town that lies within the castle walls. Lunch is in the traditional fishing village of Nazaré. The last stop is Batalha and the Batalha Monastery, recently voted one of seven wonders of Portugal.

Bookings and information

Adapted & Senior Tours Portugal

[+351] 916 190 414

info@adaptedtoursportugal.com

www.adaptedtoursportugal.com

Tour of the 5 cities

This tour goes to Óbidos first and then on to Alcobaça, for a visit to the Gothic Alcobaça Monastery, which was founded in 1178. Free time for lunch and a walk along the beach at Nazaré, a traditional fishing village. The next stop is Batalha and the church at Batalha Monastery. Before returning to Lisbon, there is a visit to the sanctuary at Fátima, one of the world's most popular pilgrimage sites.

Bookings and information

Adapted & Senior Tours Portugal

www.adaptedtoursportugal.com



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TP 132EA 85

yellow bus
OFFICIAL SIGHTSEEING TOURS

Transportation

Accessibility is not uniform across our transport network and you may encounter differences between the various means of transport and stages of your journey.

There are no price discounts for people with reduced mobility on our public transport systems.

Scooters may, or may not, be allowed on the various types of public transport. It is better to check first.

The trams and the elevators that connect various levels of the city (the Glória, Bica and Lavra elevators) have not yet been adapted.

Getting to Lisbon

Lisbon International Airport

Lisbon's airport is both modern and accessible. All areas have ramps or mechanical means of ensuring that all visitors can access all the public areas inside the airport.

Outside the airport, accessibility depends on where you are. The arrivals area is more modern and accessible than the departures area. Access to those car parks that are not inside the airport building is somewhat restricted. However, there is a car park in a parking space reserved for persons with disabilities in the arrivals area. From here, access to the departures hall is straightforward.

At the departures section, there is a car park in a parking space reserved for persons with disabilities as well. The shuttle service between Terminal 1 and Terminal 2 is provided by buses that are accessible to anyone in a wheelchair.

If flying into, or out of, Lisbon, you should inform your airline or travel agent of any assistance you might require as a reduced mobility passenger.

All Portuguese airports offer the MyWay service for passengers that require assistance while travelling through the airports.

This service is free and is provided by specially trained staff. Full information on the service can be obtained from the ANA Aeroportos de Portugal website. You may travel on from the airport by bus, airbus, metro or taxi.

For further information:

ANA Aeroportos de Portugal
[+ 351] 218 413 500
lisbon.airport@ana.pt
www.ana.pt



Carristur operates two bus (Aerobus) shuttle routes from Lisbon International Airport. These routes are called City Center (Cais do Sodré) and Financial Center (Av. José Malhoa - next to Praça de Espanha).
[+351] 213 613 193 / 213 478 030 / 966 298 558
yellowbus@carris.pt
www.yellowbustours.com

Getting to Lisbon

Santa Apolónia and Oriente Stations

Santa Apolónia Station is one of the oldest train stations in Lisbon, providing this service since 1865. It is a terminal station for almost all the rail services heading to Lisbon. There are three accessible access spots: main entrance (forefront), side Metro entrance and side suburban/supermarket entrance. There are car parks with places reserved for people with reduced mobility in the surrounding areas. It is possible to use bus or Metro, from this station as well as taxis. Oriente Station is the biggest transport interface in Lisbon, working since 1998. It is a modern station in which all accesses are accessible despite its paving is somewhat irregular. Lifts are circular which hampers reaching its buttons, although it is possible to use it. There are 5 floors, all of these accessible through an elevator. There is a car park with reserved places for reduced mobility people in the station. You are able to travel by urban, suburban and

international bus, using Metro or a taxi from this station.

In case you travel from Portugal, we recommend you use the Alfa Pendular service once it is easier to access. Intercity, InterRegional and Regional trains are partially accessible. You are advised to confirm if the departure and destiny stations allow the shipment/landing with the SIM (Integrated Mobility Service). International trains are not accessible.

When planning your journey, you should contact CP - Comboios de Portugal, for further information about the easiest way to access the train.

For further information:

apoiocliente@cp.pt
[+351] 707 210 746 (SIM)
www.cp.pt

Public Transport



© Diogo Martins

Metropolitano (Lisbon Metro)

Lisbon's metro network is partially accessible, particularly at the major points of interest in the city. Access to most stations is by elevator. Stair lifts have been installed at some stations. There is a vertical gap (of approximately 10cm) and a horizontal gap (of approximately 8cm) between platforms and metro carriages. We recommend you require assistance when boarding the metro.

The vertical offset, combined with the platform stations, results in some loss of traction. There are no reserved places for wheelchair users inside metro carriages.

For information on the status of the elevators / stair lifts call:

Metropolitano de Lisboa
 [+351] 213 500 115
 relacoes.publicas@metrolisboa.pt
 www.metrolisboa.pt

Trains (CP)

Most Lisbon suburban trains are mostly accessible, although there are a few limitations.

CP - Comboios de Portugal offers an Integrated Mobility Service (IMS) for passengers with special travel needs. Through this service, you can obtain information on station and train accessibility and also request specific assistance for your journey, should you require it. Trains can be accessed via the onboard ramps that the conductor will slide into place. There are two types of ramp: fixed and removable. In either case, the conductor's assistance will be needed.

Trains on the Cascais Line can be accessed via raised platforms placed on the station platforms. These are lined up with the trains (although this alignment may not be 100% perfect).

Not all stations have such platforms, although there are stations at which passengers can embark and disembark via removable ramps. For further information on this, contact the station ticket office or SIM.

At Oriente, platforms are lower than the other ones which requires the use of removable platforms in order to be able to get on and off the train.

Due to the height difference, there is a moderately higher slope compared to other stations when using removable ramps. Revisers will always be prepared to help in case you need to.

For further information:

CP - Comboios de Portugal
apoiocliente@cp.pt
707 210 746 (Atendimento do SIM)
www.cp.pt

Bus (Carris)

Carris is the company that operates the buses and trams in Lisbon.

Some buses in its fleet can be accessed via manual or electric ramps that will take a person in a wheelchair.

These accessible buses are marked by an icon comprising a white image of a person in a wheelchair over a blue background. These labels are displayed at both front and back of the bus.

You can ask the driver directly, or you can push the blue button near the back or middle doors of the bus. This will activate the ramp.

For further information:

Carris

[+351] 213 500 115

atendimento@carrismetro.pt

www.carris.pt

Fare system

You pay your fares through a card onto which your journey tickets have been loaded. Cards are debited for each single journey, so you need to swipe your Viva Viagem card at the machines in the station or on the vehicle.

There are four different ways you can use your Viva Viagem card:

- Single ticket

Use this option to buy the journeys you need from a single operator. Each time you travel, you should swipe the card at the validating machines.

You can use both Carris (bus) and Metro de Lisboa services on the same journey. However, if you travel by Metro the journey runs out in the moment you leave the station.

• **24-hour ticket**

This is often the best option for tourists who are going to make several journeys on one means of transport during the day. The 24-hour ticket allows you to use the transport services provided by a specific company as many times as you want to. The 24-hour period starts when you first swipe the card.

• **Pre-paid tickets**

Use this option if you want to purchase tickets in batches of 5 or 10 journeys. Usually, you are supposed to get a discount for buying in bulk.

You must swipe the card each time you travel.

• **Zapping**

You can load your Viva Viagem card with money instead of journeys, which allows you to use different operators. Each time you swipe your card, a fixed amount will be deducted from the card balance, until it reaches zero.

Buying a Viva Viagem card

You can buy your Viva Viagem card, loaded with the journeys you need, from an automatic machine, at the ticket office or at the operator's designated service points. The card costs €0.50 and is valid for one year.

Restrictions

- You cannot load different types of ticket onto the same card.
- The automatic vending machines have not been specifically adapted for wheelchair users.
- Not all ticket offices or operator service points are accessible.
- Amounts/tickets loaded onto the cards or unused tickets will not be reimbursed.
- After the one-year expiry date, you won't be able to recharge new journeys or money on your Viva Viagem card but you can use the journeys or money which remain on it.
- This card is not valid for travel on tourist or Aerobus services.

Tourist Transport

Perhaps one of the best ways to get to know the city is to hop onto a tourist bus. These buses pass by all the major landmarks and passengers can use the audio guides to find out about the city's history and monuments.

City Sightseeing Lisboa

This company runs two hop-on hop-off routes, one red and the other blue. All the buses are accessible.

You can enter/leave the bus via fixed, manual or electric ramps as well as the removable ramps that the driver can deploy.

Each bus has a wheelchair space that is also equipped with an audio guide selector.

You can buy 24-hour tickets for City Sightseeing Lisboa buses. These tickets are valid for both lines and you can get on and off the buses as many times as you desire. If you buy your tickets online, you may get a discount or other benefits.

For further information

[+ 351] 222 006 418
 geral@douroacima.pt
 www.douroacima.pt
 www.city-sightseeing.com

Carristur - Yellow Bus

Carristur operates three lines: the Belém Tour, the Olisipo Tour and the Tagus Tour. All buses are accessible to reduced mobility passengers.

You can enter/leave the bus via fixed, manual or electric ramps that are operated by the driver.

Each bus has a wheelchair space that is also equipped with an audio guide selector.

You can buy 24-hour tickets for each Carristur tour. You can get on and off the buses as many times as you like. Alternatively, you can buy 48-hour tickets that offer unlimited travel on two or more tours.

If you buy your tickets online, you may get a discount or other benefits.

For further information

[+351] 213 613 193 / 213 478 030 /
 966 298 558
 yellowbus@carristur.pt
 www.yellowbustours.com



© CMLJSG|DMC

Cityrama - Grayline

This operator runs accessible buses on all three of its lines: the Belém and Cascais line, the Belém and Oriente line and the Belém, Cascais and Oriente line.

You can enter/leave the bus via fixed, manual or electric ramps that are operated by the driver.

Each bus has a wheelchair space that is also equipped with an audio guide selector.

You can buy 48-hour tickets for each Cityrama line which allows you to get on and off the buses as many times as you want to.

Alternatively, you can buy 48-hour Freepass tickets that offer unlimited travel on all three lines.

The company's website details further offers, in which you can combine selected experiences with your Cityrama bus tickets.

For further information

[+351] 213 191 090/91

[+351] 213 191 070

[+351] 213 522 594

infocityrama@cityrama.pt

www.cityrama.pt

Private Transport

Taxis

A number of taxis have been adapted for reduced mobility passengers.

However, it may occasionally prove difficult to book these taxis. There is also no guarantee that you will find an adapted taxi at any given taxi rank.

The best way to make use of this service is by ringing the taxi company's central office and requesting a reduced mobility adapted taxi for the address that you are currently at.

Auto Táxis Serra D'Arga

[+351] 213 902 934 / 933 148 052
email@taxisarga.pt
www.taxisarga.pt

Coop Táxis

[+351] 217 932 756
taxi@cooptaxis.pt
www.cooptaxis.pt

Rádio Táxis de Lisboa

[+351] 218 119 000 / 969 531 660 /
919 781 000 / 938 119 002
geral@retalis.pt
www.retalis.pt

TeleTáxis

[+351] 218 111 100
www.teletaxis.pt

Private Transfers

TourismForAll

This company is both a tourism operator and a travel agent. It has adapted vehicles, with electric platforms, that can take up to 7 wheelchairs at a time (plus travelling companions).

Bookings and information:

[+351] 210 114 993 / 964 631 583
backoffice@tourism-for-all.com
www.tourism-for-all.com

Reserved Parking

SIMON European Project

Assisted mobility for
older and impaired users
<http://simon-project.eu/>

To download the app: **Simon Mobile**
- iOS ou Android:



If you want to participate in this pilot
test or find out more information,
please contact us at:
projecto.simon.lisboa@emel.pt

Parking Spaces Viewer

To view the reserved parking spaces:



For further information, please contact
through the e-mail:
equipa.acessibilidade@cm-lisboa.pt



Sintra

Sintra, classified by UNESCO as a Cultural Landscape and World Heritage site in 1995, has inspired artists and poets throughout its long history.

The majestically imposing mansions and palaces blend into the lushly fresh countryside, to imbue Sintra in a mysterious, magical and romantic atmosphere. Sintra, which is not at all far from Lisbon, is a town awash with mysticism, nature and heritage and is a must-see destination for anyone visiting Lisbon. Given that access to art and culture is a basic right we all should enjoy, Parques de Sintra - Monte da Lua has made every effort to ensure that the cultural and natural heritage sites that it manages are as inclusive and accessible as possible.



© PSML – Wilson Pereira

Pena National Palace and Park

The product of the creative genius of King Fernando II, the palace and park, which epitomize the height of 19th Century Romanticism in Portugal, are a mix of Manueline and Moorish architecture.

The palace was built so that it could be seen from any point in the park, forest or luxuriant gardens, with their five hundred plus species of trees from around the world.

The Chalet of the Countess of Edla reveals another side of Fernando's romanticism. This is an altogether more private place, closer to nature.



Opening Hours

Every day:

High Season: Park 9.30 am - 8 pm /
Palace 9.45 am - 7 pm / Terraces 9.45
am - 7.45 pm / Chalet and Gardens of

the Countess of Edla: 9.30 am - 7 pm

Low Season: Park / Palace / Terraces /
Chalet and Gardens of the Countess of
Edla: 10 am - 6 pm

Address

Estrada da Pena · 2710-609 Sintra

[+ 351] 21 923 73 00

info@parquesdesintra.pt

www.parquesdesintra.pt



We recommend that you make use of the Swisstrac power unit (which you can book) or the accessible bus.

Castle of the Moors

Perched on a Sintra mountain peak and overlooking the town, this fortification was built in the 10th Century, in the wake of the Muslim conquest of the Iberian Peninsula. Two concentric walls snake erratically around the granite blocks that dot the mountain. A walk along these walls offers stunning views of the town, Sintra Palace, Pena Palace, the mountains and the Atlantic Ocean.



Opening Hours

Every day:

High Season: 9.30 am - 8 pm

Low Season: 10 am - 6 pm

Address

Estrada da Pena · 2710 Sintra

[+ 351] 21 923 73 00

info@parquesdesintra.pt

www.parquesdesintra.pt



We recommend that you make use of the Swisstrac power unit (which you can book).

Monserrate Park and Palace

Close to the historic centre are two of the most beautiful architectural and landscaped creations produced by Portuguese Romanticism, quintessential embodiments of the eclecticism of the 19th Century. The palace is a melting pot of Gothic, Indian and Moorish influences, interspersed with exotic and vegetal motifs. The gardens are packed with species shipped in from all over the world and organised into geographical areas.



Opening Hours

High Season: 9.30 am - 8 pm

Low Season: 10 am - 6 pm

Address

Parque de Monserrate - Estrada de

Monserrate · 2710 - 405 Sintra

[+ 351] 21 923 73 00

info@parquesdesintra.pt

www.parquesdesintra.pt



We recommend that you make use of the Swisstrac power unit (which you can book) or the accessible bus.



© Lisbon Lux

Sintra National Palace

The millennium-old story of the Sintra Town Palace harks back to a time when Muslims completely dominated the Iberian Peninsula. The Moorish influences on the craftsmen who built and embellished the palace can be clearly seen in the vertical layout of the spaces, adapted to the nature of the terrain; the intimate organisation of the interior courtyards; the windows with their surmounted arches and the walls covered in glazed tiles with rich geometrical patterns.



Opening Hours

Every day:

High Season: 9.30 am - 7 pm

Low Season: 9 am - 6 pm

Address

Largo Rainha Dona Amélia

2710-616 Sintra

[+ 351] 21 923 73 00

info@parquesdesintra.pt

www.parquesdesintra.pt



The most accessible way into the palace is via the kitchen entrance. We recommend that you book your visit in advance, so that the removable ramps can be put in place.



© PSML - Wilson Pereira

Queluz National Palace

The palace and its historic gardens are a noteworthy example of the way in which landscaping and palace architecture have been harmoniously intertwined in Portugal.

The baroque, rococo and neoclassical features shaped the surroundings in which the royal family lived in the second half of the 18th Century and the early part of the 19th Century.



Opening Hours

Every day:

High Season: 9 am - 7 pm

Low Season: 9 am - 5.30 pm

Address

Largo Palácio de Queluz

2745-191 Queluz

[+ 351] 21 923 73 00

info@parquesdesintra.pt

www.parquesdesintra.pt



We recommend that you make use of the Swisstrac power unit (which you can book) to visit the gardens.



Cascais

Cascais is a 20-minute drive outside Lisbon. It lies on Portugal's Atlantic coast and is about as far west in Europe as you can get.

A welcoming and somewhat surprising destination that offers a heady blend of glamour, tranquillity and nature. Beaches, leisure opportunities, shops and lifestyle are all to be found along the 'line' out to Cascais.

This reinvented fishing village is actually an upmarket seaside resort, famed for its restaurants, culture and shopping as well as its historic centre.



© Manuel V. Botelho

Paula Rego House of Stories

Paula Rego, who lives in London, is known throughout the world as one of Portugal's leading artists. In 2006, she decided to build "her" House of Stories in Cascais. The building was designed by the architect Eduardo Souto de Moura.

The collection includes a significant number of her painted and drawn works and some of those of her artist and art critic husband, Victor Willing, who died in 1988.



Opening Hours

Tuesday to Sunday: 10 am - 6 pm

Address

Av. da República, 300
 2750-475 Cascais
 [+351] 214 826 970
info@casadashistorias.com
www.cm-cascais.pt/equipamento/casa-das-historias-paula-rego
www.bairrodosmuseus.pt

Museum of the Sea – King Carlos

This museum explores the close relationship that Cascais has with the sea, navigation and fishing. The various sections (Natural History, Ethnology and Underwater Archaeology) offer a broad variety of marine-related exhibits: old maps, fishermen's clothing, models of boats and some of the treasures recovered from vessels shipwrecked off the Portuguese coast and in the Tejo estuary.



Opening Hours

Tuesday to Sunday: 10 am - 5 pm

Address

Rua Júlio Pereira de Mello
2750-407 Cascais
[+351] 214 815 906
museumar@cm-cascais.pt
www.cm-cascais.pt/museumar/home.html
www.bairrodosmuseus.pt

Town Museum

This museum covers the history of the town and wider municipality from the Neolithic through to the early 20th Century.

In the collection, there are iconic pieces from Cascais' past that help tell the story of the main events in the region. Exhibits include the town's coat of arms and Cascais' charter, drawn up in 1514 by King Manuel I and recently restored by the local council.



Opening Hours

Monday to Friday: 10 am - 6 pm

Saturday and Sunday: 10 am - 1 pm and 2 pm - 6 pm

Address

Paços do Concelho
Praça 5 de Outubro, Cascais
2754-501 Cascais
atendimento.municipal@cm-cascais.pt
www.cm-cascais.pt/equipamento/museu-da-vila
www.bairrodosmuseus.pt



This museum is integrated into the town council.

Cascais Citadel Palace - Museum of the Presidency

The story of the Cascais Citadel Palace is intertwined with that of the Portuguese heads of state - from monarchy to republic. A number of Presidents of the Portuguese Republic have lived here. The palace's state rooms, the chapel of Our Lady of Victory, the King Luis' bedroom and the Arab room are open to visitors.



Opening Hours

Wednesday to Sunday: 2 pm - 8 pm

Address

Palácio da Cidadela de Cascais
Av. Dom Carlos
Cascais
[+351] 213 614 660
[www.cm-cascais.pt/equipamento/
palacio-da-cidadela-de-cascais](http://www.cm-cascais.pt/equipamento/palacio-da-cidadela-de-cascais)
www.museu.presidencia.pt

Cascais Cultural Centre

The Cascais Cultural Centre was built on the site of what was once the Convent of Our Lady of Mercy. This superb building was completely refashioned by the architect Jorge Silva. The centre hosts most of the temporary exhibitions that are held in the area.



Opening Hours

Tuesday to Sunday: 10 am - 6 pm

Address

Avenida Rei Humberto II de Itália, S/N
2750-800 Cascais
[+351] 214 815 660
sce@bairrodosmuseus.pt
[www.cm-cascais.pt/equipamento/
centro-cultural-de-cascais](http://www.cm-cascais.pt/equipamento/centro-cultural-de-cascais)
www.bairrodosmuseus.pt

Accessible Beaches* on the Cascais Line

During the summer season, the marked areas on this beach are supervised by lifeguards. The beach also has an amphibious chair (known as the Tiralô) and a first aid / medical post. The Cascais promenade is fully accessible all the way from Cascais to S. João do Estoril.

Carcavelos Beach

The beach can be accessed from the train station on Av. Jorge V. You should bear in mind, however, that the ramp inside the tunnel that leads to the promenade is fairly steep and you will likely need assistance going up and down.

S. João/ Poça Beach

You can get to this beach by car (there are reserved parking spots for those with reduced mobility) or on foot, via the promenade, if coming from Cascais.

Estoril/Tamariz Beach

You can access this beach from the CP (Comboios de Portugal) train station (via the ramp to the east or the platform lift to the west) or by car or from the promenade, if coming from Cascais.

Duquesa/Conceição Beach

You can access this beach from the CP (Comboios de Portugal) train station but we recommend that you require assistance to get up and down the ramp at the station exit.

For further information:

Cascais City Council
www.cascaisambiente.pt/pt/espacos/praias
 Accessible Beach - Beach for All!
 Instituto Nacional para a Reabilitação
 (National Institute for Rehabilitation)
www.inr.pt/content/1/17/praias-acessivel-praia-para-todos

For further tourist information:

www.visitcascais.com

*Accessible beaches with ramps and support facilities for people with reduced mobility.

Personal Assistance

Rental of Technical Equipment

Manual Wheelchairs / Electric Wheelchairs / Mobility Scooters / Amphibious Chairs / Medical Breathing Products / Bathing and Hygiene Equipment / Electric Beds and Mattresses / Transfer Lifts / Portable swimming pool lift
 [Equipment can be delivered and collected from your hotel or home].

Mais que Cuidar

Monday to Friday: 10 am - 7 pm
 Saturday: 10 am - 1 pm
 Rua Manuel Martins da Hora, 2
 1750-276 Lisboa
 [+351] 210 819 755 / 962 485 723
www.maisquecuidar.com

Mobilitec

Monday to Friday: 9 am - 1 pm / 2 pm - 7 pm
 Saturday: 9.30 am - 1 pm
 Avenida do Aeroporto, 1509
 4470-558 Moreira da Maia
 [+351] 229 436 135
www.mobilitec.pt

Tourism For All

Monday to Friday: 9.30 am - 6.30 pm
 Rua Adelino Amaro da Costa, Loja 14
 2725-208 Mem-Martins
 [+351] 210 114 993 / 964 631 583
www.tourism-for-all.com

Repair of Technical Equipment

Assistance and repair of technical equipment (such as flat tyres, batteries).

Mais que Cuidar

Monday to Friday: 10 am - 7 pm

Saturday: 10 am - 1 pm

Rua Manuel Martins da Hora, 2

1750-276 Lisboa

[+351] 210 819 755 / 962 485 723

www.maisquecuidar.com

Mobilitec

Monday to Friday: 9 am - 12.30 pm /

2 pm - 6.30 pm

Saturday 9.30 am - 1 pm

Avenida do Aeroporto, 1509

4470-558 Moreira da Maia

[+351] 229 436 135

www.mobilitec.pt

Personal Assistants, Nursing Care and Physiatry and Physiotherapy Services

One-off services or ongoing assistance at your hotel or home.

Help with personal care and hygiene, assistance with daily activities, treatments and nursing care.

Rehabilitation support, consultations, treatments, massage and physiatry or physiotherapy sessions at your hotel or home.

Mais que Cuidar

Monday to Friday: 9 am - 12 midnight

[+351] 210 819 755 / 962 485 723

www.maisquecuidar.com

Tourism For All

Monday to Friday: 9.30 am - 6.30 pm

[+351] 210 114 993 / 964 631 583

www.tourism-for-all.com

Useful Contacts

General

Emergency Number

112

Emergency Calls [Fire Service]

[+351] 213 422 222

Civil Protection

[+351] 217 825 240

Lisbon Tourism Association

[+351] 210 312 700

Security

Tourism Station [Police]

[+351] 213 421 634 / 623

Police

[+351] 213 466 141

Health Care

Public Health Line [Saúde 24]

808 242 424

Ambulances [Red Cross]

[+351] 219 421 111

Intoxication / Poisoning

[+351] 217 950 143

Hospitals

[+351] 217 714 700

Santa Maria Hospital

[+351] 217 805 111 / 000

São Francisco Xavier Hospital

[+351] 213 000 300

São José Hospital

[+351] 218 810 475

Dona Estefânia Hospital

[children]

[+351] 213 126 60

Embassies

British Embassy

[+351] 213 924 000

French Embassy

[+351] 213 939 100

German Embassy

[+351] 218 810 210

Italian Embassy

[+351] 213 515 320

Spanish Embassy

[+351] 213 220 500

Brazilian Embassy

[+351] 217 248 510

Canadian Embassy

[+351] 21 316 46 00

Embassy of the USA

[+351] 217 273 300

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Fernando Medina

Deputy Mayor for Social Rights

João Carlos Afonso

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Give us your feedback!

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[+351] 213 501 340 / 369

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Turismo de Lisboa

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Turismo de Lisboa

Visitors & Convention Bureau

App [visitlisboa](#)

Rua do Arsenal, 23

1100-038 Lisboa

[+351] 210 312 700

atl@visitlisboa.com

www.visitlisboa.com



Lisbon is a welcoming city. We know how to look after our visitors, but we want to be even better at it. We want to make sure everyone has the chance to fall in love with our city. Lisbon is making a huge effort to become a truly accessible city. We want this guide to take Lisbon one further step along the road to become a city that is user-friendly for all.

