

USNSE Lisbon

Welcome Aboard Handbook



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FORWARD

Congratulations on your new assignment!

Portugal is a lovely country with many interesting and beautiful things to offer. This booklet is designed to give you information to help you prepare for your tour and develop a better understanding of the cultural differences you will encounter here.

The Portuguese people are extremely friendly and helpful and they are very proud of their country and their history. If at all possible you should learn a little of the Portuguese language before your arrival; you will find out that it will make your life much simpler and will certainly enhance your tour of duty here. It is not an easy language for Americans to grasp but with work you can do it.

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 sections of this booklet will give you advice in these and many other areas.

PLEASE READ THIS BOOKLET CAREFULLY AND KEEP IT. You will use it many times over during your assignment in Portugal.

The staff of the Joint Command - Lisbon (JC) is a joint-service, multi-national NATO Headquarters located in Oeiras, Portugal, approximately 10 miles west of Lisbon, the capital of Portugal. Two major NATO commands are located at JHQ LISBON: Joint Command Lisbon (JCL) and NCSA.

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 – JC Lisbon is a US Vice Admiral, the Deputy CINC is a Portuguese Vice Admiral, and the Chief of Staff is a Spanish Rear Admiral. Approximately 240 personnel are assigned to the staff, consisting of American, British, Portuguese, German, French and Spanish nationals.

Support for U.S personnel and their dependents is provided by the U.S National Support Element. This support includes dental care, postal support, housing, and personal property services. Additionally, check cashing is provided for all service members and dependents by Customer Service Desk Lisbon, a two person detachment of the U.S. Navy's Personnel Support Activity Europe.

Joint Command - Lisbon consists of two main areas: the TAF (Topside Administrative Facility), which houses the Flag area, the Resources Division of the component administrative at the staff, the national support units and liaison offices, dental and medical facilities, post offices, and three messes (officers, senior and junior rates); and the UHQ (Underground Headquarters) which houses the Operations Plans and Policy, and Communications and Information Systems Divisions. There is also a remote transmitter site, which is located approximately 27 miles away across the Tagus River at Coina. Transportation is furnished to and from this location to coincide with the shift work schedules. The following facilities are also located at the compound:

- Swimming Pool
- Toddler pool
- Tennis/squash courts
- Basketball court
- Soccer field
- Gym
- Weight room
- Library/video rental
- Duty Free shop

1. Passports

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 members, unless a family member is planning to seek employment in Portugal. 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 military passports are not required. It is highly recommended that you acquire a tourist passport, if you plan to travel in Europe.

Family members: Must obtain a no-fee passport from your personnel office. No-fee passport's function the same as tourist passports when traveling with official military orders. It is also advised to acquire tourist passports for your family members, if travel in Europe is planned.

*Passports are becoming necessary to obtain a bank account and utilities in the home.

2. Pets

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. All animals subject to rabies infection must have the vaccination certification issued by a licensed veterinarian within 12 months prior to the date of entry into Portuguese territory. The pet must have a certificate of health issued within 15 days prior to departure. If you are in the area of a Portuguese Consulate, the certificate of health must go from the vet to the state health office and then be duly legalized by the consulate of Portugal with jurisdiction over the state where the certification was issued. All other animals must have certificates issued by a licensed veterinarian stating that the animals are free of any contagious diseases. The Consulate of Portugal must duly legalize the certificate with jurisdiction over the state where the certificate was issued.

Don't forget to call the airlines and make sure your pet is on your flight. Ensure the pet transport cage is airline approved, and that the flight goes directly to Portugal, otherwise you will 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 €0.00. If you will be arriving in Portugal with a pet on Saturday or Sunday, the Portuguese veterinarian will 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.

service. Many dog owners are concerned about the dog contracting gastroenteritis. Check with your veterinarian about getting some pills to prevent this.

3. Shipping of personal property

It normally takes 60-70 days from the East Coast, 70-80 days from West Coast to receive your 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. **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 non-temporary storage:

Power in Portugal is 220 volt, 50 cycles. A limited number of 220-volt appliances are available from the support unit for home use, including washers, dryers, refrigerators, freezers, stoves, and microwave ovens, dishwashers, dehumidifiers and heaters. 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.). Transformers are available for purchase online and through the Navy Exchange. 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.

With an American cable ready TV you will not be able to connect cable television in Portugal. Multi-system televisions are available through the NEX and local retailers .

Local Internet service is available, but you should 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.

4. Express/unaccompanied baggage

This usually arrives before the main shipment. The express shipment should consist of items that will be needed immediately upon arrival:

Umbrellas	Raincoats
Catalogs	Baby needs (formula, diapers, etc)
Greeting cards	Holiday and/or birthday items
Mechanical alarm clocks	Extra clothes
Hair care items	UNIFORMS (for all seasons)
Bedding (pillows and blankets, flannel sheets, and air mattresses)	
School supplies (lunch boxes, backpacks, pencil, and pens)	

5. Household goods shipment

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 rooms can be small. Also, expect limited storage facilities. You may consider bringing a few portable closets from the U.S. There are no storage facilities for excess furniture on the economy, so plan to use everything you bring. Bring whatever you believe is essential for your comfort and convenience.

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 to consider before bringing:

Large/new automobiles i.e. Full Size Conversion Vans, SUV's, and Pick-ups are not recommended due to the narrow damaged roads and high gas prices. Recommended vehicles include but are not limited to standard sedans like a Toyota Celica/Corolla/Camry, Ford Mustang/Taurus, and Chevrolet Cavalier/Malibu/Monte Carlo/Impala. Be sure to check your PCS manual for the specifications allowable for transportation measurements and limits.

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. However, keep in mind that some American light fixtures may not work and European bulbs do burn quickly.

Refrigerators/freezers

European refrigerator models are available from the support unit for home use. Power surges and variations in voltage are frequent. Operating your 110 volt refrigerator or freezer on a transformer can be 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.

Clothes washers

American models, they clean quite well. However, keep in mind that it will take 1-2 hours to clean one load of laundry and one load is about 1/3 the size of a load in an American sized washer. 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.

Dehumidifiers

Recommended, as homes are generally very damp. 220 volt dehumidifiers are available on the economy. It is recommended you use your MIHA and dislocation allowance to purchase these here. 110-volt dehumidifiers are easily operated through a transformer.

Fans

Recommended, as the majority of homes do not have central air. 220 volt fans are available on the economy. It is recommended you use your MIHA and dislocation allowance to purchase these here. 110-volt fans are easily operated through a transformer.

Clothes dryer

There are 220-volt gas dryers and European style dryers available from the support unit for home use. Gas dryers are preferred as they are easy to convert and more economical to operate. Talk to your dealer about adapting your American gas dryer for use with low-pressure bottled gas. 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. Keep in mind, it will take 2 plus hours to dry one load of laundry that is 1/3 the size of a load in an American washer. Many persons also line dry clothing. In addition, same as with the washers, there may not be space available in the Portuguese homes or the connections available to operate these machines.

Sewing machines

Recommended, most can be operated through a transformer.

Fabrics and patterns

If your family sews, bring an ample supply of fabric and patterns. Fabrics can also be mail- ordered or ordered on-line from the states. Local dressmakers (modistas) are reasonable, but fabric is not. European patterns are very different and use the metric measuring system.

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.

dishwashers clean quite well but are much smaller than American dishwashers and one load will take near one hour to complete. An American electric dishwasher would be very expensive to operate on a transformer. In addition, same as with the clothes washers, there may not be space available in the Portuguese homes or the connections available to operate these machines.

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.

Television

Portugal has several television stations. European sports are televised frequently, as are quite a few British and American programs/movies. A European or multi-system television is necessary if you want cable television. American format televisions are not compatible with the Portuguese format. Multi-system, VCRs (please note: there is more than one type of multi-system VCR. 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. Parents are advised that Portuguese standards of decency greatly differ from the U.S and that many programs containing explicit content are shown on regular television channels.

Video tapes/ DVDs

Bring a good supply of tapes or DVDs. Bring a U.S. format TV and VCR also (unless, of course, you already have a multisystem!). 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.

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. However, Portuguese software is not compatible with American systems despite originating from the same producer.

Cosmetics and toiletries

The NEX has a very limited variety of cosmetics and toiletries. American products can be found on the local economy, but they're a bit more expensive. Bring a good supply if you have a favorite brand.

Telephones

Home telephone outlets are similar to American outlets. Your American style phones will work in Portugal, so bring them. Any cordless telephone / answering machines that require a charger may not work or hold the charge as long when operated through a transformer.

blankets will work on a transformer) and flannel sheets for all beds.

6. Loaner appliances

This is a program whereby you may obtain 220 volt, 50 cycle appliances on loan from the U.S. Support Unit. The number of available appliances of any specific type is limited. After your arrival speak with the Support Unit regarding the availability of any of the below listed appliances:

Refrigerator	Freezer	Washer/Dryer
Stove/Oven	Microwave Oven	Electric Heater

7. Firearms

Notification of separate firearms shipments must be provided, as far in advance as possible, otherwise the weapon(s) will remain in the custody of Portuguese customs officials long after the member has arrived in country. If you desire to ship a personal weapon for hunting or protection purposes, it must be properly registered at point of origin and re-registered on arrival. Generally speaking, the permission for military personnel to bring firearms into the country is to apply only to those who carry arms in uniform, such as Marine Corps personnel.

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. Locations of the closest uniform shops are:

USAF Personnel:	Belgium
USA Personnel:	Belgium (limited selection of Army uniform items is available in Rota)
USN/ USMC Personnel:	Rota, Spain, 360 miles

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

<http://www.aafes.com/>

The schedule listed below is a guide as to the seasonal uniform requirements:

October - May: Appropriate Air Force/Army/Navy Winter Dress/Working uniform

May - September: Appropriate Air Force/Army/Navy Summer Dress/Working uniform

The Lisbon military community has an average of three or four official social functions a year. All personnel are encouraged to bring the appropriate accessories with them or in their express shipment. For a complete list of required items to make up the Mess Dress/Dinner Dress Uniform, consult the appropriate Air Force/Army/Navy Uniform regulations.

When traveling to Portugal by commercial means, civilian clothing is authorized and preferred.

GENERAL INFORMATION

1. Mailing address and procedures

Postal Information

The USNSE Fleet Post Office (FPO) serves the U.S personnel assigned to JHQ LISBON AND Monsanto offers basic postal services as any other US Post Offices with the exception of Registered Mail and Express Mail. Additionally, the FPO is only able to accept payment in cash, using only U.S. currency. (U.S. currency is readily available at the CSD cash cage). The Mail is dispatched and received Monday through Friday, except holidays. The Post Office is closed Saturdays and Sundays. Your sponsor may be able to reserve a postal box for you prior to your arrival in Portugal.

Your mailing address will be:

PSC 807 Box XX
FPO AE 09729-00XX

Further questions can be directed to the Post Office at (comm.) 351-21-440-4446.

2. Banking

There is not any 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!** You must also sign up for banking on-line, if offered by your financial institution. Banking on-line is the most convenient and least expensive method of doing business with a U.S. financial institution from over-seas. Portuguese banks will accept your personal dollar checks for exchange into Euros, but you should be aware that a personal check written from a US account to a Portuguese bank may be held for up to 30 days, before you will actually receive Euros. You can exchange dollars for Euros by first depositing the US dollars into your Portuguese bank account and then withdrawing Euros from the multibanco. All Portuguese banking transactions will be subject to a small administrative fee. After you arrive in Portugal, it is recommended that you open a Portuguese bank account for the payment of your rent and utility bills. One marvelous feature of

deducts the payment from your checking account. The local Navy Disbursing Office can cash personal checks (for Euros or U.S. dollars) on U.S. banking facilities only. Third party checks will only be cashed if made payable to the service member.

*As of November 1, 2005, banks are requiring passports, birth certificates and Portuguese tax ID numbers to open accounts.

3. Credit cards

The most common credit cards accepted in Europe are:

Visa Master Card American Express Diner's Club

**Important to note: Some businesses do not accept American debit cards despite having the VISA or MC logo.

4. Currency exchange

The Euro is the European monetary unit. Multi-Banco machines will accept US credit cards.

5. Legal services

- a. There is no military Legal Services 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. The Legal Office in the Azores can provide some legal advice. Navy legal services (NLSO) located in ROTA, Spain can also assist. They can be reached at 00-34-956-82-2531/2532
- b. Before you arrive you should make sure you have all legal matters up to date. Suggested items to think about are: wills, Powers-of-Attorney, arrangements for selling property, etc. You may also consider leaving a copy of important documents (wills, birth certificates, passports, marriage license, shot records, etc.) with a friend or relative who will not be accompanying you to Portugal.

6. 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. The duty phone number is 011-351-96-761-0555.

The USNSE LISBON will help you contact the appropriate service representative. Limited financial assistance for emergency situations is available.

8. 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, U.S. Army Chaplain permanently assigned in Madrid, Spain and U.S Navy Chaplains permanently assigned to Rota, Spain are also available to assist. The Rota Chaplain's office number, calling from Portugal is 00-34-956-82-2161/2162. The Madrid Chaplain's office number calling from Portugal is 00-34-91-512-0573.

9. Navy Exchange

Located in Lisbon, Portugal at the American Embassy. The Navy Exchange NEX-Mart provides authorized patrons with a full and wide range of consumable goods consisting of canned and dry goods, frozen foods, USDA choice meats, and dairy products. Non-consumable merchandise is also available; audio/video equipment and accessories, greeting cards, periodicals, appliances, house ware and kitchenware, health and beauty products, cleaning supplies and pet supplies. The NEX also provides other services; a special order program to procure items not located at the Lisbon Exchange and Home Layaway. For further details on these and other services/products please contact the Lisbon NEX.

Lisbon Navy Exchange
Embaixada Dos Estados Unidos Da America
Avenida Dos Combatentes
1600 Lisboa

Telephone: 351-21-770-2381
Fax: 351-21-727-1149

10. Baby needs

Bring a good supply of your favorite formula, and baby food if these are not the popular brands. Diapers can be obtained at the NEX, as well as limited food, powders, shampoo, etc. Diapers can be also bought on the economy for often a cheaper price. Huggies brand and the local brand is found at most stores. However, Pull-ups, training pants and swim diapers are more difficult to find and more costly. Plan on clothing for several years' growth, due to the high cost of baby clothes. In addition, if you baby is accustomed to a specific bottle or cup, bring extra of those items. Special orders may be obtained from the Naval Base at Rota, Spain. In addition, much of what is needed can be purchased online.

Located on the NATO compound is the Duty Free shop, for sales of a very limited variety of liquor/wine/perfume/cologne/cigarettes. All members of NATO, Monsanto and their spouses are eligible to shop here, and sales are in Euros. The NATO and Monsanto assigned member will be issued Ration cards limiting the amount they can purchase monthly. These limits are eight (8) cartons of cigarettes, six (6) bottles of spirits containing greater than 20% alcohol by volume, four (4) bottles of perfume/cologne, and 24 bottles of wine, port, and all other alcoholic drinks under the 20% limit stated above.

12. Household help

Domestic help is available part and full-time. The wages are comparable to the U.S. However, please be advised that once domestic help is hired, you become the employer and certain obligations are required such as paying into their social security and bi-yearly bonuses and possibly transportation expenses.

13. 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.

14. Public Telephones

Public telephones in Portugal use coins and/or telephone cards. The vast majority of public phones require the use of phone cards. Phone cards are very convenient to use and can be purchased at the Duty Free Shop and at many local magazine / tobacco shops.

15. English Language Newspapers

The Portugal News is published weekly and is available for €1.50. It contains news and information about the local community, Lisbon, and the Algarve. The Portugal news also features Business news, Property listings, special events and dining, and the cinema schedule.

ARRIVAL INFORMATION

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. Present your completed International Debarkation Card and your passport; both will be stamped and returned to you. This next sentence applies TO MILITARY MEMBERS ONLY: If you do not have a Passport, present your NATO TRAVEL ORDERS (which should be attached to your PCS orders). The documents will serve for entry into Portugal. DEPENDENTS AND CIVILIANS MUST HAVE PASSPORTS. It is, however, recommended that the military member obtain a passport prior to traveling to Portugal. A passport is required to travel around the EU and surrounding nations.

birth certificate are required to open up a bank account in Portugal. The Portuguese bank account is required in most cases to pay rent and utilities. If you are able to submit for a no-fee passport, then proceed in this manner. If not, it is highly recommended to obtain a tourist passport and then request reimbursement or claim on taxes.

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. If you can't get through, 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 the member directly to the command headquarters. It should cost you about €35 from the airport. There are money exchanges located at the Lisbon, Newark, NJ and J.F.K. International airports.

Useful Telephone Numbers:

USNSE LISBON

Oeiras, Portugal

(0830 - 1700, Mon-Fri)

21-440-4310/4309

Duty YN

96-761-0555

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 a day's rest and a night's 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. By the way, you may be required to give the hotel desk clerk your passport. This is standard procedure; you'll be able to pick up your passport later in the day.

EMERGENCIES IN PORTUGAL

For immediate response from the public emergency services FIRE, POLICE, or AMBULANCE, dial 112 or see page 1 of your local telephone directory, which gives a full list with easily recognizable symbols. A useful tip, if you are in the local area, is to call the JHQ-LISBON exchange (21-440-4321) and ask the operator (Telefonista) to relay any emergency message; thus avoiding language difficulties.



Emergency Card

(Name)

The bearer of this card is a member
of the JHQ-LISBON NATO Staff.

In case of accident or injury please
contact NATO at 21-440-4321

For emergency purposes, you should carry a card similar to the one above with you at all times. You may wish to make additional ones for every member of your family.

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.

If you are summoned to appear before the Portuguese court in connection with any offense under the host nation's law, you are to report the facts to your chain of command and the USNSE immediately.

POLICE FORCES IN PORTUGAL

- a) PSP - POLICIA DE SEGURANCA PUBLICA - Exercise jurisdiction within cities and towns.
- b) PT - POLICIA DE TRANSITO - Traffic Police. Forms a part of the PSP.
- c) GNR - GUARDA NACIONAL REPUBLICANA - Exercise jurisdiction on motorways, the Estrada Marginal, country areas and small villages. Their traffic section is called Brigada de Transito.
- d) PJ - POLICIA JUDICIARIA - Jurisdiction/investigation of criminal offenses.

The first three police forces may impose on the spot fines or make reports, which may result in charges being brought at a later date.

Remember that the police are armed. Should you become involved with any police the following rules apply:

- a) Do not resist arrest.
- b) Go with the police willingly if so requested.

- d) Do not make any statement until the chain of command or the USNSE has been contacted and informed of your situation.

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 a maximum of 30 days TLA which commences the day you report.

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 may be given in truly exceptional circumstances and **must be justified as being in the best interests of the government.**

As an allowance, TLA is calculated from the baseline of the published per diem rate. Like the per diem rate, it is divided into two parts - lodging and meals & incidental expenses. Basic TLA is assumed to be for two adults. As you can see from the attached calculation sheet, a single adult is entitled to 65% of the total lodging portion of the rate. Additional reimbursement for children depends on their ages.

The attached examples are representative of the complexity of the calculation but are incomplete for any given set of circumstances. The rate of reimbursement will also vary depending on whether or not the TLA location has cooking facilities. If the location has cooking facilities, you will draw less money because your eligibility for Cost of Living Allowance (COLA) will have started. You can be paying more for lodging than the allowed ceiling for the lodging portion without exceeding the total TLA entitlement. When you do this basically you are using part of the TLA entitlement identified for meals and expenses to defray additional lodging costs. Whether you do this or not is up to you. You may prefer to stay someplace cheaper (if available). **Another key point to remember is that just because the per diem/TLA rate maximum is \$100.00 a day (for example) and you are eligible to draw TLA at the 100% rate (because there are two adults in your party and you have no cooking facilities) this does not mean that you will receive an extra \$100.00 per day.** Since the government is already paying you Basic Allowance for Quarters (BAQ) and Basic Allowance for Subsistence (BAS), the daily average of the sum of those two figures (average daily rate) is subtracted from the total TLA rate.

When executing permanent change of station orders to leave Portugal you are entitled to an additional 7 days of temporary lodging allowance. This entitlement is designed to be used when your household goods have been packed out and your residence is no longer habitable. **You cannot draw TLA and Overseas Housing Allowance (OHA) simultaneously.** The day your TLA commences, your OHA stops.

SCHOOLS and DAYCARE

There are no U.S. Government operated schools (DODDS) in Portugal. There are several English speaking schools in the Lisbon area that are certified by the Department of Defense Dependents Schools Europe Area (DODD-M) for dependent children of U.S. military and civilian government for command sponsored dependents. 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.

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 depending upon the ability and aptitude of the candidate will confirm the exact placing of each pupil.

The following schools are currently accredited by DODDs:

The International Christian School of Cascais
The Carlucci American International School Of Lisbon
Saint Dominic's International School
Saint Julian's International School
International Preparatory School

Age requirements: Students will have to reach his or her 5th birthday by 1 September of the current school year.

Listed below are the required documents that must be submitted prior to enrollment in school and only once during the duration of the sponsor's assignment, unless a change in school occurs (registration charges are the responsibility of the sponsor in cases of changing schools):

DSE Form 610
DSE form 920
DSE 950
Assignment orders
Extension orders (when applicable)
Copy of passport (for kindergarten and 1st grade)

The above listed documents can be obtained from the U.S. SUPPORT UNIT.

You may contact the schools directly for more information. Mailing addresses are listed below:

2775 Sao Domingos de Rana – Portugal
Tel: 21-444-0434
From CONUS : 011-351-21-444-0434
www.dominics-int.org/

2776-601 Carcavelos
Tel: 011-351-21-458-5300
www.stjulians.com

The International Christian School of Cascais
Avenida de Sintra, No. 1154
2750 Cascais - Portugal
Tel: 011-351-21-486-1860

Carlucci American International School of Lisbon
Fundacao Escola Americana De Lisboa
Rua Antonio dos Reis 95
Linho – 2710 Sintra, Portugal
Tel: 011-351-21-923-9800
info@caislisbon.com
director@caislisbon.com
www.caislisbon.org

International Preparatory School
Rua Do Borer 12
27725-557 Carcavelos
Tel: 011-351-21-457-0149
www.ipsschool.org

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 preschools that are used by personnel assigned to JHQ-LISBON.

HEALTH CARE INFORMATION

1. Dental

It is essential that you arrive having had a recent dental check and all outstanding dental work completed. Family members should also have all outstanding dental work completed prior to departure.

You must have had an overseas screening prior to your arrival in Portugal

Active Duty Dental Procedures

Active duty members should schedule the majority of their routine care with local providers.

Scheduling Appointments

1. Call ISOS: **(44) 20-8762-8133**
2. ISOS will:

- a. Schedule appointments with local dentists.
- b. Provide Active Duty Members with a guarantee of payment for all routine care up to the amount of €500.
- c. Pay the dentist directly for all treatment received (i.e. no out of pocket expense for AD)

****If the cost of care will exceed €500, the treatment plan must be***

~~Family Member Dental Program~~

Family member enrollment in the TRICARE Dental Program (TDP) is required in order to receive insurance-covered local dental care. You can verify your enrollment status and remaining annual benefit by contacting TRICARE Europe:

TRICARE Europe Dental Program
Tel: 00 49 632 267 6358
Email: TDP@Europe.Tricare.osd.mil
Web: <http://webserver.europe.tricare.osd.mil/dental/default.asp>

2. Medical

Scheduling Appointments

The key to minimizing out of pocket expense is to coordinate all of your appointments through International SOS. As of 1 January 2005 if enrolled TRGO beneficiaries choose not to coordinate their routine and specialty care with International SOS they will have to pay:

1. 50% of the healthcare cost
2. A deductible of \$300 or \$600 (depending on family status)
3. Excess charges up to 15%.

There has been some leniency on this policy in the past but count on stricter enforcement in the coming months. This requirement is really no different than what you are accustomed to with a US military clinic or hospital simply think of ISOS as the "front desk" of your local provider network.

International SOS Contact Information

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

email: Tricarelon@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.

Please be advised that Mental Health or other intensive support is not available in this area.

Prescriptions

ISOS does not have a pharmacy network. We recommend you use the TRICARE mail order pharmacy program:

<http://www.europe.tricare.osd.mil/benefit/remote/pharmacy.asp>

or a local pharmacy. If you receive pharmaceuticals while being treated in a healthcare facility the cost of the medications should be added to your total invoice for claims purposes.

If you use a retail pharmacy you will to pay for your medications and then file a claim with TRICARE. You will only be reimbursed for medications that have any accompanying subscription with them. Over the counter drugs do not

Farmacia Parque do Estoril

There is a local pharmacy with English speaking staff located at the southeast corner of the Parque do Estoril (in front of the casino). You are strongly urged to use the services of this pharmacy as they have established agreements with TRICARE:

3. TRICARE

Tri-Care Europe Prime and Tri-Care Standard are available in Portugal. Tri-Care Europe Prime is available to eligible family member and all authorized care is covered at no cost to the active duty member (100%). Tri-Care Standard is available at \$150 deductible for E4 and junior personnel and \$300 for E5 and senior personnel, plus 20% after deductible are met. Members must enroll for Tri-Care Europe as soon as they report. The Health Benefit Advisor (HBA) will dis-enroll family members from U.S. coverage when you enroll in Tri-Care Europe. Tri-Care information is also available via the Internet at: www.tricare.osd.mil.

HOUSING INFORMATION

There is no government housing available in Portugal for U.S. military. All are accommodated on the local economy. Housing is divided into two categories - furnished or unfurnished. Furnished means furniture, beds, appliances and fixtures, but also can include linen and dishes/silverware. There may not be a TV or microwave, or clothes dryer, none of which are considered to be essential. Unfurnished on the other hand means no appliances at all, no light fixtures and sometimes no bathroom fixtures. Depending on the landlord, sometimes appliances, cable TV etc. are negotiable. Portuguese homes are usually constructed of brick and stone. They seldom have central heating or air conditioning. They are very cold and damp in the winter. Your heat will be gas (propane bottle) heaters and/or wood burning fireplaces. The summers are generally very pleasant, so lack of air conditioning is usually not an issue. 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. MIHA is approximately \$400 - \$600. Amount will be based on actual authorized allowance when you sign your lease.

<http://www.dfas.mil/>

Your rental allowance is called OHA - Overseas Housing Allowance. This is calculated to cover 80% of your rent and partially subsidize utility costs. **Rents in Portugal are subject to an annual inflation increase, which is announced by the government and usually is around 2-3%. Your landlord has the right to ask for this increase and does not have to do anything for you in return.** Please bear this in mind when you are deciding how much rent you want to pay.

The Housing Officer will assist you in finding your new home, but if you find a place by yourself make sure you do not sign anything without the Housing Officer checking the lease. The Housing Officer will ensure that the contract is reasonable and that there is a military clause, which allows you to break the lease at short notice if you are transferred. **It is mandatory that the Housing Officer approve your lease prior to moving in to your home.**

property in such a state that a new tenant could occupy it the following day. This does not mean that you will be expected to repaint, unless your children have drawn on the walls, but you will be expected to leave it clean, just as you would in government housing.

Contracts can be made for one year renewable, or for five years maximum. After one year either party can give notice. You must advise your landlord 90 days before the end of the contract, and the landlord owes the same courtesy to you. **Remember that should you move from one home to another during your tour in Portugal, you will be responsible for the costs of that move, as the government will only pay for your move upon arrival and upon departure.**

When you move in, some landlords will ask for two months rent, plus a one-month security deposit. However, it may be possible to negotiate a lesser amount with your prospective landlord. You will be entitled to three months advance OHA, which may be paid back to the government within a 12-month period. Your landlord will tell you where he wants you to pay the rent. He may ask you to pay him directly, or usually, he will give you the bank details to make a deposit at a specific bank of his choice. The security deposit will be held by him (not in escrow) to cover any damages and last bills, and he will refund you the difference. The security deposit will not gain interest on your behalf.

So now you have found your new home and the bills begin to arrive! In order that you do not pay hook up charges or deposits, the utilities usually stay in the landlord's name. The Agent/Landlord/Housing Officer will take meter readings when you move in. The first bills will be possibly partly the landlord's and partly yours and the next ones will be all yours. The electricity bill comes in 2-month cycles, water in 2-month cycles, gas and telephone monthly. In some areas (Oeiras for example), your electric and gas comes in 2 month cycles as well.

Some homes may already have a telephone installed. If not, and the landlord is unwilling to put it in his name you will pay a fee of approximately €85.00. Installation takes about two weeks. **The cost of telephone usage is approximately 4 times higher per unit than U.S. prices.** A unit is a variable amount of time, the duration being dependent on the calling zone. Charges are based on the number of units used per call, and you will also pay for local calls.

All bills must be kept and given to your landlord when you leave. If they are in his name, he is responsible to provide proof of payment.

The Housing Officer will assist you if you have a language communication problem with your landlord and will try to assist in resolving disputes, but the Housing Officer is not a lawyer. The U.S. Support Unit will help you contact the Legal Office in the Azores or in Rota, Spain if you need a lawyer.

The Housing office can also supply you with some basic appliances if they are not provided in your house or apartment. These are “loaners” and must be returned to the housing office before you depart Portugal. You are responsible for maintaining the appliance in a clean condition and will be billed if the appliance is not cleaned or broken in any manner.

no shortage of suitable properties but you need guidelines before committing to a lease.

All countries have their own particular “quirks” and Portugal is no exception. However, if you are aware of these things, it will help you to have a better understanding of the other person’s point of view.

- It is your responsibility to tell the Housing Office the price range of houses you want to look at – this is the amount that will be advertised to rental agents to find suitable prospective properties. Most prices are negotiable, but the extent of the negotiation can vary according to how long the property has been vacant, or if the owner has rented to NATO previously.
- It is your decision as to how much you will finally pay for rent. There are no rules saying you must spend your full housing allowance (You will not pocket the remainder – you only get what you pay) or that you have to stay at or under your allowance – you will just be paying “out of pocket”.
- Common practice is to pay two months advance rent plus one-month security deposit – housing has tried to reduce this to two months total expenditure – but sometimes landlords will not accept this scenario. Again, this can depend on whether or not a particular landlord has had a good or bad experience with previous NATO tenants.
- Be advised, Portuguese law states that you **must** give your landlord/real estate agent 90 days notice when vacating the leased property prior to your actual departure/rotation date. So if you are unhappy with the house/apartment and are planning on moving, you are **required** to give them 90 days notice in writing as well as a verbal notice.
- Do not confuse Portuguese Law with the Military Clause that is required in your contract, the Military clause is for 30 day notice for orders out of country that you had no prior notification.
- Once you sign a contract to rent, you are contractually bound to the residence for one year. After one year you may move, but it will be at your own expense, the military will only pay for one move in and one move out of Portugal.
- Portuguese and other Foreign tenants have to provide a co-signer or in the case of a company – a written guarantee of responsibility for damages and bills – the US Government will **NOT** do this, so it is up to you to keep your bills up to date and to maintain the property in good condition.
- Utility bills stay in the landlord’s name, and you will assume payment of your share from the date you occupy the property. Water and Electric bills are issued every two months. Meter readers go out every other 2 months and take readings, if nobody is home they will issue an estimate based on previous readings. When you receive your bills, look at the date on the bill to phone in a reading so you can keep your bills current and avoid having to pay huge catch-up bills. The two companies also offer online services to register your readings. EDP, the electric companies web address is <http://www.edp.pt/> Cascais Water is <http://www.aguasdecascais.pt/>
- Landlords are responsible for major repairs and tenants are responsible for minor repairs. Burst pipes would be classified as a landlord repair, while blocked sinks, loose door handles, and responsibility for repairing a broken blind would fall on the tenant.
- If you opt for a house with a yard (garden), you will be expected to keep the yard in good condition as well as regular maintenance including watering, weeding, mowing, and trimming of any shrubbery in your area of responsibility. It can be quite expensive and time consuming to

- Do not presume that the landlord will automatically paint between tenants.
- You are not expected to paint unless your kids wrote on the walls or you made holes that have to be filled and then repainted.
- If you want to hang anything on the walls, buy “Amigos dos Senhores” – “Landlord’s Friends” from any hardware store.
- Landlords do not understand and do not like to pro-rate rent.
- Do not expect light fixtures if you are renting the property unfurnished.
- Do not be surprised if there are no toilet seats in the houses you look at, or that the residences are not cleaned. Portuguese do not clean the residence until you are ready to move into the residence, they simply cannot afford to clean the residence every time someone wants to look at the dwelling.
- You are expected to leave the accommodations in such a state that a new tenant can occupy it the next day.
- Although it is not spelled out in the lease, owners expect to be able to raise the rent each year by an amount determined annually by the Portuguese Government, usually about 3%.
- Rent is due between the 1st and the 8th of the month. If the 8th is a Saturday or Sunday, rent should be paid by Friday.
- Late rent – Your landlord can charge you an additional 50% for the first time rent is late, 100% the second time and evict you the third occurrence of late rent payment.
- Ensure that you make arrangements for your rent to be paid if you will be TAD/TDY or otherwise out of country when your rent comes due.

PRIVATELY OWNED VEHICLES AND DRIVING IN PORTUGAL

1. Registering privately owned vehicles

- a) Owners should ensure the following documents are brought with them: Original registration document, certificate of insurance and green card (if coming from another EC or EU country) and drivers license. It is also recommended that written proof of U.S. insurance no claim - discount be brought in order to assist with obtaining similar credit if transferring to a local Portuguese insurance company.
- b) b. 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.**

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.

3. Vehicle insurance

- a) 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.
- b) Most Portuguese policies come with varying degrees of insurance coverage. Depending on the company, insurance can be paid by installments.
- c) 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.
- d) 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.

4. Documents to be carried in vehicle

- a) The following documents should be carried at all times in the vehicle: copy of registration, copy of formulario, original white card, certificate of insurance (green card), license translation issued by Portuguese Department of Motor Vehicles and a Portuguese inspection certificate (if required).
- b) In addition, you will need a Portuguese road tax sticker. It is obtainable once you have your white card, and are only issued once per year in January. Applications for these stickers are made via the U.S. Support Unit Transportation Officer.

5. Private vehicle inspections

- a) Portuguese law requires all registered vehicles that are four years and older be inspected annually.
- b) The following businesses will give inspect to vehicles with other than EC specifications:

2/50 Cascais

CIMA - CENTRO DE INSPECOES DE OEIRAS
Fundacao de Oeiras
2780 Oeiras
(on the way from NATO to Oeiras train station)

CONTROLAUTO
Estrada Nacional No. 9 - km 6
2765 Estoril
(Next to the racetrack on the way to Sintra)

- c) U.S. personnel POV's should be inspected for mechanical faults only because they are in a temporarily imported status.
- d) If the vehicle fails the inspection you have 30 days to fix the problem and do a re-inspection.
- e) You may call and book a reservation or you may take a chance and wait for your turn. In both cases be prepared to wait. To inspect your POV, the following is required:
 - i.) Vehicle documentation, white card, original U.S. registration, previous ITV where applicable, and valid certificate of insurance or green card.
 - ii.) A clean car, inside and out, and particularly the engine compartment. This is required to ease inspection, but is in any event a wise psychological move. The inspector may refuse to inspect vehicles that are dirty.
 - iii.) Make sure obviously known faults have been rectified beforehand. For instance, cracked lights or windshield. Ensure you have a left side mirror and a warning triangle.
- f) You will also be asked for the curbside weight of the vehicle in kilograms. This information is normally found in the owner's manual under specifications. Make sure you have this information before you arrive at the inspection center.

6. Scrapping or abandoning vehicles locally

Before vehicles are scrapped or abandoned, whether because of age or as a result of an accident, authorization from Portuguese customs is required. Otherwise the tax due on the vehicle, based on its value when new, becomes payable. If you need to scrap a vehicle, contact the USNSE LISBON Transportation Officer.

7. Traffic Offenses

because he disagrees with the legality and wishes to challenge it in court) must pay a deposit to cover the maximum fine for the offense committed. If the deposit is not paid, the police could confiscate the vehicle.

- b) The Breathalyzer is in use in Portugal with more restricted limits than in the U.S. You should note that if you are found to be over the limit (0.05%) you will be locked up and not released until sober. DWI penalties are severe and the police make random checks. Service members can be subject to UCMJ action by either judicial or non-judicial means. Family members can lose command sponsorship.

8. Traffic accidents

- a) By EC and Portuguese law, vehicles must be insured and proof of insurance kept in the car at all times. Insurance companies have a system to keep claims and associated cost to a minimum and out of the court system. This system is the agreed statement of facts on motor vehicle accidents. When a vehicle is involved in an accident, both parties will fill out a form and each will turn it in to their respective insurance company.
- b) If you are involved in an accident, take the following actions:
 - 1) Do not move vehicle/s until the police so permit, unless there is a risk to safety, even if leaving them in place causes delays and traffic congestion.
 - 2) During duty hours contact JHQ-LISBON Security at 21-440-4321 ext. 4117. They will dispatch a vehicle (within the Greater Lisbon Area) to the scene. They will provide interpreting services, transportation as required, and they will also bring copies of official vehicle documentation maintained at JHQ-LISBON.
 - 3) After duty hours, contact the JHQ-LISBON Operator at 21-440-4312. He will dispatch the duty driver and the Internal Security Supervisor (within the Greater Lisbon Area) to the scene to again provide interpreting and transportation services as needed.
 - 4) If injury and or a driving infraction occurred to either party, contact your Chain of Command immediately. If no injury has resulted contact your Chain of Command at the start of the next duty day.
 - 5) Photograph or sketch the scene of the accident with as much detail as possible. Note details of damage to any vehicle or property.
 - 6) Complete the agreed statement of facts on motor vehicle accidents provided to you by your insurance company. Give a copy of the form to the other party involved and take the original to your insurance company. **Read this form carefully and learn how to use it before having an accident!**

involved in the accident.

- 8) Note names and I.D. card numbers of any witnesses. By law, all Portuguese citizens are required to carry a photo I.D. card.
- 9) Notify your insurance company as soon as possible, and render the appropriate report in writing in accordance with the terms of your policy.
- 10) Notify USNSE LISBON of the incident the next working day.
- 11) Irrespective of the circumstances, do not sign any admission of responsibility, blame, liability or guilt whatsoever. Note that signing the agreed statement of facts on the motor vehicle accident form is not an admission of guilt.

9. Electronic toll payment (Via Verde Portagem)

Travel on Portuguese highways may involve payment of tolls. All tolls can be paid in cash. If you have a local Portuguese bank account, with a MULTIBANCO debit card, you can obtain an electronic device, which will automatically charge the toll on passing (without the need to stop). If you travel on toll roads a lot, particularly south across the bridge crossing the Tejo River, this device can save much time and hassle.

10. Other traffic/driving regulations and miscellaneous information

a) Automobile clubs and breakdown services:

Unless you have a Portuguese car insurance policy with automatic breakdown benefits, membership of the Auto Club of Portugal (ACP) is available. Their main office is at Rua Rosa Araujo 24, 1250 Lisboa. Their headquarters is located in Lisbon, telephone 21-942-5095 (dial 01 prior if outside of the Lisbon area), and English is spoken. When in northern Portugal contact the Porto office, telephone 02 – 21-830-1127. The breakdown service operates 24 hours daily.

b) Child restraint seats:

Children under the age of 12 are not allowed to travel on the front seat of a vehicle. Children in rear seats must always be restrained by a safety seat or by seat belt. In addition, if the car is fitted with them, all passengers must wear safety belts.

*Car Seats are now required for children age 12 and under.

c) Drinking and Driving:

Portuguese authorities impose strict penalties for driving when your blood alcohol level is over 0.05%. Penalties for conviction are strict and can involve imprisonment.

e) **Fuel:**

Most gas stations are open from 7:00 am to 10:00 pm, and some from 7:00 am to midnight. To use NATO Duty Free privileges, GALP stations that honor Frota cards must be used.

Sometimes Frota cards will not be accepted even when the station is open because the Frota machine is not functioning. Ask "Frota esta boa?" **before** the attendant starts putting fuel in the tank. With very few exceptions, all gas stations have attendant services. Four star leaded is called "super" (98 octane); unleaded (95 octane) is "Sem chumbo"; Super Unleaded (98 octane) is "Super sem chumbo"; and diesel is "gasoleo." Spare fuel may be legally carried in properly designed fuel cans.

*Temporary Galp cards can be checked on a 24 hour basis from the USNSE until your permanent card arrives.

f) **Lighting:**

Make sure all lights are in working order, and headlights are properly aimed to keep from blinding oncoming traffic. New Portuguese traffic regulations consider blinding headlights a major traffic violation worth a heavy fine.

g) **Overtaking:**

While in the center of Lisbon overtaking of stationary trolleys or buses are permitted only if there is a designed road island for embarking or disembarking passengers. Trolleys are a particular hazard in the old parts of Lisbon. There are many designated BUS ONLY lanes, authorized for use of taxis and buses only. In any other case overtaking is only permitted on the left.

h) **Parking:**

Parked vehicles must face in the same direction as moving traffic, except where parking is officially allowed on one side of the road only. If parking on the pavement, you must still have at least 1.5m between the sidewalk and the wall for pedestrians to get past. American cars stand out, and are more liable to be picked out and given a ticket. Beware of parking illegally just because everyone else does it! As well as on the spot fines, vehicles are frequently towed away for parking violations. Finding the official pound and paying the fine to recover your car can be expensive and very time consuming. Parking meters are in use in many large urban areas, including Cascais, Lisbon and Porto.

i) **Priority:**

Unless there are Stop or Yield signs, **always** give priority to vehicles approaching from the right, they have legal right of way irrespective of the fact that they are coming from a minor road onto a major one.

j) **Roundabouts:**

Portugal now conforms to the convention of priority given to those in the roundabout; **however**, there are one or two roundabouts (particularly locally), which, for no apparent logical reason,

not recognized by many Portuguese drivers, so extra care is always needed.

k) **Speed limits:**

Unless there are speed signs specifying a different speed, the limits are:

- i. Built up areas - 50kmh (31 mph)
- ii. Outside built up areas- 90 - 100 kmh (56-62 mph)
- iii. Motorways- 120kmh (74 mph)

Cars towing a caravan or trailer are limited to 50 kph in built up areas, 70 - 80 kph outside built up areas, and 100kph on motorways. Unless stated otherwise, the minimum speed on motorways is 40kph (24mph), and most stretches of the Marginal between Cascais and Lisbon is restricted to 60 or 70 kph, with automatic Speed Control traffic lights to help suppress excess speed. On the 25 April Bridge across the Tagus, drivers must maintain a speed between 30 - 50 kph (18 and 31 mph).

l) **Warning triangle:**

This is mandatory for all vehicles and must be put out when stopping on the motorway for any reason, or when broken down on any other road.

m) **Dividing lines:**

Roads are divided using a combination of white lines. Solid white means no overtaking or crossing over to the other side, and broken white lines mean overtaking or crossing over is permitted.

n) **Motorcycles:**

Roads in Portugal are hazardous at best, and most individuals who elect to bring a motorcycle to Portugal end up leaving them garaged for the duration of their tour. Only one POV (privately owned vehicle) is authorized to be shipped at Government expense to Portugal. A motorcycle is considered a POV.

TRAIN - LINHA DE CASCAIS

The Linha de Cascais, the train line that runs along the coast from Cascais to Lisbon, provides an extremely convenient and relatively inexpensive way to get around the local area. They can be found and searched at: www.cp.pt/ with pages in Portuguese and English. On their web site you can find out when they will be stopping by the area you reside in as well as when they stop running for the evening. If you go to the website, click "Urbanos" then "Lisboa" then "Linha de Cacais" and "Horarios". There are both summer "Verao" and winter "Inverno" hours.

Let's face it though, there's definitely room for personal error when using the system. The usual scenario involves boarding the wrong train. It goes something like this: Hop on the train after paying only minimal attention to the sign posted in the front window, settle into your seat (if you get one), adopt the attitude of a seasoned train traveler, gather your personal belongings as the appropriate stop approaches, and

as far as your intended destination. This doesn't have to happen. Yes, you can get to Cais do Sodre (Lisbon) without enduring every stop along the way, or figure out how to get to Belem. Yes, you can get off at Carcavelos with minimal confusion, or go all the way to Cascais without wondering why the train is suddenly empty at Sao Pedro and no longer going in the right direction. If you keep a few simple things in mind, using the train system will prove to be a much more user-friendly experience. For the scoop, see the following paragraphs!

Buy your ticket, whether one way (simples) or round trip (ida e volta) in advance from the ticket booth inside the train station or from the ticket vending machine, and head up onto the departure platform. If you travel frequently on the train, buying a monthly pass is more economical. If there's more than one exit to reach the platform, they should be marked so you know which direction the trains on that side of the station will be headed.

Every train is marked in the front and rear with the name of the next stop; along with a digital board inside the train. The best way to know the routes is by going to the website and printing a schedule. Board the train where and when you want. Expect the conductor to wander by at some point during the trip and want to punch your ticket.

For reference, the names of the stops on the Linha de Cascais (in order) are: Cascais, Monte Estoril, Estoril, Sao Joao, Sao Pedro, Parede, Carcavelos, Oeiras, Santo Amaro, Paco de Arcos, Caxias, Cruz Quebrada, Alges, Belem, Alcantara, Santos and Cais do Sodre. Enjoy the trip!

REIMBURSEMENT OF VALUE ADDED TAX (IVA)

Reimbursement for IVA can only be requested on goods exceeding €270 including added tax. Personnel desiring to collect IVA on purchases in excess of 270 Euros must get a receipt in the sponsor's name. The receipt must be printed with either "Factura" or "Venda a Dinheiro" on it, the USNSE contribution number (see below), the IVA amount, on an original receipt. The receipt is submitted via the USNSE to the Portuguese Minister of Finance. The original receipt will be returned directly to applicants in approximately 60 days along with the reimbursement.

The following expenditures are **excluded** from IVA returns:

Construction works	Water, gas and electricity (utilities)
Food, including beverages	Catering services
Accommodation services	Home telephone services

The following citation can be reproduced and presented to Portuguese vendors for explanation and contribution number upon purchase of items over €270 Euros:



(NATO) JC LISBON
Cont. no. **980 059 780**

CARO SENHOR COMERCIANTE,

DE ACORDA COM A ACTUAL LEGISLAÇÃO, EM VIGOR, DE REEMBOLSO DO IVA A ÕS DIPLOMATAS RESIDENTES EM PORTUGAL, MUITO AGRADEÇIA QUE ESCREVESSE UMA FACTURA OU VENDA A DINHEIRO, REFERENTE À COMPRA EM QUESTÃO, QUE INCLUISSE: NUMERO DE DOCUMENTO, DATA DE COMPRA, NOME DO COMPRADOR, DESCRIÇÃO DE TODOS OS ARTIGOS COMPRADOS, PREÇOS UNITÁRIOS E TOTAL, REFERÊNCIA A PERCENTAGEM DE IVA COBRADA, IDENTIFICAÇÃO DA TIPOGRAFIA QUE EMITE O DOCUMENTO E RESPECIVA AUTORIZAÇÃO MINISTERIAL. CHAMO A ATENÇÃO PARA O FACTO DE QUE O DOCUMENTO DEVERA SER PROCESSADO DE UMA SO FORMA, I.E., TODO POR COMPUTADOR OU TODO ESCRITO A MÃO. POR ULTIMO, LEMBRO QUE O NÚMERO DO DOCUMENTO DEVE SER IMPRESSO E QUE O SERVIÇO DO IVA SÓ ACEITA ORIGINALS.

AGRADEÇO A SUA COLABORAÇÃO.

SERVICES AND REPAIRS

1. Utilities

Utilities will usually be already in place in most locations, you will simply be responsible for regular and prompt payment. The utilities will normally remain in your landlord's name. It is recommended that you have a local bank account to facilitate the payment of these bills. The Housing officer will explain the ease of paying your bills through the ATM machines once you are settled into a residence.

Electricity

Billed every other month:

LTE Electricidade de Lisboa e Vale do Tejo, S.A.

Rua Camilo Castelo Branco

43 1050 Lisboa

Phone: 800 246246 (toll free)

Call for location of office nearest you

Telephone

Billed monthly:

When you have your service set up, ask for an "itemized" telephone bill. There is no additional charge for this service, and having an itemized bill will insure you are being charged only for calls you actually make.

Portugal Telecom (PT)

Av. Fontes Pereira de Melo, 40

1069-300 Lisboa

Phone: 800 288 288 (toll free)

Office nearest to NATO is located at:

Avenida Marginal Estoril (across from the Casino).

You will need your rental contract, passport and tax ID number.

Internet Service Provider

Billed monthly:

When this booklet was published, the following was the only Internet service provider in Portugal. Other companies with more competitive rates may be available now. Ask the Housing Officer for details.

You will pay a monthly fee for Internet access, plus you will pay the telephone company for time you spend on-line (no such thing as a “free” telephone call in Portugal) if you choose the dial-up option. Either option, you will pay for downloads over your allotted monthly amount.

Telepac II (known as Sapo.pt)

Comunicacoes Interactivas, S.A.

Rua Dr. Antonio Loureiro Borges, 1

Miraflores – 1495 – 131 Alges

Phone: 21-790-7000

Call for location of office nearest you (Can go to Portugal Telecom to sign up)

Water & Sewage

Billed every other month:

SWAS

Servicos Municipalizados de Aguas e Saneamento de Cascais

Ava. do Ultramar, 18-Apartado 59

2754-525 Cascais

Phone: 21-483-8300

Call for location of office nearest you

Cable Television

Billed monthly:

TV Cabo Tejo SA

Tagus Park

Ed. Inovacao II, No. 414

2780 Oeiras

Phone: 21-422-7800

Call for location of office nearest you. They now offer cable Internet access, speak with your landlord before considering this choice.

Gas

Pay per bottle when they are delivered:

You will probably need gas bottles for hot water, cooking, heat and a clothes dryer in your Portuguese home. Many companies will deliver bottled gas to your home. Regulators (connection from gas appliance to gas bottle) are company specific, so if you call a delivery company other than the one your regulators are from, make sure they bring regulators to replace the ones you have (yours won't fit on another company's gas bottles). Initially, you will pay a refundable deposit for each gas bottle and regulator. The most common gas bottle companies are GALP and ESSO. Ask the Housing Officer to make arrangements for your first delivery of gas bottles. Some of the houses have gas lines in the home; consider the options when looking for housing.

Firewood

Purchase as needed. Less expensive when purchased during summer months:

Many Portuguese homes have at least one fireplace. You can purchase firewood by the (metric) ton, to be delivered to your home, from many individuals. Ask your sponsor for a recommendation.

2. Shopping On-Line

Many American products are not available locally. Depending on the currency exchange rate these products may be significantly more expensive than they would be if purchased in the U.S.

You may find it most convenient to shop for familiar products on-line. **Note:** Companies that deliver via carriers other than U.S. mail (i.e.: UPS) will not deliver to your APO/FPO address.

A few Web sites to get you started:

AAFES - www.aafes.com (also site for military uniforms on-line)

Navy Exchange - www.navy-nex.com (also site for military uniforms on-line)

J.C. Penney - www.jcpenney.com

Wal-Mart - www.wal-mart.com

K-Mart - www.kmart.com

Staples Office Supply - www.staples.com/st/home.asp

For a complete listing of websites go to www.oconus.com

3. Auto repairs & service

Auto Parts via the Internet

State-Side Auto Supply
211 Southwest Road
Canterbury, NH 03224
Phone: 603-783-9361
E-mail: Stateside1@aol.com

J.C. Whitney
1 JC Whitney Way
P.O. Box 1000
LaSalle, IL 61301-0100
Phone: 312-431-5615 (m-f 8am-5pm)

Genuine GM parts - www.gmpart.com

**For an updated completed list of Services and Repairs, please see USNSE.

PORTUGAL - SETTING THE SCENE

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 (if not the world), and for a time was probably 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 Conimbraga, 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 remained 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 by the Pope. 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

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 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. Because a safe route through the Mediterranean for the spice trade was not practicable, Henry set up the Sagres School to investigate the possibility of a sea route to the wealth of India, via Africa. 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. This was followed later by Siam and the East Indies. 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

rebuilding Lisbon's commerce and infrastructure over the next few years. He wielded immense power until brought down by a conspiracy of his many enemies.

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.

By the end of the Napoleonic Wars Portugal had suffered physical violence and depredation, and poverty and the moral effects were tragic and significant. 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 Great Britain issued 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. 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. Salazaar, 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 Salazaar stepped down

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 (including the Azores and Madeira). The revolution was followed by periods of great instability, virtual anarchy and near communist takeover. Between 1974 and 1985 there were 16 governments. There were six in the two years after the revolution before the new democratic constitution was proclaimed. But 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 re-birth.

A SNAPSHOT OF PORTUGUESE CHARACTER

With a past 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 judgement 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.

CULTURE SHOCK AND A MOVE OVERSEAS

With grateful acknowledgement to the IWP's "Feeling at Home in Portugal" Guide and UK SUPPORT UNIT – JHQ LISBON

Introduction

1. Irrespective of experience traveling, or even if you have served abroad before, as well as the significant stress of organizing and executing the upheaval from US and arriving overseas, there is also a major adjustment to be made to the culture of your new host nation - Portugal. Unless you already know the foreign country to which you have moved very well indeed, there is an inevitable - and perfectly justified - varying degree of **culture shock** that is going to be experienced by the service member, and members of the family.
2. Culture shock can be scaled from almost insignificant to a serious reaction that requires repatriation as a person cannot (or will not) adjust to the apparently alien and incomprehensible culture of their new environment. The vast majority of service personnel and their families adjust well, coping with mild culture shock, which they soon come to terms with. Most do experience culture shock to some degree. Understanding, identifying and being able to react positively to the associates' stresses can help with adapting to the new environment with less difficulty and more speedily.
3. Therefore the following table of causes, symptoms and reactions to culture shock are offered as an aid to managing the stress of that period of adaptation after arrival here in Portugal. Ordinary people who have gone through the experience themselves have drafted the advice contained here - this is not an Information Sheet produced by a psychologist or other such specialist. Hopefully it may help, perhaps a little, or perhaps more. But remember, if you are having real difficulty adjusting and adapting to life in Portugal (and you aren't the first such person, nor will you be the last), do seek support, advice, or merely talk it over with a sympathetic listener. JHQ LISBON medical care providers will be glad to help, and in complete confidence. Don't suffer in silence!

Table of causes, symptoms and reactions to culture shock

WHAT MAKES UP CULTURE

The physical aspects of the country:

- climate
- geography
- seasonal differences
- sea and water
- altitude

SYMPTOMS OF CULTURE SHOCK

Culture shock comes from:

- Being cut off from familiar cultural cues and patterns.
- Living or working for extended periods in ambiguous situations
- Having your values (considered absolutes) questioned.

Environmental factors:

- architecture
- currency
- streets/roads
- driving
- population density
- urban, suburban or rural setting
- noise and air pollution, litter
- shopping centers
- markets

- Being in a position where peak performance is expected, but the rules are unclear.
- Loss of identity (comes with change or loss of job; loss of friends, and other relationships, possessions)

Local culture:

- language
- communication style
 - Words
 - tone of voice
 - Phrasing
 - Gestures
 - status/formality
- habits
- traditions, customs, holidays
-

Culture shock symptoms:

- Homesickness
- Excessive sleep
- Boredom
- Withdrawal
- Compulsive eating
- Compulsive drinking
- Irritability/frustration
- Exaggerated cleanliness
- Excessive concern for sanitation
- Marital stress

values

- beliefs
- privacy
- social mobility and status
- cooking
- clothing style

- Family tension and conflict
- Stereotyping the host nationals
- Avoidance of contact with or hostility toward the host nationals
- Loss of ability to work effectively
- Unexplainable crying
- Physical ailments

Some behavioral reactions to culture shock

- Rejection of the new culture and withdrawal from interaction.
- Going native, and trying to be just like the people of the new culture.

The Solution

- Adapting to the new culture by accepting it as different to our own, but valid for the people who live here, and interacting with the new culture from a balanced perspective.

Cultural Adjustment Cycles

arrival	surface	integration	shock/
fascination	adjustment	acceptance	reintegration
Initial	initial	mental	return
anxiety	culture	isolation	anxiety

How to deal with Culture Shock

- a. Get to know the country, learn its culture.
- b. Make an effort to learn the language.**
- c. Look for reasons, patterns behind those things, which are strange or difficult.
- d. Be flexible.
- e. Maintain a sense of humor.
- f. Don't be negative, or put down the country, and avoid those people who do. Be non-judgmental, and maintain respect for the behaviors and values of others.
- g. Make friends with nationals of the host country and communicate respect for them. Remember that some aspects of the country that are difficult for you are also difficult for them.
- h. Get involved in the community, an organization, or with a project.
- i. Actively seek support, and lend support to others.

