

WELCOME TO PORTUGAL HIVE

NEW ARRIVALS GUIDE

MISSION STATEMENT

HIVE Information Centres support the chain of command and Tri-service communities through the provision of up to date and relevant information.

DISCLAIMER

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The HIVE is situated in the (UKJSU) United Kingdom Joint Support Unit in the TAF Building within JC Lisbon.

WELCOME TO PORTUGAL

The HIVE would like to offer you a warm welcome to JC Lisbon. This booklet is designed to answer some of the questions that may arise when you first arrive here particularly if it is your first posting to Portugal. The HIVE's opening hours are on the following page. Please feel free to pop in. Leave us a message on our answer phone or send us an E-mail and we will get back to you.

The HIVE is an information centre for the Service Community, which includes single and married serving personnel, civilian MOD employees and their dependents.

Our aim is to provide a professional information and referral service. We endeavour to answer all your queries and find the information you need, or point you in the right direction for the best possible help and support. We can offer you maps and information leaflets to get you started in your new posting.

If you are on the Internet the website www.hive-europe.co.uk will also give you lots of useful information.

HIVE OPENING HOURS

MONDAY - FRIDAY 08:30 to 12:30

ADDRESS: Portugal HIVE
UKJSU
JC Lisbon
BFPO 6

TELEPHONE: 00351 21 440 4328

FAX: 00351 21 441 7968

E MAIL: portugal@hive-europe.co.uk

WEBSITE: www.hive-europe.co.uk

We look forward to seeing you in the HIVE.

WHAT CAN YOUR HIVE DO FOR YOU?

We can provide you with information of the following areas:

New arrival
Information

Consumer & Business

Legal matters

Transport and
holidays

Postings & Departures

Local tourism

Communications

Travel/ Leisure

Education

Clubs & Societies

Theme parks

Family & Welfare

Great days out

Employment

Benefits

Health & Safety

Taxes

Customs

USEFUL INFORMATION

The following information is aimed at providing a general guide, which we hope will make settling in at JC Lisbon a little easier. More detailed information on many of these subjects can be received by contacting the HIVE team.

LOCAL AREA INFORMATION

ACCOMMODATION

If you have family visiting from UK and need details of accommodation, call in to the HIVE for a comprehensive list of local Hotels

BANKS

Prior to arrival you will be allocated a Sponsor who will take you through the process of opening a Portuguese bank account.

BEACHES

There are many beaches along Portugal's coastline. Carcavelos (Blue Flag), Parede, Cascais, Guincho and Caparica are only a handful. Contact the HIVE for a more detailed list of local beaches.

CLUBS

International Women in Portugal (IWP)

This is a local club for women of all ages and nationalities living in Portugal. The club holds various different events such as: tile painting, golf, tennis, language lessons, arts and crafts, book club and international dinners. There are many activities for adults, babies and toddlers. Tel: 915 52 847

Website: www.iwponline.org Email: office@iwponline.org

Spouses International Group (SIG)

This is a group open to all spouses and is held at JC Lisbon. There are 28 nations here at JC Lisbon and each month a different nationality will hold a coffee morning where you are able to sample some home baked delights and win raffle prizes from the host country of that month. This group also holds regular shopping trips, themed evenings, cultural trips and children's activities.

Email: sig_lisbon@yahoo.co.uk

Mums and Tots group

Let the tots enjoy a safe play area with a range of toys allowing them to develop their pre-school skills. Sit back and watch them play and share with other children while you enjoy a chat over a cup of coffee/tea.

This group meets every Monday between 1030 - 1200 hrs in the NATO gym.

New members are always welcome. Please contact Zoe Milne on

Tel: 911 799 608 or email: zmilne@hotmail.co.uk for more information.

GYM

The JC Lisbon Fitness Room has recently been refurbished and is now Well-equipped. The Fitness Room is available for use by spouses but you are requested to leave the lunch period free for use by NATO staff.

There are two squash courts at JC Lisbon.

There is a club available for most sports, such as: football, rugby, volleyball and running. There is a chance for spouses to take part in many sports events run by the POPTI. A dependant's team is often required for annual competitions, and this provides a great opportunity for spouses to refresh their skills. These include JC Lisbon Mini Olympics, Aqua Fun Day and the JC Lisbon Swimming Gala, all of which are family events.

For further information contact the PO Physical Training Instructor on (00351) 21 440 4441

Why not try one of the many local activities in the Lisbon area. Sailing, Surfing, Golf and Horse Riding are all available. If there is an activity that you wish to participate in please contact the HIVE.

HAIRDRESSER'S

There is a unisex hairdresser (also freelance) at JC Lisbon next to the BFPO. Tel: 21440 5670

The HIVE holds a comprehensive list of local hairdressers.

ID CARD

On arrival your sponsor will take you to the Security Office to collect your security passes to access UKJSU.

All military personnel, entitled civilians and dependants are required to carry an ID card.

LANGUAGE

Language lessons are available for all UK serving personnel and their spouses up to the value of €300 or 20 hours of lessons. There are a number of language schools in the local area and on arrival you can chose which language school you would prefer to attend.

For more information please contact the Education Officer, Flt Lt John Holt on (00 351) 21 440 5635 for further details.

The HIVE holds a list of Language Schools in the Local Area

LEAFLETS

The HIVE holds leaflets containing a huge variety of information on everything from benefits to leisure activities. We hold core information on a variety of subjects including education, social security, health, housing, communications etc. We also have dozens of pamphlets on local attractions and places of interest, as well as things to do further afield. If you are stuck for ideas on what to do or where to go, just call into the HIVE.

How you can help us

If you have visited anywhere or have had a particularly good meal/night out, then please come into the HIVE and let us know about it so that we can share your experience with the rest of the JC Lisbon community.

LEISURE ACTIVITIES

Cinemas

Have a look at what is on in a Cinema near you:

Cascais Shopping: www.zonlusomundo.pt

Beloura Shopping, Sintra: www.cinemacity.pt

Cascais Villa: www.castellolopescinemas.com

Concerts

There is a great choice of concerts with some big artists visiting Lisbon.

The two main concert halls are:

Atlantic Pavilion (at Expo 98), Lisbon: www.pavilhaoatlantico.pt

Coliseu Lisboa: www.coliseulisboa.com

Library

The library boasts thousands of books: Mainly Fiction, some Non Fiction, Military History, Self Help, and a wide range of Children's books. They provide DVD's (Region 1) for loan at just 2€ a week. It is an excellent facility and well worth a visit. They can be contacted on (00351) 21 440 4443.

MAPS

We can print street maps and routes for the local area. We can also provide maps for all other areas of Portugal/Spain on a loan basis.

MONEY MATTERS

Banks

There is a cash point available next to the BFPO at JC Lisbon. This is a Multibanco machine where you can do multiple transactions.

Cheques

The UKJSU offer a cheque cashing service when you arrive. For more information please contact the UKJSU.

WHAT'S ON INFO

We try to keep as much information as possible about local events and activities, within the JC Lisbon community and beyond.

The sports and social 'what's on' pages are emailed out to service personnel and all home email addresses on Friday's.

You can also check out the "What's on" page on our website

www.hive-europe.co.uk or look at the notice board in the HIVE or on the notice board outside the UKJSU.

CHURCHES

The **Church of England** Padre (Michael Bullock) visits JC Lisbon each week on a Monday afternoon and is available on a drop-in visit or by appointment in the HIVE from 1330 - 1700.

Alternatively he can be contacted on Tel: 21 469 2303, 21 468 3570 or 93 210 1805 Email: padre@lisbonanglicans.org

The **Church of Scotland** Minister (Graham McGeoch) can be contacted on:

Tel (casa pastoral) 214 837 885

Website: www.standrewslisbon.com.sapo.pt

An English speaking **Roman Catholic Priest** (Father Gus) can be reached on

Tel: 21 467 3771 or email: info@irishdominicansinportugal.com /

stmarys@netcabo.pt

The HIVE holds details of different denominations in the Lisbon area.

CONFIDENTIAL HELP-LINES

Social worker (Tri Service)

The social worker is based at UKJSU Naples and makes periodic visits to JC Lisbon to provide Safeguarding Children Training and can also offer telephone consultancy and home visit appointments if appropriate.

Tel: 0039 081 334 2500 / Mob: 0039 348 452 2042 Email: csw@uknsu.it

NPFS (Naval Personnel and Family Services) provide a visiting service to the Tri-Service Community in the Lisbon area. The aim is to provide a service that as much as possible mirror those provided by specialist welfare authorities in the UK.

The Senior Social Worker can be contacted via NPFS Eastern & Overseas, Swiftsure Block, HMS Nelson Portsmouth, Hants PO1 3HH

Tel: 00 44 2392 722712 or 00 44 2392 725083 Email:

dperssocialworker@a.dii.mod.uk

SSAFA (The Soldiers, Sailors, Airmen and Families Association) have a

Confidential Support line: 00 44 1980 630854 Website: www.ssafa.org.uk

Samaritans

The Samaritans provide confidential non judgmental emotional support, 24 hours a day for people who are experiencing feelings of distress or despair.

Support line: (0044) 845 790 90 90

E mail: jo@samaritans.org or anonymously Samaritans@anon.twwells.com

DRIVING

If you have a car accident

It is important to fill in the European Traffic Accident Report form (available in most European languages from your insurance company). This is ideal for recording all details of the accident, including the date, time, location and how the accident occurred. Also obtain the full names, addresses, telephone numbers and vehicle details of all people involved, including any witnesses. It is also advisable to take photographs of the accident scene, (including the registration plates of any vehicles involved) and the general accident area. You are therefore advised to carry a disposable camera within your vehicle as part of your vehicle inventory. For further assistance or if you need a translator you can call the International Military police on (Working hours) 214 404 414 / 214 404 418 (out of hours) 919 537 468. For more information on what to do please refer to the Living safely in Portugal Guide.

Duty Free Fuel Cards - GALP

On arrival you will have to hand in your paperwork (Car Registration, Insurance Document, MOT and Driver's Licence) to the vehicle office so they can contact Galp for a duty free fuel card. Galp will issue you with a card which will be delivered to the UKSU for you collect. You will be issued a monthly bill which you then pay at the UKJSU Cash Office.

Is Your Photo card Driving Licence Still Valid?

Many people with photo card driving licences are blissfully unaware that these need to be renewed after ten years. This becomes very important with the realization that the oldest photo card licences are now ten years old.

If you have a photo card licence, the renewal date is on the front of the plastic card recorded against 4b. The DVLA are sending reminders to the drivers who need a licence renewal, but if the driver's record is not up to date, the drivers may not receive one.

The expiry of a photo card licence does not mean the driver has lost the entitlement to drive, but it does mean that the licence is out of date and that it's holder could be fined.

It will still be possible to check entitlement to drive through the licence checking services, but at a price. Currently old-style paper licences generally don't need renewing before the owner is 70 years old.

If your address details are out of date on your photo card driving licence, call the DVLA or visit dvla.gov.uk for more information.

Changing Your Drivers License Address?

Please note: a BFPO Address is acceptable as change of address.

If you have a paper licence:

Please complete the 'changes' section on the reverse of your paper licence and return to DVLA with a completed D1 photo card application form (available from most main Post Offices®) and the requested documents.

N.B. A fee is not required for change of personal details when a valid licence is submitted.

If you already hold a photo card licence:

To amend your address on your photo card licence, please complete the changes section on the D740 counterpart of your licence and return both counterpart and card to the following address:

Driving Licence Section, DVLA, Swansea, SA99 1BN

If you have an amendment to your name you will need to also complete a D1 form. Return the form to DVLA with the relevant change of name document with your photo card and counterpart licence.

No fee is required.

Please note if you have lost one part of the photo card licence (i.e. paper or plastic), you will be required to apply for a duplicate licence.

Please complete a D1 application form and return with a fee of £22.00 with the remaining part of your licence.

For more information log onto: www.direct.gov.uk/motoring

TRANSPORT (LOCAL)

Bus: The destination is shown on the front window, as it is most unlikely that the bus driver will speak English. Books of cheap bus tickets (Modulos) are available for use in the Cascais, Guincho, Estoril, S.Joao, Parede, Carcavelos and Oeiras areas. A modulo is valid for one zone and must be punched by inserting it in a machine located at the entrance of the bus.

Bus time information: Tel: 00351 21 469 91 27

Website: www.scotturb.com Email: scotturb@scotturb.com

Rail: The Linha de Cascais, the train line which runs along the coast from Cascais to Lisbon, provides an extremely convenient and relatively inexpensive way to get around the local area. Buy your ticket, whether one-way or round trip (de ida e volta) in advance and head to the departure platform. Every train is marked, in the front window of the first car and the rear window of the last car, by a letter on a coloured signboard to help you identify the train you want.

Train time information: Tel: 00351 808 208 208 Website: www.cp.pt

Air: There are regular flights to and from Lisbon Airport and the UK. Faro airport in the south also has flights to the UK. For more information on all the airports in Portugal and the flight schedules check out:

www.ana-aeroportos.pt

Taxi: These are usually plentiful and very good value for money. A 10% tip is normally appropriate. When you set off, make sure the meter is running. If you phone for a taxi an extra call out charge is added. The standard of driving may vary but this cheap service is very attractive if you enjoy some of the social activities! Please don't drink and drive!

Radio Taxis Costa do Sol, Estoril. Tel: 214 659 500 / 214 660 101

Leonardo Freire Taxis, Tel 214 680 200

Eduardo M.S.Lourenco (English speaking and takes bookings)

Tel: 964 752 642

Rosario Taxi & Limo Service (English speaking and takes bookings)

Tel: 964 001 884 / 919 110 166

For more information on local transport services please contact the HIVE.

EMPLOYMENT

UK Dependant Employment

There are a limited number of employment opportunities within JC Lisbon.

These are usually within the Library, Iber Duty Free Store, The Dive Inn Café by the swimming pool, Pool Attendant duties (summer only) and the HIVE. It is advisable that you contact each of these locations directly to ascertain if and when any vacancies are likely to arise. When employment does arrive the HIVE will send out an email to all UK home addresses.

Contact the HIVE for volunteer opportunities within the HIVE.

Unemployment Benefit (Jobseekers Allowance)

You may be entitled to claim job seekers allowance.

Ask in your local job centre, pick up an E301 form.

This must be completed 1 – 2 weeks before leaving the UK.

For further details visit the Department for Work and Pensions website:

www.dwp.gov.uk/international/sa29/benefits_01.asp

Make sure you do this before you depart.

HOUSING

Hiring's in Portugal range between the areas of Oeiras and Cascais within a maximum distance from the HQ of about 20 miles. The Lisbon/Cascais coastline is a fairly built up area where the majority of the population live in apartments, which are generally of a much higher quality than apartments in the UK.

The housing clerks can be contacted on (00351) 21 440 4346 / 21 440 8640

Email: mcosta@jhlb.nato.int

TELEPHONE CONNECTIONS/DISCONNECTIONS / TELEVISION

Please Contact Housing. Tel: (00 351) 21 440 4346 / 21 440 8640

INTERNET

There are no internet facilities available at UKJSU. On arrival your Sponsor will assist you with organising your home internet access.

NEW ARRIVALS

New Arrivals will receive a Feeling at home in Portugal guide produced by

IWP (International Women of Portugal) prior to their arrival at JC Lisbon. This booklet is full of information and you may find it useful prior to your move and when you arrive in Portugal. New Arrivals will be asked to return the booklet within two months of arriving at JC Lisbon. Feel free to photocopy pages for your personal use. If you wish to have your own copy the booklets can be purchased from IWP for 10€

New Arrivals will also receive the Living and Working in Portugal Guide and the Medical and Dental Handbook.

ENIP

(Enhanced New Comers Introduction Program)

When you arrive you will be given an Enip Program. This Program is full of useful information for service personnel.

QUESTIONS

The HIVE will endeavor to answer all your questions. You will not leave the HIVE empty handed. We will either refer you to another agency, give you the details you want, a phone number or a promise that we will get back to you, if we do not have the information you are after.

POSTINGS

The HIVE can obtain Garrison Guides and HIVE 'Welcome' packs from other stations in the UK and Overseas.

PETS

Family pets may be brought to Portugal as long as your landlord/landlady is agreeable to this. It is strongly advised that you contact the UK Joint Support Office on Tel: (00 351) 21 440 5634/4314 as soon as possible, should you wish to bring pets with you to Portugal.

Pet travel Scheme Helpline

Tel: 0044 (0) 870 241 1710

Fax: 0044 (0) 124 545 8749 Monday - Friday 08:30 – 17:00 UK time

Website: www.defra.gov.uk/animalh/quarantine/index.htm

Email: pets.helpline@defra.gsi.gov.uk (Please enclose your postal address and day time telephone number).

Contact the HIVE for a list of Kennels/Catteries.

RESTAURANTS

The food in Portugal is varied and served in generous portions. All tastes and pockets are catered for, from small back-street tascas (cafés) to luxury restaurants. Most waiters do speak English so do not be afraid to ask about the dishes on offer. Cascais, Estoril, Lisbon and Docas (marina area near Lisbon) have plenty of pubs and bars to choose from. There is a wide range of restaurants in the local area that cater for many different tastes: Chinese, Indian, Italian and of course the Portuguese cuisine. So come into the HIVE and see what we have and of course when you start your own exploring bring us your discoveries.

Eating Out

Portuguese cuisine is particularly diverse; various recipes of rice, potatoes, bread, meat, seafood and fish are the staple foods in the country. The Portuguese have a reputation for loving cod dishes (bacalhau in Portuguese), for which it is said that there are 365 ways of cooking it: Pastéis de Bacalhau, Bacalhau à Brás and Bacalhau com natas are some of the most popular dishes. The art of pastry is very popular across the entire country. Desserts and cakes, such as Lisbon's Pastéis de Nata (best eaten with a coffee) are very much appreciated.

Portuguese wines have been exported since Roman times. Today the country is known by wine lovers, and its wines have won several international prizes. Many famous Portuguese wines are known as some of the world's best: Vinho Verde, Vinho Alvarinho, Vinho do Douro, Vinho do Alentejo, Vinho do Dão, Vinho da Bairrada and the sweet: Port Wine and Madeira wine. Porto Wine is widely exported, followed by Vinho Verde. Exports of Vinho Verde are increasing rapidly, in response to the growing international demand.

SCHOOLS

For children of school age, two main options exist regarding their formal education: either to use one of the local English speaking schools that follow a British curriculum or to place your children in a boarding school in the UK. There are no MOD Service Children's Education (SCE) Schools in Portugal, although there are three private schools (IPS, St Julian's and St Dominic's. Please see tables below) that are endorsed by SCE for use, at MOD expense, two of which work to the British curriculum. The MOD will make every effort to secure a school place for your child but no guarantee can be given. Contact the School directly for a Brochure and to receive further information and advice that you require. and you All other enquiries should be directed to the Education Officer, UK Support Unit, JC Lisbon, BFPO 6, Tel: (00 351) 21 440 5635, jholt@jhlb.nato.int

If you are considering placing your children in a local School, it is essential that you contact the UK Education Officer (JC Lisbon Ext. 5635), at the earliest opportunity.

Pre-School and Nurseries (Early Years)

Name and Address and Head Teacher	Contact details	Hours	Religious Denomination
Robert Taylor (Head Teacher) (IPS) The International Preparatory School Rua do Boror 12 2775-557 Carcavelos, Portugal	Tel: (00 351) 214 570 149 Fax: (00 351) 214 573 501 Email: info@ipsschool.org Website: www.ipsschool.org	0900-1515	NA
International Children's Play Corner 60, Rua Santo Izidro Areia, Cascais	Tel: (00 351) 912 145 018	0800-1700	NA
Montessori School Rua Alexandre Herculano, Lote 14 Sassoeiros, 2775-755, Carcavelos	Miss Teresa Neves Tel: (00 351) 21 456 4783 Mobile: (00 351) 93 666 8474 2-5 year olds admitted. All nationalities welcome.	0830-1630	NA
Fantasia e Letras Rua dos Canteiros 229A Tires 2785 Sao Domingos de Rana	Tel: 214 456 500	0730-1900	NA

Primary Schools

Name and Address and Head Teacher	Contact details	Hours	Religious Denomination
(IPS) The International Preparatory School Rua do Boror 12 2775-557 Carcavelos, Portugal	Tel: (00 351) 214 570 149 Fax: (00 351) 214 573 501 Email: info@ipsschool.org Website: www.ipsschool.org	0900 - 1515	NA
Mr David Smith, (Headmaster) St. Julian's School, Quinta Nova, 2776-601 Carcavelos, Portugal	Tel: (00 351) 21 458 5300 Fax: (00 351) 21 458 5313 Email: headmaster@stjulians.com Or mail@stjulians.com Website: www.stjulians.com English curriculum. Up to International Baccalaureate. For 3-16 yr olds	0830 - 1500 1530 upper years	NA

Name and Address and Head Teacher	Contact details	Hours	Religious Denomination
Mrs Maria do Rosario Empis (Principle), St Dominic's International School Outeiro da Polima, Rua Maria Brown, São Domingos da Rana, 2785-518, Portugal	Tel: (00 351) 21 444 0434 Tel: (00 351) 21 448 0550 Fax:(00 351) 21 444 3072 Email: school@dominics-int.org Website: www.dominics-int.org English curriculum. Up to International Bacculaureate. For 3-18-yr olds	0840 - 1600 Years 1-6	NA
Ms. Deborah da Silva, (School Principal). St George's School (Primary) Av. Do Lidador, 32 Sao João do Estoril 2765 Estoril	Tel: (00 351) 21 466 1774 Email: stgeorgeschool@clix.pt Sibling institution of St Johns School 6-10yr olds National Curriculum for England		Catholic

Secondary Schools & Colleges

Name and Address and Head Teacher	Contact details	Hours	Religious Denomination
Mr David Smith (Headmaster) St. Julian's School Quinta Nova 2776-601 Carcavelos Portugal	Tel: (00 351) 21 458 5300 Fax: (00 351) 21 458 5313 Email: headmaster@stjulians.com Website: www.stjulians.com	0830 - 1535	NA
St Dominic's International School (see details above)	Tel: (00 351) 21 444 0434 Tel: (00 351) 21 448 0550 Fax:(00 351) 21 444 3072 Email: school@dominics-int.org Website: www.dominics-int.org		

FURTHER EDUCATION

The HIVE holds details of Further Education. For more information on the following contact the HIVE: Learn direct, Open University, Learning Credits & Enhanced learning Credits and Open & distance Learning Quality Council.

SHOPPING

There are many Shopping Malls in the local area. These are very modern and have many familiar UK shops. They also have a food court area where you will find a wide choice of restaurants and there are many café's where you can stop off and take the weight off your feet. Be advised that in most supermarkets you are required to weigh your own fruit and vegetables before getting to the checkout. You will also need to use a 50 cent or 1 euro coin to operate the trolley. The HIVE holds a comprehensive list of shopping centre's, markets and supermarkets.

Shopping (Tax Free)

At JC Lisbon Tax Free shopping is available in the Iber Store. This store sells duty free drink and cigarettes, jewellery, cosmetics and sunglasses.

Facilities are also available to claim tax back on major purchases in Portuguese stores when you spend more than 270€. Please discuss both with your Sponsor.

Cars (Tax Free)

You will be able to claim IVA (tax) on new car sales. Check with the Customs and immigration customer enquiry line for more information.

Tel: 0049 (0)2161 472 2229

Markets

Cascais Saturday Morning - Fruit, Vegetables, Flowers, Bakers, Fish and Butchers

Wednesday Morning - As above and also Linens, Clothes, Shoes and Household Goods.

Carcavelos -Thursday Morning

Shopping Centres

Cascais shopping	Exit Alcabideche and follow the signs. Good choice of stores, large supermarket, food court and a cinema.
Colombo shopping	You will pass this very large centre when you make the motorway journey to and from the airport. This centre has all the major stores and superstores. There is a very large food court, cinema and funfair with a small rollercoaster, simulator and various other rides and attractions.
Palmeiras shopping	In Carcavelos, close to the Marginal. Shops, restaurants and a cinema.
Riviera Shopping	This is a small centre next to the Riviera Hotel in Carcavelos (also close to the Marginal). There is a supermarket, shops and a small food court.

CLOTHING GUIDE

WOMAN'S DRESSES, SUITS, SKIRTS & COATS													
BRITISH	10	12	14	16	18	20							
EUROPEAN	36	38	40	42/44	46/48	50							
AMERICAN	6	8	10	12	14	16							
BRA SIZES													
BRITISH	32	34	36	38	40	42							
EUROPEAN	70	75	80	85	90	95							
WOMAN'S SHOES													
BRITISH	3	3½	4	4½	5	5½	6	6½	7	7½	8		
EUROPEAN	36	36/37	37	37/38	38	38/39	39	40	40/41	41	42		
AMERICAN	-	-	5½	6	6½	7	7½	8	8½	9	9½		
CHILDREN'S SHOES													
BRITISH	4	4½	5	5½	6	6½	7	7½	8	8½	9	9½	10
EUROPEAN	20	21	21/22	22	23	23/24	24	25	25/26	26	27	27/28	28
BRITISH	10½	11	12	13	13½	14	14½	2	2½				
EUROPEAN	29	30/31	31	32	32/33	33	33/34	34	35				
CHILDREN'S CLOTHES													
BRITISH (age)	2	3	4	5	6	7	8	9	10	11	12	13	14
SIZE	92	98	104	110	116	122	128	134	140	147	152	158	164
Height in cms	91	96	102	109	114	122	127	135	140	147	152	157	164
MEN'S SUITS & OVERCOATS													
BRITISH & US	36	38	40	42	44	46							
EUROPEAN	44	46	48	50	52	54							
MEN'S SHIRTS													
BRITISH & US	13	13½	14	14½	15	15½	16	16½	17				
EUROPEAN	33	34	35/36	37	38	39/40	41	42	43				
MEN'S SOCKS													
BRITISH & US	9½	10	10½	11	11½	12	12½						
EUROPEAN	39	40	41	42	43	44	45						
MEN'S SHOES													
BRITISH	7	7½	8	8½	9	9½	10	10½	11	11½			
EUROPEAN	41	41/42	42	42/43	43	44	45	45/46	46	46/47			
AMERICAN	-	-	8½	9	9½	10	10½	11	11½	12			

HERBS AND SPICES

o coentro	coriander
a salsa	parsley
o estragão	tarragon
a cidreira	verbena
a erva cidreira	verbena or balm mint (<i>melissa officinalis</i>)
a hortelã	mint
o manjeriço	basil
o poejo	pennyroyal, pudding grass
o louro	bay leaf
o tomilho	thyme
o orégão	oregano
o alecrim	rosemary
o alho	garlic
o alho aromático	Aromatic garlic
a salva ruda	sage, salvia
o aipo (de rama)	celery
o funcho / o anis doce	fennel
o endro / o funcho bravo	dill
a segurelha	savory
o tomilho limão	lemon thyme
o gengibre	ginger
a pimenta	pepper
a pimenta em grão	peppercorn
a hortelã-pimenta	peppermint
a erva doce	anise
a manjerona	marjoram
a pimenta-da-jamaica	allspice tree (<i>pimenta officinalis</i>)
a pimenta preta / a pimenta do reino	blackpepper (<i>piper nigrum</i>)
a malagueta	chilli, spur pepper
o pimentão	spanish paprika
o pimentão doce	jerusalem-cherry, bonnet pepper
o piri-piri	piripiri
o anis	aniseed (<i>pimpinella anisum</i>)
o cominho	cumin
o cominho preto	black cumin
o caril	curry
a noz-moscada	mace

TIPS

Mobile Phones

If you are taking a mobile phone with you make sure it is not locked to a network in the UK. It is easier to get it unblocked before you arrive in Portugal or you may have to buy a new phone.

Insurance

You may want to take out military insurance with a company like Wilson's Towergate or Pax + who will insure you for travelling and whilst you are in Portugal (i.e. you may not need Pickford's travel insurance at an additional cost).

Cars

Cars (especially second hand) are generally more expensive in Portugal than in the UK. If you are flying out to JC Lisbon it may be worthwhile looking into shipping a car out. Regularly there are cars for sale within JC Lisbon with NATO plates when service personnel are moving on.

Non-Residents Letting Application

If you own a UK home & rent it out & you wish for the income to be paid free of tax at source you will probably need to complete a Non-Residents Letting (NRL) application form which is available from HM Customs and Revenue. For more information please see link:

http://www.hmrc.gov.uk/CNR/nr_landlords.htm

VISITORS

Please advise your visitors to travel with an EHIC card and standard travel insurance. You should be able to access the same service providers that are included in your own Private Health Care Policy, but will have to pay the clinic/hospital directly for these services.

EHIC

It is strongly recommended that when family and friends visit you in Lisbon, you advise them to bring an EHIC card and adequate travel insurance, as medical treatment in Portugal can be expensive. This document is required by all personnel in Portugal should they wish to travel anywhere within Europe outside of Portugal.

WEATHER

Lisbon is one of the warmest European capitals. Spring and summer months are usually sunny and maximum temperatures close to or above 30 °C during July and August, with low between 15 and 20 °C. Autumn and winter are typically rainy and windy, yet sunny days are not rare either. The temperatures rarely fall below 5 °C, usually staying at an average of 10 °C. Average sunny hours per year are 3300 h/y, and 100 days with rain per year. Lisbon climate is strongly influenced by the Gulf Stream.

	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
°C	10.5	11.3	12.8	14.5	16.7	19.4	21.5	21.9	20.4	17.4	13.7	11.1
°F	50.9	52.3	55.0	58.1	62.1	66.9	70.7	71.4	68.7	63.3	56.7	52.0

VOLUNTEERS

The HIVE is indebted to our volunteers, who give up their time to enable us to provide a good service to our customers. If you are able to spare a few hours a week to help in our busy HIVE please discuss with the HIVE Information Officer.

EMERGENCY AND USEFUL NUMBERS

LISBON USEFUL TELEPHONE NUMBERS

EMERGENCIES

Ambulance "Urgencias" 112
Fire "Bombeiros" 112
Police "Policia" 112

Clinica International de Saude (out of hours) 214 865 946/7
International Military Police (Working hours) 214 404 414 / 214 404 418
International Military Police (out of hours) 919 537 468
JC Lisbon Main Gate Security Post 214 404 499
UKJSU Duty Staff 916 986 572
Housing Emergencies 919 619 621 / 916 986 513
Joint Casualty and Compassionate Centre 0044 145 251 9951
JC LISBON Switchboard 214 404 321

UKJSU

Commanding Officer 214 404 345
Admin Officer (UKAO) 214 405 635
Admin Assistant/Translator (Gisela) 214 408 639
PO Logs (Pers) 214 404 314
SNCO Army 214 404 348
JNCO RAF 214 405 634
Housing Officer 214 404 346
HIVE 214 404 328
PO PT 214 404 441
Dive Inn 214 404 454
Duty Free Shop 214 404 440
Senior National Representative 214 404 151
Padre, (Anglican) 932 101 805
Reverend (Church of Scotland) 214 837 885
Clinica CIS Cascais 214 865 946/7
Clinica CUF Cascais 211 141 400
Clinica Europa Carcavelos 214 569 800
British Forces Clinic Naples (Reception) 0039 081 721 2336
Naples Duty Medic (out of hours) 0039 081 617 3040
Eden Hotel Estoril 214 667 600
Riviera Hotel Carcavelos 214 586 600
Pestana Hotel 214 825 900
Taxi Costa Do Sol Cascais 214 660 101
Dialling code for Portugal 00 351

HIVE Information Centres Across Europe

Email address	HIVE (location)	Phone No. Civ/Mil	Mil. No.
bielefeld@hive-europe.co.uk	Bielefeld	0521 92543122	81 3122
brunssum@hive-europe.co.uk	Brunssum	003145 5262891	
celle@hive-europe.co.uk	Celle	05141 9632340	78 2340
detmold@hive-europe.co.uk	Detmold	05231 37864	
dulmen@hive-europe.co.uk	Dulmen	02594 9622512	63 2512
elmpt@hive-europe.co.uk	Elmpt	02163 973183	68 3183
fallingbostel@hive-europe.co.uk	Fallingbostel	05162 9712204	76 2204
gutersloh.mb@hive-europe.co.uk	Gutersloh – Mansergh Bks	05241 842220	73 2220
gutersloh.prb@hive-europe.co.uk	Gutersloh – PRB	05241 842692	73 2692
hameln@hive-europe.co.uk	Hamel	05151 917464	83 2464
herford@hive-europe.co.uk	Herford	05221 9953127	82 3127
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munsterwest@hive-europe.co.uk	Munster - West	0251 9272163	60 2163
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rheindahlen@hive-europe.co.uk	Rheindahlen	02161 4722519	72 2519
sennelager@hive-europe.co.uk	Sennelager	05254 9822771	79 2771
shape@hive-europe.co.uk	Shape	003265 443984	9205423 3984
wildenrath@hive-europe.co.uk	Wildenrath	02432 81017	02432 81017

USEFUL PHRASES

Here are some Portuguese phrases to help get you started:

Everyday words:

Hello	Olá
Goodbye	Adeus (formal) / Ciao (informal)
Good morning	Bom dia
Good afternoon	Boa tarde
Good evening / night	Boa noite
Today	Hoje
Tomorrow	Amanhã
Yesterday	Ontem
How are you?	Como Estas?
I am very well	Estou muito bem
Yes/No	Sim / Não há
Please	Por Favor / Se Faz Favor
Thank you	Obrigado (M) Spoken by a Man Obrigada (F) Spoken by a Woman
Do you speak English?	Fala inglês?
I don't understand	Não compreendo
When do you open/close?	Quando abre/fecha?
What time is it?	Que horas são?
I'm sorry	Desculpe
Excuse me	Com Licença
How much?	Quanta custa?
Accommodation:	
Do you have....?	Tem....?
Can I have.....?	Pode dar-me?
I'd like a room with bathroom?	Queria um Quarto Com Banho?
For one Night?	Para uma Noite?
For one Week?	Para uma Semana?
Can I see it?	Posso Ver?
How much is it?	Quanto Custa?
Is there a cheaper room?	Há um Quarto mais barato?

Directions:

Drive Straight on
Drive Straight ahead
How far?
Right / Left
Near / Far
Traffic Lights
Roundabout
Crossroads
Opposite
Here / There
More / Less

Em frente
Sempre em frente
A que distancia
Direita / Esquerda
Perto / Longe
Semáforos
Rotunda
Cruzamento
Oposto
Aqui / Ali
Mais / Menos

Emergencies:

Please Help Me
I've had an accident
It's urgent
Call the Police
Call the Ambulance
Call the Fire Brigade
I've lost my Passport
I've lost my Car keys
I am lost

Ajude-me por favor
Tive um acidente
É urgente
Chame a Polícia
Chame a Ambulância
Chame os Bombeiros
Eu perdi o meu passaporte
Perdi a minha chave do carro
Estou perdido

Health:

I need....
A Doctor
A Dentist
A Telephone
An Interpreter
Where is the Hospital?
I'm allergic to Penicillin
I'm Diabetic
I'm Asthmatic
It hurt's here

Preciso de.....
Um doutor
Um dentista
Um telefone
Um intérprete
Onde está o hospital?
Eu sou alérgico a penicilina
Eu sou diabético
Eu sou Astmatico(a)
Doi aqui

Eating out:

Breakfast
Lunch
Dinner
I have booked a table
A table for two /four please
May I have....
The menu
The bill
I would like....
Some Bread
Some Beer

Pequeno-almoço
Almoço
Jantar
Eu reservei uma mesa
A mesa é para dois / quatro por favor
Gostaria....
Ementa
A Conta
Eu Gostaria....
Algum pão
Algumas cervejas

Some Wine
Where is the WC?

Alguns vinhos
Onde e a casa de banho?

At the Bank:

The nearest Bank
Change
Money
How much Money
I have a credit card
I would like to change English
Money into Euros please

O banco mais próximo
Trocacos
Dinheiro
Quanto dinheiro
Tenho um cartão de crédito
Gostaria de trocar dinheiro inglês em euros,
por favor

At the Petrol Station:

Fill up the tank please
Petrol
Unleaded
Diesel

Encher o tanque, por favor
Gasolina
Sem chumbo
Diesel

Numbers:

One
Two
Three
Four
Five
Six
Seven
Eight
Nine
Ten

Um
Dois / Duas
Três
Quatro
Cinco
Seis
Sete
Oito
Nove
Dez

Twenty
Thirty
Fourty
Fifty
Sixty
Seventy
Eighty
Ninety
One Hundred
One Thousand

Vinte
Trinta
Quarenta
Cinquenta
Sessenta
Setenta
Oitenta
Noventa
Cem
Mil

Available in the HIVE is a list of Portuguese Language Schools and translation dictionaries (which you can have on a loan basis).

OTHER AGENCIES



SSAFA Forces Help In-service Committees provide assistance and support to serving men, women and their families in need. They meet regularly to decide how money is raised and distributed and discuss other matters of concern to the local community. For more information, call JHQ Mil: 3392 or Civil: 02161 472 3392.



The RBL Portugal Branch are always looking to expand into the NATO community so if you and/or your partner are interested in becoming a RBL Portugal Branch member please let me know and I will assist you in joining, it is very simple process and by becoming a member you are assisting a very worthwhile cause which one day in the future maybe in a position to help you if needed.

Please use the hyperlink <http://www.portugal.legionbranches.net> to see what the RBL have being doing this past year.

Thank you for your continued support.

NOTES



CUSTOMER FEEDBACK

We aim to provide you with the highest standards of information and customer service. However, should you have any comments about our services or staff please use this form to contact us. Please complete the form below by ticking the box of your choice. Once completed, please place inside the addressed envelope provided, seal it and hand to your local HIVE Information Officer who will forward your comments on to the Director HIVE Europe.

Location of HIVE

How did you hear about the HIVE?

Newspaper Website Unit Word of mouth

If other, please specify:

What level of Customer Service did you receive?

Excellent Satisfactory
Unsatisfactory

If unsatisfactory, please make suggestions for improvement:

How useful did you find the information you received?

Very useful Satisfactory
Unsatisfactory

If unsatisfactory, please make suggestions for improvement:

What other information/service would you like to see in your HIVE?

Thank you for taking time to complete the above Customer Feedback form. Your comments are gratefully received.

Please provide us with your contact details if you wish for a response.

Name _____

Unit Address

E-mail Address _____



This guide has been produced by PORTUGAL HIVE