

SLOTS • PARK AND NATIONAL PALACE OF PENA

Tickets with slot allow access to the interior of the palace at the scheduled time, which allows visitors to avoid queuing, benefit from a visit to the interior with greater comfort, fluidity and security.

Holders of these tickets must present themselves at the entrance to the National Palace of Pena on the date and time shown on their ticket, with no delay tolerance. Therefore, it is essential to plan the trip to Pena in advance and to take into account the travel time between the main entrance of the Park of Pena and the entrance to the interior of the Palace, which takes around 30 minutes.

RESCHEDULING RULES

- For time slots up to 1PM (inclusive) | they can be rescheduled up to 6:00 PM of the previous day;
- For time slots starting at 1:30 PM (inclusive) | they can be rescheduled up to 10:00 AM of the same day;

! For exceptional situations beyond Parques de Sintra's control (for instance: a roadblock, a natural catastrophe, risk of fire...), you can reschedule tickets outside the periods mentioned above.

TIME LIMITS FOR BOOKING TIME SLOTS

Maximum: 180 days in advance

Minimum: 30 minutes prior to the time slot desired
(depending on availability)

CHARACTERISTICS

Capacity: 400 pax *
(every 30-minute)



*The capacity might change due to the recommendations made by the National Health Authorities

TICKETS CANCELATION

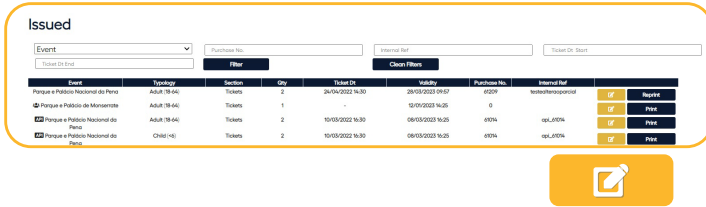
You can make requests for cancellations or returns, however only requests for cancellations for which Parques de Sintra holds responsibility will be granted. Whenever possible, you should try to reschedule.



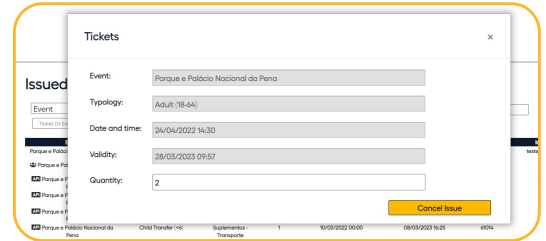
HOW TO CHANGE A TIME SLOT

Costumer Area → Tickets

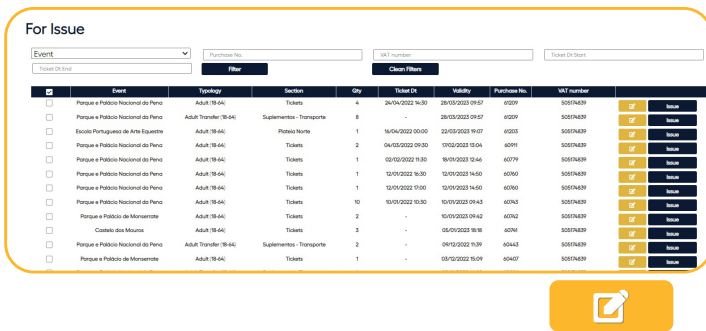
1. Section Issued



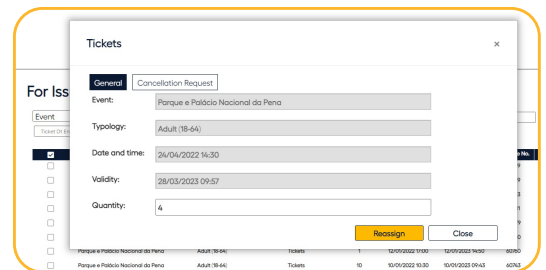
2. Edit Ticket & Cancel Issue



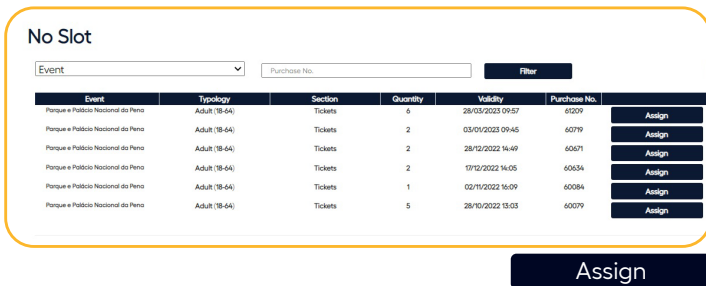
3. Section For Issue



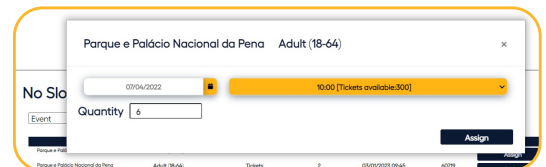
4. Edit Ticket & Reassign



5. Section No Slot



6. Assign



FAQs ?

Q • Is it possible to visit the Park and Palace of Pena without booking a time slot?

A ■ No. Buying tickets to the Park and Palace of Pena implies choosing a specific time slot. However, the time slot applies only for entry into the Palace of Pena.

Q • Do I have to choose a date and time when buying tickets to the Park and National Palace of Pena?

A ■ No. You can assign a date and time for the visit when you issue the tickets.

Q • Does entry into the Park of Pena also require a time slot?

A ■ No. Entry into the Park does not require a time slot (that only applies to the Palace).

Q • If I am late arriving at the Palace and miss my time slot, can I still complete the visit?

A ■ No. To ensure entry, you must arrive on time.

Q • I'm in line at the Palace entrance and it's time for my slot, what should I do to get in?

A ■ At the time of the slot, the visitor must identify himself to the Visitor's Assistant who is at the entrance of the Palace, ensuring that he continues the visit to the interior. To ensure an orderly entry, it is important to use the assistance of the Visitor Assistants, respecting their instructions.