

## **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

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

Event	~	Purchase No.			ernal Ref		Ticket Dt Stort			
Ticket Dt End		Filter			Clean Filters					
Event Parque e Palácio Nacional da Pena	Typology Adult (18-64)	Section	2	Ticket Dt 24/04/2022 14:30	Validity 28/03/2023 09:57	Purchase No. (1209	Internal Ref testealterosporcial	R	Reprint	
A Parque e Palácio de Monserrate	Adult (18-64)	Tickets	1		12/01/2023 14:25	0		8	Priperty	
222 Parque e Palácio Nacional da Pena	Adult (18-64)	Tickets	2	10/03/2022 16:30	06/03/2023 16:25	61014	opi_61014	ß	Print	
Parque e Palácio Nacional da Pena	Child (46)	Tickets	2	10/03/2022 16:30	06/03/2023 16:25	61014	opi_61014	C'	Print	

#### 3. Section For Issue

Event		Purchase No.			WAT number			Ticket Dt Stort		
Ticket Dt 8	ind	Filtor			Clean Filters					
	Event	Typology	Section	Gty	Ticket Dt	Validity	Purchase No.	WAT number		
	Parque e Palácio Nacional da Pena	Adult (18-64)	Tickets	4	24/04/2022 14:30	26/03/2023 09:57	61209	505174839	e,	late.
	Parque e Palácio Nacional da Pena	Adult Transfer (18-64)	Suplementos - Transporte	8		28/03/2023 09:57	61209	505174839	C,	keu
	Escola Portuguesa de Arte Equestre	Adult (18-64)	Plateia Norte	1	16/04/2022 00:00	22/03/2023 19:07	6/203	505174839	CK,	bau
	Parque e Palácio Nacional da Pena	Adult (13-64)	Tickets	2	04/03/2022 09:30	17/02/2023 13:04	60911	505174839	121	bas
	Porque e Polócio Nacional da Pena	Adult (18-64)	Tickets	1	02/02/2022 11:30	18/01/2023 12:46	60779	505(74839	12	ba
	Parque e Palácio Nacional da Pena	Adult (18-64)	Tickets	1	12/01/2022 16:30	12/01/2023 14:50	60760	505174839	ø	bec
	Porque e Palácio Nacional da Pena	Adult (18-64)	Tickets	1	12/01/2022 17:00	12/01/2023 14:50	60760	505174839	e	lan.
	Parque e Palácio Nacional da Pena	Adult (18-64)	Tickets	10	10/01/2022 10:30	10/01/2023 09:43	60043	505174839	12	in.
	Parque e Polácio de Monserrate	Adult (18-64)	Tickets	2		10/05/2023 09:42	60742	505174839	R.	bec.
	Castelo dos Mouros	Adult (18-64)	Tickets	3		05/09/2023 18:18	60744	505174839	14	hav
	Parque e Palácio Nacional da Pena	Adult Transfer (18-64)	Suplementos - Transporte	2		09/12/2022 15.39	60443	505(74839	C C	ba
	Parque e Polócio de Monserrate	Adult (18-64)	Tickets	1		03/12/2022 15:09	60407	505174839		bes

#### 5. Section No Slot

Event	<b>v</b>					
event	• P	urchase No.		Filte	r -	
Event	Typology	Section	Quantity	Validity	Purchase No.	
Parque e Palácio Nacional da Pena	Adult (18-64)	Tickets	6	28/03/2023 09:57	61209	Assign
Parque e Palácio Nacional da Pena	Adult (18-64)	Tickets	2	03/01/2023 09:45	60719	Assign
Parque e Palácio Nacional da Pena	Adult (18-64)	Tickets	2	28/12/2022 14:49	60671	Assign
Parque e Palácio Nacional da Pena	Adult (18-64)	Tickets	2	17/12/2022 14:05	60634	Assign
Parque e Palácio Nacional da Pena	Adult (18-64)	Tickets	1	02/11/2022 16:09	60084	Assign
Parque e Palácio Nacional da Pena	Adult (18-64)	Tickets	5	28/10/2022 13:03	60079	Assign

#### 2. Edit Ticket & Cancel Issue

	Tickets					×
Issued	Event:	Parque e Palá	cio Nacional da Pi	ena		
Event	Typology:	Adult (18-64)				-
Ticket Dt En	Date and time:	24/04/2022 14	:30			
Parque e Paláci	Validity:	28/03/2023 09	h.57			- 1
ES Parque e P	Quantity:	2				
Parque e P						_

#### 4. Edit Ticket & Reassign

General Car						
Conterest Cur	cellation Request					
Event:	Parque e Palácio Nacional e	ia Pena				
Typology:	Adult (18-64)					
Date and time:	24/04/2022 14:30					
Validity:	28/03/2023 09:57					
Quantity:	4					
				Reassign	Close	ſ
	Typology: Date and time: Validity: Quantity:	Typology: Adult (18-64)   Date and time: 24/04/2022 94:30   Validity: 28/03/2023 09:57	Typology: Adult (16-64)   Dete and time: 2µ0/x/2022 (4-30)   Velidity: 2803/2023 (0-57)   Quantity: 4	Typology: Adult (15-64)   Date and time: 2u/04/2022 14:30   Voidity: 2u/03/2023 09:57   Quantity: 4	Typology: Adult (18-64)   Delve and time: 24/04/2022 (4:30   Velidiy: 28/03/2023 09:57   Quantity: 4	Typology: Adult (16-64)   Date and time: 20/04/2022 (4:30)   Velidiy: 28/05/2023 09:57   Quantity: 4     Recession Close

#### 6. Assign

Assian

_	Parque e Palácio Nacional da Peno	a Adult (18-64)	×
No Slo	07704/2022	10:00 [Tickets available:300]	v
Event Parave + Paló			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.