



CUSTOMER PROCEDURES MANUAL

SIM - INTEGRATED MOBILITY SERVICE

JULY 2024



1. BACKGROUND

CP provides the Integrated Mobility Service (SIM) via the Customer Care Line - 808 100 746 (cost of a call to the national fixed network), via the Customer Service Offices or via a SIM Request Form at cp.pt for Customers with Specific Needs, available 24 hours a day, every day of the year.

The SIM service provides boarding and disembarking support for Customers with Specific Needs who wish to travel by train.

2. CONDITIONS OF USE

SIM is provided on all trains and at all stations for passengers who do not use wheelchairs or mobility scooters.

The SIM requires prior and compulsory booking for all Customers with Specific Needs who use wheelchairs or mobility scooters and is subject to the stations on the [List of Stations](#) with SIM for People using Wheelchairs or Mobility Scooters.

SIM customers must make their request at least 6 hours in advance. In addition, for trains departing between 10 p.m. and 11.59 a.m., the request must be made by 8 p.m. the day before, i.e:

- ✓ Journeys starting between 12 noon and 10 p.m. must be requested at least 6 hours in advance.
- ✓ Journeys starting between 10 p.m. and 11.59 a.m. must be requested by 8 p.m. the day before.
- ✓ Passengers will be advised if these deadlines cannot be met.

For trains with seat reservations (Alfa Pendular and Intercidades), the passenger must buy a ticket in advance and give its details to the SIM service.



If CP is unable to provide the SIM service, it will refund the value of the ticket up to 15 minutes before the train leaves the passenger's boarding station. Passengers can submit the refund request online at [Customer Information | CP - Comboios de Portugal](#) if the ticket was purchased at a CP ticket office or Automatic Vending Machine.

For urban, regional and inter-regional trains, the SIM service can be booked without having to purchase a ticket.

The Customer with Specific Needs will always be met on the boarding platform next to the train. Depending on the station and the staff on site, another convenient location may be agreed upon with the passenger.

Passengers must operate electric wheelchairs or mobility scooters themselves, without the intervention of CP Employees.

Manual wheelchairs and CP equipment and mechanical means must be manoeuvred by CP employees for safety reasons.

CP does not guarantee passengers a journey with a wheelchair or mobility scooter if they do not request the SIM service.

3. CHARACTERISTICS OF AUTHORISED MOBILITY EQUIPMENT:

- ✓ Manual or electric wheelchairs, mobility scooters with 3 or 4 wheels, as long as they do not exceed 1200mm x 700mm (footprint) and the equipment and passenger do not exceed 300kg;
- ✓ Invacare LEO model equipment, provided it does not exceed 1220mm x 590mm (footprint), may be used on Alfa Pendular, Lisbon Urban (except Cascais Line), Porto Urban and trains operated by UTE 2240 series;



4. SERVICES AVAILABLE ON THE HELPLINE

- ✓ Information on accessibility to trains on the CP network;
- ✓ Information on accessibility to equipment such as ticket vending machines and points of sale available for purchasing tickets;
- ✓ Commercial conditions for disabled people;
- ✓ Counsellor for Clients with Specific Needs;
- ✓ Other channels available for information or suggestions <https://www.cp.pt/passageiros/en/how-to-travel/Special-needs-customers>
- ✓ Advice to Customers with Specific Needs on how to plan their trip in the best conditions of comfort and safety;
- ✓ Recording and sending SIM requests to CP;