



AMOREIRAS 360° PANORAMIC VIEW REGULATIONS

I - OPENING HOURS AND ACCESS

1 - The access hours to the Amoreiras 360° Panoramic View are as follows:

a) From 1st April to 30th September: every working day from 10am to 12.30pm (morning), from 2.30pm to 8pm (afternoon) and from 8pm to 10pm (evening). Saturdays, Sundays and public holidays from 10.00 a.m. to 2.30 p.m. (morning), 2.30 p.m. to 8.00 p.m. (afternoon) and 8.00 p.m. to 10.00 p.m. (evening).

b) From 1st October to 31st March: every working day from 10am to 12.30pm (morning) and from 2.30pm to 6pm (afternoon). Saturdays, Sundays and public holidays from 10.00 a.m. to 2.30 p.m. (morning) and from 2.30 p.m. to 6.00 p.m. (afternoon).

2 - The last access is preferably 30 minutes before the Amoreiras 360° Panoramic View closes, to enjoy the magnificent 360° view over Lisbon in peace.

3 - In the case of visits by organised groups, visits are scheduled at 20-minute intervals and access is on a first-come, first-served basis.

4 - Visits to the Amoreiras 360° Panoramic View will only be limited in time (15 minutes) if the maximum capacity is reached (50 visitors at the same time) and there is a queue.

5 - The route of the visit is as follows: from the entrance on floor 2 of the Amoreiras Shopping Centre to floor 18, the route is by lift, followed by two flights of stairs that give access to the Amoreiras 360° Panoramic View. The viewpoint currently has no access for people with reduced mobility or disabilities.

6 - The maximum capacity of the Amoreiras 360° Panoramic View is 50 people.

7 - The Amoreiras 360° Panoramic View is closed on 24, 25 and 31 December and 1 January.

8 - Amoreiras 360° Panoramic View may also close for unforeseen reasons or force majeure, for technical reasons that prevent normal operation or if Mundicenter II, S.A. believes that there are any circumstances that put the safety of goods and/or people at risk.

9 - Schedule changes due to events will be indicated in advance in the Amoreiras 360° Panoramic View publication media.

II - TICKETS

10 - Tickets for access to the Amoreiras 360° Panoramic View are sold at the Amoreiras Shopping Centre sales point and on the Ticketline network (website and participating sales points). Reservations for groups or events will be booked in advance by contacting groups@amoreiras360view.com and events@amoreiras360viem.com.

11 - The price includes VAT at the legal rate in force and can be paid by cash, debit card or credit card:

Adults (16+)	5€
Senior (over 65)	3€
Children (up to 5 years)	0€
Young people (aged 6 to 16)	3€
Family (2 adults + 2 or 3 children up to 16 years)	14€

12 - The ticket is only valid for the date and period of the visit to Amoreiras 360° Panoramic View printed on it and cannot be returned or refunded, except in the situations provided for in these Regulations.

13 - Access to the Amoreiras 360° Panoramic View will only be allowed to holders of a valid access ticket, which must be kept by the holder until the end of the visit.

14 - Refunds will be made at the place of purchase and will only be possible in the event of the Amoreiras 360° Panoramic View being closed for technical reasons that prevent normal operation or if Mundicenter II, S.A. believes that there is a circumstance that puts the safety of people and/or goods at risk.

III - EXCHANGES AND RETURNS

15 - General rule: tickets cannot be returned/refunded. The ticket is only valid for the day and period indicated and cannot be exchanged.

16 - Exceptions:

a) Amoreiras 360° Panoramic View may be closed by decision of Mundicenter II, S.A., for technical reasons, legal decisions or in the event of circumstances that may jeopardise the safety of goods and/or people.

b) In the event of closure, customers may exchange their tickets for tickets for another day/period, depending on availability, or alternatively request a refund.

c) This request must be made within a maximum of 30 days.

d) Refunds or exchanges can only be made at the Amoreiras Shopping Centre Information Desk in the event of closure of tickets purchased there.

e) The remaining tickets not sold at the Amoreiras Shopping Centre Information Desk must be returned to their respective Ticketline points of purchase.

IV - SECURITY

17 - Access to the Amoreiras 360° Panoramic View and the visitor's stay there are subject to strict compliance with all the instructions of the security agents on site and with the rules laid down in these Regulations, which are deemed to have been expressly and voluntarily accepted by the visitor when purchasing the access ticket.

18 - If visitors do not comply with the instructions of the security officers and/or the rules laid down in these Regulations, they will have to leave the site.

19 - Visitors under the age of 16 must be accompanied by an adult.

20 - Visitors may only take small items of hand luggage into the Amoreiras 360° Panoramic View, which may be examined by security agents. Luggage and objects measuring 55 x 38 x 20 cm or more are not permitted.

21 - As there are no facilities for storing personal belongings in the building/viewpoint, each visitor will have to ensure that they dispose of the items they carry with them at the time of their visit, which may not enter the Amoreiras 360° Panoramic View, as mentioned in the previous paragraph.

22 - Smoking is strictly forbidden in the building and on the viewpoint.

23 - You can't eat or drink.

24 - All visitors who are under the influence of alcohol or whose behaviour/way of being is likely to cause disturbances and/or put other visitors and/or the facilities and equipment of the space in question at risk will be barred access.

25 - It is strictly forbidden to carry weapons, regardless of their nature, as well as any other dangerous objects, such as bottles, into the Amoreiras 360° Panoramic View.

26 - Animals are not allowed in the building, with the exception of guide dogs.

27 - Pushchairs must be kept on the ground floor. They may not be carried into the Viewpoint.

28 - Peddling, advertising and commercialising objects or services in any way is strictly forbidden.

29 - Visitors who cause disturbances and/or damage to equipment and/or third parties will be held responsible for their actions and the damage caused.

30 - Amoreiras 360° Panoramic View has a video surveillance system.

V - OTHER RULES

31 - Large photographic equipment is not permitted, except with the prior authorisation of Mundicenter II, S.A., under conditions that do not jeopardise the proper functioning of the Amoreiras 360° Panoramic View.

32 - For all due purposes, it is hereby clarified that Mundicenter II, S.A. cannot be held liable in the event of:

- a) Decide to close the Viewpoint for reasons of force majeure, technical reasons or circumstances that could jeopardise the safety of people and/or goods;
- b) Having to close the Viewpoint in fulfilment of an administrative and/or judicial order;
- c) To use all the mechanisms at its disposal to prevent access or ensure the exit of any visitor who does not comply with the rules set out in these Regulations;
- d) There is theft or personal injury;
- e) If an object is lost;
- f) Delays in accessing/visiting the viewpoint;
- g) Power failures causing the equipment(s) to become inoperable;
- h) Closure and/or alteration of the scheduled times, due to any of the reasons indicated in these Regulations.

33 - Any complaints, comments and/or suggestions should be addressed to Mundicenter II S.A., as the entity responsible for operating Amoreiras 360° Panoramic View, on a form available for this purpose at the Information Desk.

34 - Any doubts that arise regarding the interpretation and application of these Regulations, or any loopholes that are found in the meantime, will in any case be resolved by the Mundicenter II, S.A. Board of Directors.

35 - Mundicenter II, S.A. may at any time, for all due purposes, whenever it deems it necessary or convenient, partially or totally modify these Regulations.

Lisbon, 10 August 2023

MUNDICENTER II - GESTÃO DE ESPAÇOS COMERCIAIS, S.A.

National Register of Tourist Entertainment Agents (RNAAT) No. 357/2016