



COMBOIOS DE PORTUGAL

PRODUCTION AND OPERATION
DEPARTMENT

CUSTOMER PROCEDURE MANUAL

INTEGRATED MOBILITY SERVICE - SIM

JUNE 2022

1. WHAT IS THE SIM?

The Integrated Mobility Service (SIM) is a service CP provides through the Customer Care Line - 808 100 746 (cost of a call to the national fixed network) or through a SIM Request Form on cp.pt to help Customers with Special Needs, available 24 hours a day, every day of the year.

The CP SIM service provides boarding and disembarkation support to Customers with Special Needs who wish to use the train.

2. SPECIAL NEEDS CUSTOMERS

A Special Needs Customer is anyone who wants to use the train but faces accessibility limitations.

The permanent or temporary accessibility limitation may be because they have motor, sensory or mental disability, are elderly or physically frail, have a young child a child on their lap or in a stroller and are pregnant.

3. SIM USE CONDITIONS

- SIM is provided on all trains and at all stations to Customers who do not use a wheelchair (See 3.1).
- SIM is free and compulsory for all Special Needs Customers who use a wheelchair and for all other Special Needs Customers who want help when boarding and disembarking. CP does not guarantee a trip with a wheelchair or mobility scooter to customers who do not request the service.

- The assistance CP provides does not include baggage transport or accompaniment in basic life activities.
- After CP confirms the request for assistance, the customer is responsible for purchasing their ticket.
- The Special Needs Customers will always be received in the railway area, next to the train. Any alteration to these conditions will be agreed upon with the customer when the process is closed by CP.
- SIM is provided under normal operating conditions, excluding strike periods, track closures, scheduled replacement bus services and other situations that may limit the provision of rail transport.

3.1. SPECIAL NEEDS CUSTOMERS WITH WHEELCHAIRS AND MOBILITY SCOOTERS

- The SIM service is provided at the stations and on the trains shown in the list of stations in Annex I.
- SIM customers must make their request at least 6 hours in advance for trains departing after 12h00. The request must be made by 8 pm the day before for trains that depart before 11:59 am; in other words:
 - The request must be made at least 6 hours in advance for trips made between 12 pm and 8 pm
 - The request must be made by 8 pm the previous day for trips between 8 pm and 11:59 am.

- For logistical reasons, the deadlines indicated above may be exceeded if the customer is advised in advance.
- SIM is provided in the stations and services included in the [List of Stations with SIM for Wheelchairs and Mobility Scooters](#), and in some stations, there are time restrictions for boarding and disembarking, as shown on that list.
- CP does not guarantee a trip for customers with a wheelchair or Scooter who do not request the service;
- Customers must always operate their electric wheelchairs or mobility scooters without the intervention of CP employees.
- Manual wheelchairs are always pushed by CP employees for safety reasons (the applicable regulations prescribe a much steeper slope on station access ramps than on building ramps).
- Only customers with folding manual wheelchairs can board the Intercidades trains, given the width of the doors and corridors. Customers will have to transfer to a special chair to board the train and, once inside the carriage, transfer to the seat on the train they have reserved. They may only use the 2nd class carriages since the first-class seats have fixed armrests, not folding ones. Please note that the carriages do not have toilets with universal access.
- CP employees always guide boarding and disembarkation, and the Customer cannot operate the ramps or elevators CP uses.

**3.1.1 SIM CUSTOMERS ARE ONLY ALLOWED TO BOARD AND
DISEMBARK IF THEY HAVE:**

- Manual wheelchairs, provided they do not exceed 1200mm x 700mm (ground occupancy).
- Electric wheelchairs provided that they do not exceed 1200mm x 700mm (floor area) and the customer and the wheelchair together do not weigh more than 300kg.
- 4-wheel mobility scooters, provided they do not exceed 1200mm x 700mm (floor occupation), the customer and the wheelchair together do not weigh more than 300kg.
- 3-wheel mobility scooters or wheelchairs (only allowed on the Alfa Pendular service), provided they do not exceed 1200mm x 700mm (ground occupation), the customer and the wheelchair/scooter together do not weigh more than 300kg.
- Invacare LEO model, 1220x590mm - is allowed on the Alfa Pendular, Lisbon urban trains (except the Cascais line) and Porto urban services.
- Other mobility Scooters that, despite exceeding the dimensions given above, were subjected to tests and approved by CP (as provided in point 5. of this manual).

4. REQUESTING SIM SERVICES

The service must be requested in advance and can be booked through the Customer Care Line or through the Digital SIM Form, available at cp.pt.

Customer Care Line - (+351) 808 100 746 (*808 100 SIM)

The SIM Helpline 808 100 746 (*808 100 SIM)

- Provides information on
 - Accessibility to CP trains;
 - Accessibility to equipment such as Ticket Vending Machines and to the points of sale to purchase tickets;
 - Specific commercial conditions for disabled people;
 - Counsellor for Special Needs Customers;
 - Other channels available to get information or send suggestions (www.cp.pt/Clientes com necessidades especiais; chat).
 - Help the CNE plan the trip with the best comfort and safety;
 - Register and send SIM requests to CP;

Before registering a request on a Digital SIM Form, the Helpline must:

- Check where the passenger is going to and from, as well as their accessibility (last column of the List - information from IP - Infraestruturas de Portugal), which are given in the [List of Stations with SIM for Wheelchairs and Mobility Scooters](#).
- Check if the service (Urban, Regional, Interregional, Intercidades, Alfa Pendular) you want is provided at the origin and destination stations.

For example: If you want to travel from Lisbon Santa Apolónia to Alverca, you can choose Urban or Regional services since they serve both stations.

- Check the timetable of your trip at cp.pt/passageiros/pt/consultar-horarios.
- Confirm whether the trip is direct or you have to change trains.
- If you have to change, check if the transfer station is on the [List of Stations with SIM for Wheelchairs and Mobility Scooters](#).
- Regardless of whether you make a single or return trip, you must fill out just one Digital SIM Form.
- CP will assess the Digital SIM form and contact the Customer to inform them of the possibility of providing the SIM service. Requests must be analysed and confirmed, without which CP does not guarantee to provide the service.

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5. EXCEPTIONS

Suppose a Special Needs Customer has a wheelchair or mobility scooter that exceeds the defined dimensions and is not included in the exceptions in point 3.1.1, last paragraph. In that case, its use in CP services must be subject to compatibility analysis with the manoeuvring space inside the train.

If the wheelchair or mobility scooter model is approved, it will be included in the list of exceptions given in point 3.1.1, last paragraph.

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These requests do not have a deadline to be answered.