



## FREQUENTLY ASKED QUESTIONS AND GENERAL CONDITIONS ENVIRONMENTAL CRUISES 2020

1. [THE TEAM](#)
2. [WHERE DO THE CRUISES DEPART FROM?](#)
3. [WHAT DO THE ENVIRONMENTAL CRUISES CONSIST OF?](#)
4. [WHAT IS THE DIFFERENCE BETWEEN THE NORMAL DEPARTURE AND THE SPECIAL DEPARTURE?](#)
5. [CAN WE BOOK TICKETS BY EMAIL OR PHONE?](#)
6. [CAN WE BUY TICKETS AT THE TICKET OFFICE?](#)
7. [WHY CAN'T I BUY A TICKET FOR A SPECIFIC DATE OR TIME ONLINE?](#)
8. [DO CHILDREN AND BABIES PAY?](#)
9. [CAN WE CANCEL OR CHANGE THE DATE OF OUR TICKETS?](#)
10. [WHAT HAPPENS IF WE ARRIVE LATE OR IF WE DON'T TURN UP?](#)
11. [WHAT HAPPENS IF IT RAINS OR IF THE WEATHER IS BAD?](#)
12. [ARE ANIMALS ALLOWED ON BOARD?](#)
13. [CAN WE EAT AND DO OTHER THINGS WITHIN THE VISITED AREA?](#)
14. [ARE THERE SPECIAL PROGRAMMES FOR GROUPS?](#)
15. [ARE SPECIAL DISCOUNTS AVAILABLE FOR HOTELS AND AGENCIES?](#)
16. [ANNEX I - OFFICIAL RATES FOR 2020](#)

### 1) THE TEAM

The **INTERNATIONAL BIOLOGICAL STATION** was born in 1994 and incorporated in 2002 with the support of the Institute for Nature Conservation and Forests (ICNF) of Portugal, along with three European universities, having been officially ratified in 2006 by the Ministers of Foreign Affairs of Spain and Portugal. Its research and conservation projects of habitats and species are financed by the ecotourism ticket on board its hydrographic boats. Its sustainability model received the First National Nature Tourism Prize in 2008 and the Parliament Medal of Merit in 2009, in Portugal.



### 2) WHERE DO THE CRUISES DEPART FROM?

At **Arribas do Douro**, the cruises depart from the pier of the International Biological Station DueroDouro (EBI) on the border between Zamora (SPAIN) and Miranda do Douro (PORTUGAL). **Google Maps:** [41.493803,-6.269383](#)

At **Sanabria Lake**, the cruises depart from the pier of the International Biological Station DueroDouro at Costa Llago Beach, 1 km before reaching Ribadelago Nuevo (Zamora - SPAIN). **Google Maps:** [42.114041,-6.724380](#)



### 3) WHAT DO THE ENVIRONMENTAL CRUISES CONSIST OF?

At Arribas do Douro, the crew of the Biological Station explain the gorge's fauna, flora, geology and ethnographic resources through the on-board directional microphone, Secchi disk, microscope and the plankton net. During the return trip, the passengers can go out onto the exterior balconies and, upon arriving at the EBI, they will enjoy a tasting session of fortified Port wines by the Douro Valley Shop.

At **Lake Sanabria**, the cruise takes place on board the world's first wind-solar catamaran, certified with zero emissions, zero effluents, zero waste and zero dB of noise, and it offers an interpretation of how the glacier and its underwater base was formed, by means of ROVs and/or divers from the International Biological Station. It includes a tasting of Sanabrian cider at the EBI viewpoint-pier.



#### 4) WHAT IS THE DIFFERENCE BETWEEN THE STANDARD DEPARTURE AND THE SPECIAL DEPARTURE?

At **Arribas do Douro**, the STANDARD trip goes through the gorge up to Vale da Águia and returns, with an approximate duration of 1 hour, while the SPECIAL trip makes the complete route, of approximately 2 hours, until you see the "Passagem dos Contrabandistas" (Smugglers' Pass), including a landing in the Thematic Area of Vale da Águia on the way back.

At **Lake Sanabria**, the STANDARD-SCIENTIFIC trip crosses the glacier lake from Custa Llago to Bouzas, passing by the "Ilha das Amoras" (Blackberry Island) and returning approximately 1 hour later. In turn, the SPECIAL trip makes the full route from Custa Llago to Bouzas, passing by the Eastern area, San Martín, Ilha das Amoras and returning 2 hours later.

After returning, **all TRIPS** include a tasting session and/or other activities at the facilities of the International Biological Station DueroDouro, with an approximate duration of 30 minutes.



#### 5) CAN WE BOOK TICKETS BY EMAIL OR PHONE?

Reservations for less than 20 adults can only be made ONLINE at [www.europarques.com](http://www.europarques.com). Groups with more than 20 adults can also make a reservation by sending a request and proof of bank transfer to [info@europarques.com](mailto:info@europarques.com) at least 48 hours in advance.



#### 6) CAN WE BUY TICKETS AT THE TICKET OFFICE?

Yes, but we recommend that you buy them ONLINE to avoid unnecessary queues/waiting and to guarantee seats.

The FIXED TRIPS of [DEPARTURES CALENDAR](#) do not require a minimum number of people and the sale of a part of their seats are always reserved at the ticket office one hour before each departure.

TRIPS MARKED AS ADDITIONAL are subject to availability and may or may not have seats available at the ticket office. When a certain trip is completed/sold out at the ticket office, an ADDITIONAL trip can be requested with a minimum of 20 adults or at its equivalent cost (subject to availability).



#### 7) WHY CAN'T I BUY A TICKET FOR A SPECIFIC DATE OR TIME ONLINE?

The trip may not yet have been confirmed or seats may not be available for sale online at that time. Check later in order to obtain confirmation and to find out if there are seats available or if there are new trips. However, the safest thing to do is to buy your tickets for any other open trip with available seats.

Unscheduled dates can only be opened to groups with more than 20 seats booked and at least 48 hours in advance, being subject to availability.



#### 8) DO CHILDREN AND BABIES PAY?

Children from 3 to 9 years of age have a Reduced Rate, but the submission of their ID/citizen card is mandatory.

The purchase of a ticket for babies from 0 to 2 years of age traveling on their parents' lap, is not necessary. If you need a baby stroller for 0-2-year-olds, you can book one with a Reduced Rate.



#### 9) CAN WE CANCEL OR CHANGE THE DATE OF OUR TICKETS?

Yes, requesting it by email to [info@europarques.com](mailto:info@europarques.com) at least 48 hours before the trip, indicating the details of your trip (date, time, name and telephone). For CANCELLATIONS, indicate the number of tickets to be canceled (you must receive a 50% refund on your card). You have two free extensions during the current year (subject to availability) so you have to indicate the new date requested, after checking that it is available at [www.europarques.com](http://www.europarques.com) (you must receive the change confirmation by email).





#### 10) WHAT HAPPENS IF WE ARRIVE LATE OR IF WE DON'T TURN UP?

The lack of appearance to a trip and at the appointed time, implies the traveller's total loss of rights. As a gesture of courtesy, Europarques-EBI offers you a «LAST MINUTE» INVITATION on the next trip with available seats and within the minute immediately prior to its actual departure.



#### 11) WHAT HAPPENS IF IT RAINS OR IF THE WEATHER IS BAD?

At **Arribas do Douro** the cruises have overhead glass covers for all passengers, therefore no trips are cancelled regarding bad weather, due to the landscape's orography.

On the **Lake Sanabria** cruises, rain is not a problem because we also have overhead glass covers. However, in this landscape, the exceptional occurrence of gusts of wind can be incompatible with navigation. In these cases, a technological class is offered on board, with plankton samples, interpretation under a microscope and an underwater class with the aid of ROVs and/or divers from the International Biological Station. Naturally, you can also choose, at no extra cost, an extension to any of the Cruises in Arribas or Sanábria, within the current year.



#### 12) ARE ANIMALS ALLOWED ON BOARD?

The cruises allow small pets, as long as they remain in their appropriate transportation bags or cases, specifically for that purpose. There are also parking spaces in the shade, where animals can remain inside the vehicles (under the responsibility of their respective owners).



#### 13) CAN WE EAT AND DO OTHER THINGS WITHIN THE VISITED AREA?

The entire border context is a UNESCO Reserve, with excellent cuisine, numerous hotels and visitable locations such as the "Centro do Lobo Ibérico" (Iberian Wolf Centre) or "Casas dos Parques" (Park Houses), as well as interesting nearby destinations such as Famoselhe, Bragança, Puebla de Sanábria, Zamora or Salamanca. If you are a lover of nature and you have already tried one of the cruises, ask for your discount voucher to discover the other cruise, thanks to the Arribas-Sanábria Pack.

With the **Arribas** Cruise, you'll find Miranda do Douro, a Portuguese fortified city with a magnificent historic centre, a cathedral, an ethnographic museum, a wide variety of shops and Portugal's second language: Mirandês (Mirandese).

With the **Sanabria** Cruise, you'll find the "Centro do Lobo Ibérico" (Iberian Wolf Centre) and Puebla de Sanábria, a town beautifully guarded by the Castle of the Counts of Benavente and catalogued as one of the most beautiful villages in Spain.



#### 14) ARE THERE SPECIAL PROGRAMMES FOR GROUPS?

Groups of more than 20 adults can access the 2-hour Special Trip, restaurants and complementary activities in any of the Reserve's parks by request and proof of bank transfer sent to [info@europaques.com](mailto:info@europaques.com) 48 hours in advance.



#### 15) ARE SPECIAL DISCOUNTS AVAILABLE FOR HOTELS AND AGENCIES?

Yes, by registering ONLINE as an Agency, at [www.europarques.com](http://www.europarques.com). When we validate your application by checking your TIN and Registration, you will have your Agency or Hotel disc. when purchasing all tickets online.

Hotel or Agency groups with more than 20 adults can also make a reservation by sending a request and proof of bank transfer to [info@europarques.com](mailto:info@europarques.com) at least 48 hours in advance.





# CRUCEROS AMBIENTALES / CRUZEIROS AMBIENTAIS DE LA / DA ESTACIÓN / ESTAÇÃO BIOLÓGICA INTERNACIONAL DUERO / DOURO (EBI)

LAGO DE SANABRIA | ARRIBES DEL DUERO | DOURO INTERNACIONAL



## TARIFAS 2020 (IVA incl.)

Incluyen Crucero Ambiental + degustación y/u otras actividades terrestres en la EBI

### SALIDA ESTÁNDAR de aprox. 1h

Tarifa Reducida (3 a 9 años – Obligatorio DNI)

### SALIDA ESPECIAL de aprox. 2h

Tarifa Reducida (3 a 9 años – Obligatorio DNI)

### OTROS SERVICIOS

Visita guiada a Miranda do Douro c/ entrada Museo y Catedral, almuerzo en restaurante, crucero en exclusividad, almuerzo a bordo y otras experiencias VIP, consultar en [info@europarques.com](mailto:info@europarques.com)

### DESCUENTOS (\*)

Será obligatorio presentar el documento oficial correspondiente. Los descuentos no son acumulables, son personales (uno por persona), e intransferibles (no se aplica a acompañantes):

Vale-dto. oficial Europarques (\*)

Familia numerosa (F.E.F.N.) (\*)

Mayor de 65 años (DNI) (\*)

Discapacidad certificada (\*)

Grupos (mínimo 20 adultos) (\*)

Mediante solicitud y transferencia bancaria remitida con al menos 48h de antelación a [info@europarques.com](mailto:info@europarques.com)

10% de dto. del 1 de Abril al 31 de Octubre (\*)  
Excepto días excluidos en el [CALENDARIO DE SALIDAS](#)

20% de dto. del 1 de Noviembre al 31 de Marzo (\*)  
Excepto días excluidos en el [CALENDARIO DE SALIDAS](#)

Colegios para más de 20 alumnos en días lectivos

Colegios para más de 50 alumnos en días lectivos

Colegios para más de 100 alumnos en días lectivos

Dto. Hoteles y Agencias, consultar en [info@europarques.com](mailto:info@europarques.com)

### CANCELACIONES

Tendrá derecho a la devolución del 50% por plaza cancelada con una antelación de al menos 48h. La no presentación al viaje y hora contratado, implica la total pérdida de derechos del viajero. Como gesto de cortesía, Europarques-EBI prevé INVITACIONES «LAST MINUTE» en la siguiente salida con plazas libres, durante el minuto previo a su salida real.

## TARIFAS 2020 (IVA incl.)

Incluem Cruzeiro Ambiental + degustação e/ou outras actividades terrestres na EBI

### SAÍDA STANDARD de aprox. 1h

Tarifa Reduzida (3 a 9 anos – Obrigatório CC)

### SAÍDA ESPECIAL de aprox. 2h

Tarifa Reduzida (3 a 9 anos – Obrigatório CC)

### OUTROS SERVIÇOS

Visita guiada a Miranda do Douro c/ entrada no Museu e na Catedral, almoço em restaurante, cruzeiro em exclusividade, almoço a bordo e outras experiências VIP, consultar em [info@europarques.com](mailto:info@europarques.com)

### (\*) DESCONTOS

É obrigatória a apresentação do correspondente documento oficial. Os descontos não são acumuláveis, são pessoais (um por pessoa) e intransmissíveis (não se aplicam a acompanhantes):

Vale-desc. oficial Europarques (\*)

Família numerosa (F.P.F.N.) (\*)

Maior de 65 anos (CC) (\*)

Deficiência certificada (\*)

Grupos (mínimo 20 adultos) (\*)

Com pedido e comprovativo de transferência bancária enviados com pelo menos 48h de antecedência para [info@europarques.com](mailto:info@europarques.com)

(\*) 10% de desc. de 1 de Abril a 31 de Outubro,  
Excepto datas excluídas no [CALENDÁRIO DE SAÍDAS](#)

(\*) 20% de desc. de 1 de Novembro a 31 de Março  
Excepto datas excluídas no [CALENDÁRIO DE SAÍDAS](#)

Escolas para mais de 20 alunos em dias lectivos

Escolas para mais de 50 alunos em dias lectivos

Escolas para mais de 100 alunos em dias lectivos

Desc. Hotéis e Agências, consultar em [info@europarques.com](mailto:info@europarques.com)

### CANCELAMENTOS

Terão direito a devolução de 50% por bilhete cancelado com uma antecedência de pelo menos 48h. A falta de comparência à viagem, na hora marcada, implica a total perda de direitos para o viajante. Como gesto de cortesía, Europarques-EBI prevê CONVITES «LAST MINUTE» na viagem seguinte que tiver lugares livres durante o minuto anterior à sua saída efectiva.

TICKETS ONLINE: [www.europarques.com](http://www.europarques.com)

APERTURA/ABERTURA de Taquilla/Bilheteira: desde 1h antes de cada Salida/Saída

