



FREQUENTLY ASKED QUESTIONS AND GENERAL CONDITIONS ENVIRONMENTAL CRUISES 2021

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0) COVID MEASURES

EUROPARQUES-EBI has implemented the Clean & Safe protocols in Portugal, Responsible Tourism in Spain and Turismo de Confianza in CyL, together with the automation of WCs, mandatory use of a mask and alcoholic gel, legal capacity reduction and disinfection by automated nebulization in all its facilities. . Respect for interpersonal distance, together with the measures adopted by the EBI, allow you to enjoy Environmental Cruises and their outdoor activities, in conditions of total safety. **Watch video** <https://youtu.be/HVt9iNIENcM>



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](#). **ATTENTION !!:** with the border closed, the access from Spain is from the Bell Pass, 700m from the old Torregamones Customs, through a path of about 20 min., With medium difficulty and recommendation of sports shoes. **G.Maps (trailhead):** [41.489137, -6.261056](#)

At **Sanabria Lake**, the cruises depart from the pier of the International Biological Station DueroDouro at Custa Llagó 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 Sanábria**, 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** (except Covid restrictions), include a tasting session and/or other activities at the facilities of the International Biological Station DueroDouro, with a duration approx. 20 to 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. Groups with more than 20 adults can also make a reservation by sending a request and proof of bank transfer to 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 up to 9 years old inclusive have a [Reduced Rate](#), although it is mandatory to present their ID or document that proves it. It is not necessary to buy a ticket for babies from 0 to 2 years old traveling in the arms of their parents. If you want a seat for your carrycot or baby from 0 to 2 years old, you can reserve it with the Reduced Rate.



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

Yes, requesting it at least 48 hours in advance of the trip by email to info@europarques.com. For CANCELLATIONS, indicate the date, time, name, telephone number, number of tickets to be canceled and the last 4 digits of your card (you will receive a 50% refund). For POSTPONEMENTS, indicate your name and telephone number, the trip to be postponed and the new intended trip after checking that it is available at europarques.com (you must receive the confirmation of the change 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 OR AN EXIT IS CANCELED BY FORCE MAJEURE?

The rain does not prevent the carrying out of the cruises, since both have glass decks, although in the Lake of Sanabria there can be exceptional gusts of wind incompatible with navigation.

In case of force majeure, Europarques reserves the right to modify or cancel the trip, offering complementary or alternative activities, such as Paso de la Campana, the technological classroom, plankton sampling, microscope interpretation, underwater classroom through ROVs and / or divers from the International Biological Station, etc. The client may reject the alternative offer, opting for a postponement at no cost 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 cross-border environment of the **Unesco Reserve "Meseta Ibérica"** offers excellent gastronomy, numerous hotels, rural accommodation and resources that can be visited such as the Iberian Wolf Center or the Interpretation Centers of the 4 Parks, as well as interesting nearby destinations such as Miranda do Douro, Fermoselle, Braganza, Puebla de Sanabria, Zamora or Salamanca. You can access the main resources of the Reserve and nearby Cities from our website www.europarques.com/en/ver/donde-estamos

To know in depth the main ecosystems of the Reserve, we recommend arranging the [Cross-Border Pack for the two Cruises \(Arribas + Sanabria\)](#).

Next to **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).



Next to Sanabria Cruise, you'll find the "Centro do Lobo Ibérico" (Iberian Wolf Centre) and Puebla de Sanabria, 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 48 hours in advance.



15) ARE SPECIAL DISCOUNTS AVAILABLE FOR HOTELS AND AGENCIES?

Yes, registering ONLINE as an Operator or Agency at www.europarques.com/en/registro. As soon as we validate you by verifying your NIF and registration, you will enjoy your discount. Operator when buying your tickets online.

Operator groups from 20 adults can also book with a discount. special, by request and bank transfer sent to info@europarques.com, with a min. 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 2021 (IVA incl.)

Incluyen Crucero Ambiental + degustación y/u otras actividades terrestres en la EBI (Excepto restricciones Covid)

SALIDA ESTÁNDAR de aprox. 1h

Tarifa Reducida (hasta 9 años – Obligatorio DNI o doc. equivalente)

SALIDA ESPECIAL de aprox. 2h

Tarifa Reducida (hasta 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

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

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

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 2021 (IVA incl.)

Incluem Cruzeiro Ambiental + degustação e/ou outras actividades terrestres na EBI (Excepto restrições Covid)

SAÍDA STANDARD de aprox. 1h

Tarifa Reduzida (até os 9 anos – Obrigatório CC ou doc. equivalente)

SAÍDA ESPECIAL de aprox. 2h

Tarifa Reduzida (até os 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

(*) 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

(*) 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

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.

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

TICKETS ONLINE: www.europarques.com

