In order to ensure the efficient and sustainable use of public space, starting in October, access for tourist vehicles and passenger transport services on an occasional basis to the Baixa and Historic Centre of Porto will require prior authorisation. The pilot project for the Restriction Zone will include designated areas for passenger pick-up and drop-off.

**1. Can the request be made for one day or several days? Just for one time slot or multiple?**

**Answer:** The request can be made for multiple days and time slots. In the form “Authorisation for circulation in the Restricted Zone for unauthorised tourist circuits,” the fields “Requested Day” and “Expected Arrival Time” must be filled out under the options: “Passenger pick-up and drop-off” and/or “Vehicle Parking.” The descriptive memorandum must detail the intended operation.  
**Note:** The arrival time at the designated stop must fall within a 30-minute window. Example: between 10:30 AM and 11:00 AM.

**2. Can the request be made for one day or a longer period (from X to X)?**

**Answer:** The request can be made for a period of days and/or multiple time slots. However, no regular or specialised services will be authorised.

**3. Is there a limit on the number of days?**

**Answer:** No. The applicant can indicate the reason for the request in the descriptive memorandum to help the service understand the details of the operation.

**4. Are there any time periods during which access to the Restricted Zone might not be authorized?**

**Answer:** Yes. Given the high daily pressure on the mobility system within the defined Restricted Zone, access will not be authorized during the following periods:

* Between 08:00 AM and 10:00 AM
* Between 05:00 PM and 08:00 PM

Access between 08:00 PM and 08:00 AM can be granted via prior communication (no authorisation needed).

**5. I have a specialised regular transport service. Can I request a license?**

**Answer:** No. The circulation of vehicles providing specialised regular services in the Restricted Zone is not permitted.

**6. I provide regular transport services on weekdays. Can I request a license?**

**Answer:** No. Regular vehicle services are not allowed in the Restricted Zone on any day of the week.

**7. Are Tuk-Tuks an exception regarding time restrictions?**

**Answer:** No. These vehicles can only operate in the Restricted Zone with prior licensing, under Title D-7 of the Regulatory Code of the Municipality of Porto.

**8. Are TVDE (ride-hailing vehicles) and taxis included in this project?**

**Answer:** No. These types of vehicles are not subject to the requirement for prior authorisation.

**9. How should an international entity proceed?**

**Answer:** They must request access to the Restricted Zone and attach to the application for “Authorisation for circulation in the Restricted Zone for unauthorized tourist circuits” a permit equivalent to the one issued by IMT – Instituto da Mobilidade e dos Transportes (Mobility and Transport Institute).

**10. Is it necessary to indicate the license plates?**

**Answer:** Yes. License plates must be specified in the descriptive memorandum. If the applicant does not know the plate number when submitting the request, they must inform municipal services no later than three days before the authorised access date.

**11. Can a request be made for multiple license plates, or only one per request?** **Answer:** A request can be made for multiple license plates. This information must be indicated in the form or the descriptive memorandum.

**12. If I need to change one or more license plates in an already authorised request, how should I proceed?**

**Answer:** You can request a change of license plates from the responsible service up to three days before the authorized access date, citing the unique process number (NUP) of the original authorisation.

**13. Is there a fee?**

**Answer:** No.

**14. In section D of the required documents, a route map is requested, indicating itineraries, stops, and parking spots, which must be legible to the services. It is suggested to use the maps from Porto’s Interactive Maps (mapas.cm-porto.pt). What type of map is considered legible?**

**Answer:** A map should be provided, extracted from the online service indicated, showing the route(s), stop(s), and parking spots (if applicable), designed in a way that allows municipal services to identify the road axes used, as well as the stop and parking points.

**15. Can I stop or park in more than one place per access?**

**Answer:** Parking is prohibited within the Restricted Zone. Each access allows a stop at one of the nine designated locations, and passenger pick-up and drop-off must not exceed six minutes.

**16. Where is the Restricted Zone?**

**Answer:** Available at:

* Porto Interactive Maps (mapas.cm-porto.pt)
* Municipal Portal » Transport and Circulation » Topic » “Information” Tab
* Municipal Portal » Forms » Transport and Circulation » ...

**17. Is there any prohibition on circulation/stopping, for example, in ZAAC (Conditioned Automobile Access Zones)?**

**Answer:** No. When accessing ZAAC, the established rules must be followed. Stops are only allowed at authorised locations and must comply with traffic signalling rules. No stop locations have been defined within ZAAC.

**18. Are tourist activity operators eligible to submit authorisation requests?**

**Answer:** Tourist operators wishing to conduct circuits within the Restricted Zone may only do so with prior licensing, under Title D-7 of the Regulatory Code of the Municipality of Porto.

**19. Will a response to the request be sent after review?**

**Answer:** Yes, the applicant will be notified via email.

**20. What is the minimum lead time for submitting a request?**

**Answer:** 20 business days.

For more information:  
[www.porto.pt](http://www.porto.pt)