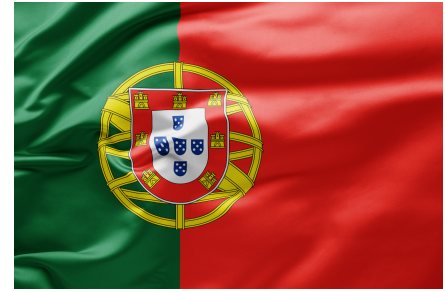


User Guide Portuguese motorways



For which vehicles are tolls applicable?

In Portugal, all vehicles are subject to the payment of the motorway toll.



How to use your toll box in Portugal?

Please ensure only one toll box is inside the vehicle to prevent potential unforeseen malfunctions caused by multiple devices.

a- Different types of motorways:

There are two different types of motorways in Portugal:

1. Motorways with traditional toll booths accepting payment in cash, card, or toll box
2. Free flow motorways, meaning that there are no toll booths

Please make sure to always take the lanes marked with the Via Verde sign (Figure 1) to pay the toll with your toll box.



Figure 1

b- Proper use of the toll lanes:

- On traditional motorways, electronic tolling "Via Verde" lanes do not have barriers. Vehicles are allowed to drive at a maximum speed of 60km/h. Please keep a minimum distance of 4m between you and the vehicle ahead of you.
- On free flow motorways, you can just drive until your destination. Some motorways have gantries; however, it is not necessary to decelerate when passing through one.



In the event of malfunction

If you notice that the toll box is not properly working, please make sure to follow these steps:

- **Traditional motorways:** you can use the barrierless Via Verde lanes, here your license plate and vehicle are photographed. After the photo is processed, your license plate is linked to your toll box, and the toll is charged to it just like if it was read by the toll box. Alternatively, you can pay manually by cash or card, at toll lanes marked as "via manual".
- **Free flow motorways:** You do not need to take any action. Your vehicle and your license plate will be photographed. After photo processing, the license plate is recognized as being associated to the toll box and the transaction is charged to the toll box in a similar way as if it was originated by toll box reading.



ATTENTION:

If you initiated any of the procedures listed here, please wrap the toll box in a signal-blocking material. You can use the protective cover provided, or in an emergency, aluminum foil will suffice. This ensures that the toll box won't record any transactions. You can then proceed to try to use it again at the next station. This prevents double-counting of toll transactions if paid manually.



Helpful guidelines

What should I look out for when using the toll box?

- Do not expose the toll box to rain or moisture.
- Never try to open the toll box.
- Take care not to damage the toll box label and barcode.

Can I have several devices for the same country in my vehicle?

On Portuguese motorways, there must be only one toll box in the vehicle. Otherwise, you could be charged an unfavorable flat rate.

Contact tolltickets

For any other questions, please visit **tolltickets.com** and consult **our FAQ** section.

