



COMBOIOS DE PORTUGAL

CUSTOMER PROCEDURES MANUAL

SIM – INTEGRATED MOBILITY SERVICE

DECEMBER 2025



1. BACKGROUND

CP provides the Integrated Mobility Service (SIM) through its Customer Care Line – 808 100 746 (cost of a call to the national landline network), through the Customer Assistance Offices or through a SIM Request Form at cp.pt, aimed at serving Customers with Specific Needs (CNE), available 24 hours a day, every day of the year.

It enables CP to provide boarding and disembarking assistance to Customers with Special Needs who wish to use the train as a means of transport.

2. TYPES OF ASSISTANCE AVAILABLE

The service includes two different types of assistance, defined according to the passenger's needs, in accordance with European regulations and applicable technical standards (see note):

1. Assistance to passengers in wheelchairs,
2. Assistance to passengers with other specific needs who do not use wheelchairs.

All boarding aids are approved for use exclusively by passengers in wheelchairs.

For safety reasons, the use of this equipment is not permitted for customers who:

- Use other technical aids (e.g. walking frames, crutches);
- Stand on the lift or ramp during operation;



Furthermore, the choice of the most appropriate boarding method is the sole responsibility of CP, taking into account the service's characteristics and safety conditions.

This equipment is always operated by CP staff, and its direct use by third parties is strictly prohibited.

This restriction is intended to ensure the physical integrity of customers and compliance with railway safety standards.

Note

- Commission Regulation (EU) No 1300/2014 of 18 November 2014 on the Technical Specification for Interoperability (TSI) relating to the accessibility of the Union's rail system for persons with disabilities or reduced mobility.
- Standard EN16586-2:2025 – Railway applications – Design for use by People with Reduced Mobility (PRM) – Accessibility of rolling stock for persons with reduced mobility – Part 2: Boarding aids.

3. SIM CONDITIONS OF USE

The SIM is provided on all trains and at all stations to customers who do not use wheelchairs or mobility scooters.

The SIM requires prior booking and is mandatory for all CNEs who use wheelchairs or mobility scooters and is limited to the stations listed in [the List of Stations](#) with SIM for people in Wheelchairs or Mobility Scooters.



SIM customers must make their request at least 6 hours in advance. In addition, for trains with departure times between 10 p.m. and 11:59 p.m., the request must be made by 8 p.m. the day before, i.e.:

- For journeys starting between 12:00 and 22:00, the request must be made at least 6 hours in advance.
- For journeys starting between 10 p.m. and 11:59 p.m., the request must be made by 8 p.m. the day before.
- Due to logistical constraints, the above deadlines may be exceeded, in which case the customer will be notified.

For trains with seat reservations (Alfa Pendular and Intercidades), advance ticket purchase is mandatory, including for SIM service bookings.

If, for any reason, CP is unable to provide the SIM service, it will refund the ticket price up to 15 minutes before the train starts its journey. If you purchased a ticket at a CP ticket office or from a ticket machine, you can submit your refund request online under [Contacts/New Request](#).

For Urban, Regional and InterRegional trains, it is possible to book the SIM service without purchasing a ticket in advance.

The CNE will always be received on the boarding platform, next to the train. Another convenient location may be agreed with the customer, depending on the station and the staff on site.

Electric wheelchairs or mobility scooters must be operated by customers themselves, without the intervention of CP staff.

Customers must keep their wheelchairs locked and wear a seat belt (if required by their wheelchairs and conditions) when using the lifts incorporated in the trains or portable platform lifts. During the journey, customers must keep their wheelchairs parallel to the side of the train



whenever possible (either facing forward or backwards) and always locked.

CP does not guarantee travel with a wheelchair or mobility scooter for customers who do not request the SIM service.

The assistance provided by CP does not include luggage transport or assistance with basic daily activities.

4. AVAILABLE BOARDING MEANS

CP offers different solutions to ensure the safe boarding of passengers in wheelchairs:

- Portable platform lifts, available at some stations;
- Lifts incorporated into Alfa Pendular and Regional Electric Trains;
- Fixed ramps on urban trains in Lisbon and Porto;
- Portable ramps, used as needed.

5. CHARACTERISTICS OF AUTHORISED MOBILITY EQUIPMENT

- Manual or electric wheelchairs, mobility scooters with 3 or 4 wheels, provided they do not exceed 1200 mm x 700 mm (floor space) or weigh more than 300 kg jointly for the Customer + Mobility equipment;
- Invacare LEO model equipment, provided that it does not exceed 1220 mm x 590 mm (ground clearance), is permitted on Alfa Pendular, Lisbon Urban (except Cascais Line), Porto Urban and trains operated by UTE series 2240;



6. SERVICES AVAILABLE ON THE HELPLINE

- Information about:
 - Accessibility to trains on the CP network;
 - Accessibility to equipment such as ticket vending machines and points of sale for purchasing tickets;
 - Commercial conditions for people with disabilities;
 - Advisor for customers with specific needs;
 - Other channels available for obtaining information or sending suggestions - [Special Needs](#)
- The helpline assists and advises CNE in planning their journey in the best conditions of comfort and safety;
- It registers and sends SIM requests to CP.