

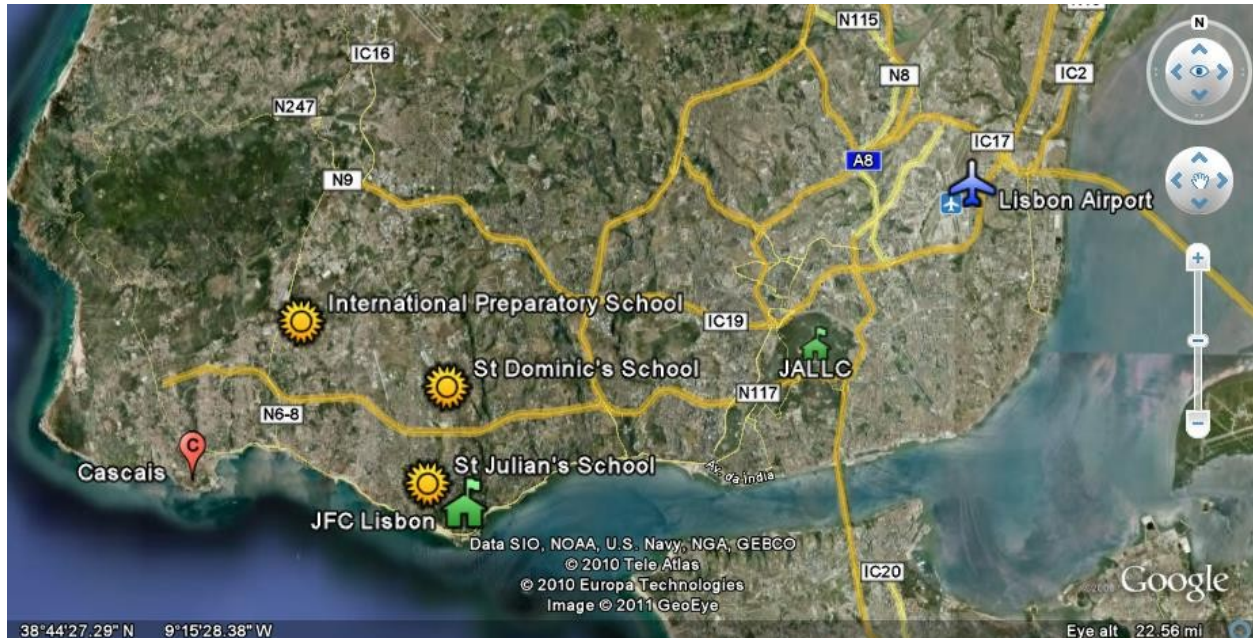
UKJSU LISBON

NEW ARRIVALS INFORMATION BOOKLET

LOCATIONS:

Joint Force Command Lisbon (JFC – Lisbon Portugal)

Joint Analysis and Lessons Learned Centre (JALLC) - Lisbon, Portugal



Back Ground

- The original HQ know as COMIBERLANT was established on 28 Oct 1972
- The current formation, Joint Force Command (JFC) Lisbon based in Oeiras, provides support to Anti-Piracy operations and the African Union
- Joint Analysis and Lessons Learned Centre (JALLC) based in Monsanto west of Lisbon, delivers analysis support to NATO at the strategic and operational level
- The UKJSU is a tri-service structure and provides support to UK SP serving in NATO Lisbon

Mission

- Deliver appropriate Firm base Support within the UKJSU Lisbon dependency, in order to enable and sustain military capability and wider Defence needs

CONTACTS PAGE

Address:

Mil: UKJSU, JFC Lisbon, BFPO 6

Civ: UKJSU – JFC Lisbon
Estrada da Medrosa
2780-070 Oeiras - Portugal

Tel:

Mil: 9233529 ext
Civ 00 351 (0)21 440 ext

SUPPORT UNIT

Address:

Mil: UKJSU, JFC Lisbon, BFPO 6

Civ: UKJSU – JFC Lisbon
Estrada da Medrosa
2780-070 Oeiras - Portugal

Tel:

Mil: 9233529 ext
Civ 00 351 (0)21 440 ext
Fax + 351 21 441 7968

Key personnel

CO – Lt Cdr John Cunane, heads the Support Unit and has overall responsibility for the provision of real life support (housing, education, training, pay, medical) and the best possible support to UK dependents in event of deployed Ops from JCL/JALLC. (Tel ext 4345 e mail: jcunane@jhlb.nato.int).

PO (LOGS) – Bob Champion heads the admin office, with particular responsibility for all financial matters, including payment of bills and cashing cheques for new arrivals. (Tel ext 4314 e mail: NChampion@jhlb.nato.int)

JNCO – Jennifer Craft completes day to day JPA administration and is the Travel Clerk. Whilst there is not a specific Education Officer, Cpl Craft will signpost personnel to the correct point of contacts. (Tel ext 5634 e mail: jcraft@jhlb.nato.int)

POPTI – Simon Backhouse is responsible for helping UK military personal maintain thir required fitness level. In addition he runs the sports department on behalf of NATO and organises monthly activities for the UK community. (Tel ext 4319 E mail: sbackhouse@jhlb.nato.int)

Host Nation Liaison Officer. - Also known as the Admin assistant, Gisela Koch is responsible for liaising with Portuguese authorities with regard to tax allowances, car registration, medical cover and education. She will facilitate with helping parents arrange school transport. If necessary she will provide a translation service during working hours. (Tel ext 8639 e mail: gkoch@jhlb.nato.int)

Housing Officer – Maria Costa is employed by the new Defence Infrastructure Organisation (DIO) to provide housing of the appropriate entitlement. She will liaise with Landlords to resolve any problems. She is available to advise on utility bills, obtaining telephone and internet connection. She will conduct in musters and pre march out inspections. She supervises the work of her assistant, with whom she shares the Duty Housing Officer responsibility. (Tel ext 4346 e mail: mcosta@jhlb.nato.int)

Finance Clerk / Housing Assistant - Dina Silva is dual hated, responsible to the PO LOGS for payment of bills and to Maria Costa for the rectification of housing defects. She is the first point of contact should there be any defects with the houses or concerns regarding utility bills. She can advice on phone and internet contracts.

BFPO – Fernando Machado is the BFPO clerk, responsible for collecting mail from the airport and enabling personnel to collect it from the BFPO office. During working hours he can advise if mail is waiting for collection. (Tel ext 4445 e mail: fmachado@jhlb.nato.int)

Hive Officer – Ceri Laycock works in the mornings. She has a wide range of information available to help individuals and families settle in Portugal. She organises social events and is available to advise dependants on where to seek help and guidance. (Tel ext 4328 e mail: CLaycock@jhlb.nato.int)

PRIOR TO ARRIVAL INFORMATION PAGE

LIVING:

General: With frustrating bureaucracy, Portugal is typically Southern European, but is also fiercely independent and very different from its Iberian neighbour and other European countries. Lisbon, situated c.15-20 miles inland on the Tagus estuary midway up the Portuguese coast, it is a beautiful city of great historical interest, indicative of former days of world exploration and colonial conquest. UK's "oldest ally", Portugal has a wealth of interesting old and modern sights and activities to appeal to all, young and old, some well known and others less so but well worth hunting out. Most parts of Portugal are within a day's drive of Lisbon. Portuguese people are quite reserved, traditional but fairly generally polite and co-operative. Crime rates are generally increasing but are still lower than UK/most other European countries. Eating and drinking out is quite cheap, of good quality and very family-friendly. English is widely spoken in the Lisbon area and in tourist parts of the Algarve, but less so elsewhere. An open and expeditionary-mindset and willingness to learn and use basic Portuguese certainly helps to ease the initial 'culture shock' and life thereafter in this overseas ISODET.

Climate: Windy all year; mostly warm/hot and sunny from May to Oct/Nov, and damp and much cooler, but rarely freezing, with heavy rain at times, from Dec to April.

WORKING:

JCL is located in Oeiras, c.10 miles west of central Lisbon, and c.8 miles east of the picturesque, 'expat-heavy' town of Cascais, at the entrance to the Tagus estuary. JALLC is located in Monsanto Park, approximately mid-way between JCL and central Lisbon. JCL's attractive location and outer appearance are deceptive as its facilities are aging, cramped and limited; this former quieter, non-deployable maritime SOUTHLANT HQ has grown rapidly and in both op tempo and staff into a much busier high readiness DJTF HQ, without matching infrastructure investment. UK and NATO personnel are widely dispersed, living up to 20 miles' distance from JCL/JALLC. JCL HQ is the default sole focal point for accompanying families. Although local public transport is reliable, accessible and cheap, and Portuguese roads and driving standards often poor, nevertheless use of private transport and the ability to drive is most strongly recommended for all UK Military Personnel and spouses. UK Military Personnel and dependants assigned to JALLC/JCL DJTF staff must be prepared to be at high readiness to deploy on NATO ops. Some NCSA staff are either at, or may be placed at, similar notice to deploy on NATO Ops. Those nearing Service completion should note there is no provision for travelling at public expense from Portugal to resettlement courses in the UK and there is almost no means to provide on-site resettlement advice/provision; such UK Military Personnel should seek advice and commence resettlement planning prior to assignment to Lisbon.

Support Available to Service Personnel Assigned to ESG Supported Posts in Europe

2011DIN 01-69, provides clear guidance on the level of support available in Isolated Detachments. The caveats outlined in the DIN should be fully considered before accepting an assignment.

Pre Joining Requirements

Prior to joining personnel are to ensure that the following requirements are met:

- Medically and dentally fit to deploy.
- In-date for non-theatre specific inoculations.
- In-date for Single Service Fitness test.
- Have the correct Security Clearance.
- RAF/RN – In-date for Single Service general deployment training.
i.e. RAF – CCS (Common Core Skills), IDT (Individual Deployment Training),
RN – Pre-joining PDT at RN Mounting Centre.
Army – MATTs (Mandatory Annual Training Tests).
- SA80 A2 trained and in-date for annual firing.
- In possession of S10 Respirator (in-date for test) and Respirator spectacles (if required).
- Army/RAF/RM in possession of all standard CS95 personal kit issue. (It is assumed RN personnel will require CS95 personal kit issue on arrival unless indicated otherwise on Enclosure 2).
- In possession of summer uniforms (single service regulations).

Administration.

The UK Joint Support Unit Lisbon is responsible for the administration of personnel assigned to JFC Lisbon / JALLC. Unit Personal documents should be sent to:

Admin Office
UKJSU Lisbon
BFPO 6

Mil: 9233529 ext 5634
Civ 00 351 (0)21 440 ext 5634

Arrivals

Arrivals are allocated a Sponsor in advance of joining in order to assist them and any accompanying dependants in wading through Portuguese and NATO bureaucracy. Local HQ joining procedures and other personal administrative needs, eg local bank account, vehicle registration and insurance, utility/internet/telephone connectivity procedures etc, can take anything from 2 weeks to 2 months, so patience and adaptability are essential. All UK joiners are sent a detailed UKSU joining letter in advance, and a further welcoming letter from the UKSNR

Accommodation

No MoD-owned Service Family or Single Living accommodation exists, but the Support Unit administers official hirings which equate as closely as possible to SFA/SLA standards. There is not Married Quarter "Patch", the housing plot is spread over 20KM, however there is an endeavour to group the houses. You will be allocated such a hiring, based on SFA/SLA entitlement and procedure (Chap 4 of UKJSU Standing Orders). Single/Unaccompanied personnel are allocated one or two bedroom apartments or similar "sole occupancy" properties, or may share in slightly larger apartments or houses.

Insurance.

You are strongly encouraged to obtain a comprehensive personal effects policy from a reputable company before you leave UK.

Pay and Local Banking.

Once you join your Sponsor will assist you in opening a local Bank Account and the Support Unit will help you set up your split of net pay between your UK and Portuguese accounts. Cheque encashment is only available for new joiners and leavers. Due to Portuguese Banking Laws, it is not possible to apply for a local Bank Account prior to joining; details on how to proceed will be given to you on arrival.

Children's' Education.

There is a waiting list for most of the schools approved for children of British personnel serving at JC Lisbon, but we do get preference. Therefore, if you have children of school age, it is very important that you read the Education Page and then talk to the UKAA on tel. 00351 21 440 ext. 8639 or 9233529 8639. Once you have decided on a school the completed application form should be forwarded to the UK JSU, who will sponsor the application and pay the registration fee.

If any of your children has any current learning support needs, this must be highlighted to the UKAA (*ext. 8639*) as soon as possible on receipt of this letter to establish (prior to posting) whether or not these needs can be met by local schools.

Nursery Education Parents should be aware that English language nurseries are very expensive. ISODET Nursery Allowance is available but it only meets about half the cost of provision.

Dependants over Eighteen.

Other than your Spouse, if you are considering bringing dependants over the age of 18 with you, it is necessary to get a thorough briefing from your UAO. There are several restrictions on their entitlement to various allowances. This UKJSU can also provide advice.

Travel.

Regulations regarding Privately Arranged Passage (PAP) can be found in JSP 752 Chapter 4, Section 10, Annex A. MoD(DNPP(Acs)) will require you to obtain a certificate authorising you (and your family where appropriate) to make a PAP. Please obtain one from your current Administration Office and bring it with you.

Motoring

Portuguese roads are of variable quality and the standard of driving can at times be alarming. A reliable car is very important in order to see some of the country and to get around locally; however, public transport is reliable and cheap. Ensure that you have the correct Insurance for driving in Portugal. Further information is included on the Motoring page. You are eligible to receive Duty free fuel whilst in Portugal

Medical. It should be noted that there are no UK Service medical facilities in Lisbon. Medical care is delivered by local private providers, covered by a MoD funded private health insurance scheme. Medical pre-joining considerations: *(Married personnel prior to departure will need to liaise with their Unit HR and Relocation Services with regard to correct Medical and Dental preparation. Failure to complete this may result in delay in the booking of Flights).* UK military personnel and dependants with any long-term medical condition(s) such as, but not solely confined to: asthma, diabetes, severe allergies, anxiety, depression, epilepsy and AD (H) D and/or are taking any form of long-term medication are advised against a posting to Portugal.

Dental. Limited dental care, approved by the Defence Dental Service (DDS) Wegberg, is provided by local private dental practitioners. All military personnel and dependants' are most strongly urged to ensure all/any major dental requirements are treated and completed before joining JC Lisbon. Only emergency dental treatment needs will be met from public funds during the first 3 months and last 3 months of an assignment; thus routine treatments of any sort will not be met from public funds in the first/last 3 months and,

Resettlement Training.

If you are approaching your last 2 years of service, you should note that there is currently no provision for travelling at public expense from Portugal to courses in the UK. The Ministry of Defence is currently addressing this issue, but in the mean time, you are advised to contact your local Resettlement Advisor and if possible, commence your resettlement planning in the UK, before joining.

Pets.

Please be aware that, although quarantine laws regarding pets have changed in the UK, finding accommodation in Portugal for families with pets is extremely difficult and cannot be guaranteed. Before you make any expensive decisions about bringing pets – contact the UKJSU.

Leave. You will be briefed on the specific local leave and travel allowance rules when you arrive. You are entitled to 10 days' relocation leave prior to departure from the UK.

Sports. A RN PTI (POPT) is employed as part of the UKJSU. A wide variety of sports and physical activities are available, including equipment.

Postal Facilities. A sound postal service is in operation at the Headquarters, thanks to the presence of a civilian run British Forces Post Office (BFPO 6).

ROLE OF SPONSOR PAGE

A word about your Sponsor

1. All personnel joining units in Lisbon will be allocated a sponsor prior to arrival. The role of the sponsor is to act as an initial point of contact for the new joiner and to be a friendly face on arrival who will assist in the settling in process. The idea is that a sponsor will have something in common with the new joiner in terms of age, rank, service and family circumstances. Sponsoring is a duty but most sponsors are volunteers who are keen to ensure that their new colleagues have as smooth a transition as possible to their new life in Portugal.

2. What will your sponsor do?

Before you arrive:

- Establish contact with you shortly after your Assignment Order has been received by the UK Joint Support Unit (UKJSU)
- Ensure that the HIVE is aware of your assignment
- Ensure that all the documentation required before arrival is in order
- Check that the family details, schooling requirements etc held by the UKJSU are correct
- Advise you on your entitlement to VAT purchases prior to arriving in Portugal
- Ascertain your travel and arrival plans and, if necessary, advise on routes, overnight stops etc
- Check that hotel accommodation has been arranged for your arrival
- Arrange temporary security access to the base.

When you arrive:

- Meet you at a pre-arranged location (airport, hotel, motorway service station etc) on day of arrival. Ensure you are safely checked in and inform UKJSU that you have arrived.

Once you are here:

- Bring you to the base to carry out initial admin with UKJSU and relevant NATO authorities
- Ensure that you receive the correct Security passes for yourself and your family
- Give you a tour of the base facilities
- Ensure you receive a copy of the Medical Handbook
- Introduce you to your Line Manager
- Assist you with opening a Portuguese bank account
- Assist you with setting up a telephone/internet account
- Ensure that you receive the correct documentation for your car
- Familiarise you with the local area – school, doctors, shops, markets, restaurants, public transport, etc
- Introduce you to organisations such as the Spouses International Group etc as appropriate
- Introduce you to other members of the UK and NATO communities

3. The above list is not exhaustive and should be used as a guide only. There is no fixed timescale for carrying out the activities above and different people have different needs and settle in at different speeds. The overall aim of the Sponsor scheme is to get new arrivals standing on their own feet and in a position to get the most out of their time in Portugal, both personally and professionally, as soon as possible.

HOUSING PAGE

ACCOMMODATION

Accommodation in Portugal is done solely utilizing hirings. Hirings range between the areas of Oeiras and Cascais within a maximum distance from the HQ of about 15 miles. The Lisbon/Cascais coastline is a fairly built up area where the majority of the population reside in apartments, which are generally of a much higher quality than apartments in the UK. Open spaces, parks and recreational spaces are scarce but, where they do exist, are generally very well landscaped and maintained.

Despite the much higher availability of apartments in this region, we also endeavour to accommodate people in houses wherever possible but personnel joining JC Lisbon have to be aware that provision of a house rather than an apartment cannot be guaranteed. Houses tend to be quite spacious and have only limited gardens; small gardens and patio areas are more common. The interiors of all properties tend to be bigger and there are more bathrooms than the average house in the UK. Apartments are of a good modern finish with built in kitchens (including white goods), albeit tumble dryers are not common; and bedrooms normally have built in wardrobes.

Hiring's are also taken on in Closed Condominiums (i.e. small housing estates of apartments or town houses sharing recreational spaces, pools and tennis courts), which generally enhance the facilities available to occupants; however, condominiums do impose significant restrictions on the keeping of pets. The UKJSU's obligation is to house people and, while we will do our best to also accommodate pets where requested, we cannot guarantee we will be able to do so. Anyone wishing to bring pets to Portugal is advised to research this carefully and consult the UKJSU and others for advice. In general terms, while the UKJSU will not ordinarily refuse permission to bring pets, nonetheless personnel do so entirely at their own risk.

Property searches for new joiners will be initiated by the UKJSU about two months before arrival in the country and the final decision on allocation rests with DE. The UKJSU and Defence Estates (Europe) adhere to JSP 464 (Tri-Service Accommodation Regulations) wherever possible, however personnel posted to any overseas posting need to understand that those regulations cannot be adhered to literally to the letter when reliant on local hiring's. Furthermore, personnel should be aware that living in Portugal is not the same as living in the UK. The British Community is spread over a large area and most properties are subjected to some adverse environmental factors, including construction and development disturbance and barking dogs (typically widespread characteristics of Portuguese life!), however, these factors are reflected in the 4-tier grading process conducted for each property. European-wide MOD housing policy is such that we do not offer a choice of accommodation on joining. Rest assured though, we work extremely closely with Defence Estates (Europe) to ensure that all personnel are allocated a property to which they are entitled.

Despite our best efforts to ensure properties are ready for occupation on arrival, occasionally an appropriate property is simply not available on the market, making it necessary for personnel to go into temporary accommodation, however the length of stay will always be kept to the absolute minimum.

EDUCATION PAGE

SCHOOLING:

There is a waiting list for most of the schools approved for children of British personnel serving at JC Lisbon and no place can be guaranteed. However, if the application is sponsored by the UKJSU then we do get preference. and local schools catering for overseas (particularly British) children here have a satisfactory reputation. Therefore if you have children of school age, it is very important that you contact to *the UKAA on tel. 00351 21 440 ext. 8639 or 9233529 8639.*

You are responsible for direct liaison with the school, who will then forward School brochures and application forms (if required).

Once you have decided on a school, the completed application form should be sent to the UKJSU. We will act as sponsors and pay the Registration fee and submit the application to the school.

Further advice is available from HQ Children's Education Advisory Service (UK) at Upavon on 01980 618244. **If any of your children has any current learning support needs, this must be highlighted to the UKAA (ext. 8639) as soon as possible to establish (prior to posting) whether or not these needs can be met by local schools.**

The following local private English-speaking schools are SCE-endorsed (albeit not 'approved') for use at MoD expense; all are held in high repute:

Primary:

- International Preparatory School (IPS): English curriculum Foundation/Key Stage (KS) 1 and 2
- St Julian's: English curriculum KS 1 and 2
- St Dominic's: International Baccalaureate (IB) syllabus

Secondary:

- St Julian's: English curriculum to KS3 then IGCSE at KS4; IB Yr 12 and Yr 13
- St Dominic's: IB syllabus
- Alternatively, UK boarding school.

Please be aware that St Julian's have 200 Euro deposit for all Senior School children for extra-curricula activities and lost books. This is refundable when the child leaves the school but is not covered by the MOD. The majority of UK children, who will require secondary education, attend St Julian's.

Despite some curricular differences, children of primary school age should benefit considerably from the experience of living in Portugal and mixing with children from many other nationalities. The same is true for children of secondary school age, however, parents will wish to consider their options carefully for those close to taking their exams. In such cases it is sensible that such children should be able to remain in Portugal to complete any examination course of study which they had started.

For children rising 5 and older, two main options exist regarding their normal education: either to use one of the local English speaking schools that broadly follow a British curriculum, or to place your children in a boarding school in the UK. There are no MoD Service Children's Education (SCE) schools in Portugal, although there are 3 private schools that are endorsed by SCE for use, at MoD expense. St Julian's and the International Preparatory School (IPS) base their syllabus on the English National Curriculum while St Dominic's bases its on the increasingly popular and UCAS accepted, International Baccalaureate.

It is important that you seriously consider your options if he/she or they are likely to reach 14 years of age during a 2-3 year posting/appointment at JHQ Lisbon. International GCSE and Baccalaureate course compatibility can pose a problem for those children either midway through the syllabus before arrival (i.e. 14+) or whose parents will complete their tour before the final examinations (at 16+). In many cases the children here sit a few GCSEs but proportionally more International GCSEs, especially in the sciences, humanities and language areas. However, local schools are conscious of these potential difficulties and always strive to help.

When making your choice of childcare and schooling, each establishment has different pros and cons. A visit to determine which school would suit your child is a bonus although not always possible.

Parents have to decide for themselves which school they would like their children to attend. Once decided applications must be returned to EdO and not direct to the school. This ensures that arrangements to pay the substantial fees are made via the UKJSU and not from you. You are welcome to email the UK Education Officer, if you have any queries about your children's education.

Special Needs: Local schools lack Special Education Needs specialist facilities or expertise. If your child currently has 'extra support' or is 'statemented', it is imperative that you contact the UK Administrative assistant on 00351 21440 8639 to discuss your options. 'Extra support' can be defined as the requirement for a child to have as little as 1 hour extra teacher time per week in or outside of the classroom. The Education Officer will liaise with the local schools and SCE to see if local provision can be made and will help you in making a decision. If your child needs greater help than can be provided in Portugal, either your child will have to remain in the UK or you may decide that cancelling your draft/posting/appointment to stay with your child is the way ahead.

Nursery Education: For pre school children there are several options. All three of the SCE approved schools have nurseries/kindergartens or there are several local Portuguese nurseries that can be used.

There is no statutory requirement for children to attend a nursery school until the term after the child's 5th birthday; it is a parental choice. However, free nursery education is available in the UK. Accordingly Services School Education (SCE) makes a provision, to provide an equitable educational service for those personnel serving overseas and in ISODETS comparable with the UK. The extant allowance is £691.00 per term (annual £2073.00) for 15 hours per week up to 38 weeks per year. This grant is based on UK national costs and is the common entitlement for all ISODETS, it is not location specific.

Parents should be aware that English language nurseries are very expensive. ISODET Nursery Allowance only meets about half the cost of provision.

If considering nursery education, you may wish to explore other opportunities such as local Portuguese nursery education. However, in order to be eligible for the SCE allowance the Nursery provider must meet a structured learning program of a similar standard to that available in the UK. The CO UKJSU authority must be sought before committing to a Nursery if this allowance is to be claimed.

WELFARE PAGE

SPIRITUAL:

UKSU Lisbon is supported (½-day per week on-site and other occasions as required) by a Lisbon-based C of E priest.

WELFARE & RECREATION:

The UK community at JC Lisbon is very small and does not have dedicated full-time welfare staff. However, the UKJSU as a whole aims to provide maximum welfare support within its resources, and also draws on the specialist assistance of a full-time Navy PFS social worker, based in UK but tasked to provide tri-service welfare support, direction and advice to all ESG units in Southern Europe

UKSU Lisbon employs an RN POPT who provides/co-ordinates (with a small NATO JCL Morale, Welfare and Recreation (MWR) staff) a variety of sports, AT and other recreational activities for UK/NATO Military Personnel and dependants. There is no UK or NATO community centre at JCL but JCL HQ is the default UK and other dependants' community focal point, centred primarily on JCL's limited but popular on-site sport/MWR facilities.

There is also a very active local NATO "Spouses International Group" (SIG) which also arranges its own and supports many MWR activities at JCL/in the local area. Many NATO contributing nations also arrange high-profile community events throughout the year, eg 'Brit Fete', 'Oktoberfest', US Thanks Giving Dinner, various 'themed' dinner nights etc. UKSU Lisbon is also supported by an on-site HIVE office and also British Forces Post Office (BFPO 6).

MOTORING PAGE

MOTORING

A reliable car is an important asset whilst serving in Portugal, particularly if you want to see something of the country. However, Portuguese roads are far from the best in Europe and the standard of driving/accident rate is high. Defensive driving is very much the order of the day. In addition wear and tear on vehicles, due to poor standards of road construction and maintenance can be higher than in the UK and servicing costs and parts are higher too in Portugal. Thus bringing a brand new car to Portugal at the beginning of your tour is not recommended. It is preferable to bring an older car that you can try and sell when you leave and to go home before the end of your tour to purchase a tax free car. Alternatively, you can purchase a vehicle (free from Portuguese tax) from within the local NATO community - there are normally a few second hand left and right hand drive cars available.

VEHICLE REGISTRATION

To register your car(s) in Portugal when you first arrive

Take copies of the following documents and give them to the Host Nation Liaison (HNL) (Gisela Koch) at the UKJSU Admin Office.

1. Vehicle Registration Document
2. Insurance (from country of origin)
3. MOT (if applicable)

The AA will help you fill out the Vehicle Registration Form which needs to be signed by you and take the copies of all the documents through to the Vehicle Registration Office.

If your vehicle is not brand new the AA will get you a registration number so that you can get your plates made, your Portuguese Insurance and register your car at the Security Office in order to get the Car Pass onto the base. When you complete your vehicle security passes, you will be given a letter in Portuguese that explains to anyone asking that the vehicle is registered with NATO plates and that you work with NATO, this will suffice until the White Card is issued.

The "white card" is a small document that you are given by the VRO once your car has been registered with the Portuguese Customs. This "white card" is the equivalent of the Title and vehicle Registration for the car and must always be carried when driving. For temporary registration purposes a copy of the application form will be provide until Portuguese Authorities issues the White Card. This card takes **two to four** weeks to be issued.

A few rules:

- If you are single you are only allowed one vehicle (car or motorcycle)
- If you are married unaccompanied you are only allowed one vehicle (car or motorcycle)
- If you are married accompanied you are allowed two vehicles (car and car, car and motorcycle, motorcycle and motorcycle)
- Once you have registered a vehicle in your name it must remain under your name for a minimum of 6 months.

Driving in Europe

If driving out with your own vehicle, to comply with Spanish and Portuguese legislation (and French if coming via the channel), don't forget the following items:

- Headlamp converters
- Warning triangle (2 now required for Spain)
- First Aid Kit
- Fluorescent jacket
- Plastic/rubber hand gloves
- Spare car lamps for lights
- Green card or other form of confirmation of insurance cover for overseas (don't forget the need for a Bail Bond in Spain if your policy does not mention this specifically).
- If you wear glasses, carry a spare set (Spain).

Also advisable are: water (especially in the summer - both for the radiator and travellers), good maps, a spare litre of engine oil, fuel can with petrol, a torch, phrase book and adequate foreign currency (especially for the expensive motor way tolls).

Vehicle Insurance

If you are able to obtain a notification of 'no claims' from your insurance company, bring it with you, as this will assist when purchasing car insurance in Portugal. The UK Support Unit and the HIVE hold details of some insurance companies for insuring your vehicle locally. Some UK insurance providers will also agree to honour your 'no claims' upon your return to the UK. They may request the original 'no claims' certificate to be returned to them for their records, so remember to retain a copy for your own records. In the long run, this could save you a substantial amount upon your return to the UK.

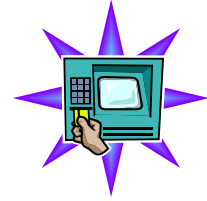
GALP CARD

For each vehicle that you have registered with Portuguese Customs (maximum 2), you are able to apply for a GALP Card, which entitles you to 150 Ltrs per card per month. However as this allowance is calculated on annual basis, the limit on the card is set at 200 Ltrs to allow some flexibility from month to month. The card works as follows:

- When the Gisela Koch a Portuguese number plate for your vehicle she will request, from Galp, a card for your vehicle (one for each vehicle)
- You will be informed by email that your Galp Card has arrived (\pm five working days) and you may pick it up from the AA at the UKJSU Admin Office.
- You will receive the Galp Card together with a pin number. When you fuel your car you give the card to the service station attendant and punch in your pin (as if you were paying with an ATM card). Your card will be limited to X amount of litres a month. The AA will inform you of your limit when you receive your card.
- At the beginning of the following month you will receive a bill from the UKJSU for the amount of fuel you used during the previous month payable through online banking to the Unit within 20 days.
- The amount of Duty Free fuel that you are entitled to per month is laid down in the



PAYING YOUR GALP BILL



**PAYMENTS MUST BE MADE ONLINE OR BY
MULTIBANCO**

TO PAY USING INTERNET BANKING

A) IF YOU HAVE A BARCLAYS BANK ACCOUNT WITH INTERNET BANKING:

1. Log onto Internet Banking
2. Select '**Transfers**'
3. Select '**National Interbank Transfers**'
4. Enter the following information:

- **NIB:** 0032 0157 0020 4000 5886 4
- **RECEIVER NAME:** Your Full Name
- **AMOUNT OWED:**

Once you have received the confirmation mail, cut and paste to an e-mail and send to:

nchampion@jhlb.nato.int

B) IF YOU HAVE A PORTUGUESE BANK ACCOUNT WITH INTERNET BANKING

(i.e. BES, Millenium, Santander Totta, etc.):

1. Log onto Internet Banking
2. Select '**Interbank Transfers**'
3. Enter the following information :

- **NIB:** 0032 0157 00204000588 64
- **PAYEE:** HMG Sub Account 25267
- **REFERENCE:** Your Full Name
- **DESCRIPTION:** GALP BILL MMM YYYY License Plate of Vehicle
(See example on reverse)
- **AMOUNT:**

Tick the e-mail box and enter the following e-mail address:

NChampion@jhlib.nato.int (BES account only gives me a transaction number I have no way on knowing who it is for or the amount so please action the note below or e-mail me a confirmation)

NOTE: Once you have paid, print a copy for your own records, scan and e-mail to the UKSU cashier so they have a record of the request number.

TO PAY USING MULTIBANCO

1. Select 'Transferencias / Transfers'
2. Select 'Interbancaria Transferencias / Interbank Transfers'
3. Introduza NIB – Enter the NIB: 0032 0157 0020 4000 5886 4
4. Enter amount owed
5. Print receipt and take to the cashier (PO LOGS Champion) in the UKSU

EXAMPLE OF DETAILS REQUIRED FOR ONLINE PAYMENT:

Windows Internet Explorer provided by NCLB NU XP

Address: https://bes-sec.bes.pt/vclientes/axb/tpl.asp

BESnet

Domestic Interbank Transfer

Account 0006 2747 7190

Destination Account (NIB) * 0032 0157 00204000588 64 (payee's list)

Payee's Name HMG Sub Account 25267

Reference McManus

Description GALP BILL SEP 09 95-30-TT

Amount * 19.13 in EUR

Payment date 2009 10 08 (yyyy-mm-dd)
(we advise you to select a date one business day prior to payment deadline)

Please send me an e-mail alert after the operation has been carried out:
 E-mail jwignell@jhlb.nato.int
(you will receive an alert with the operation status on the scheduled date)

Transfers made till 20h30 (business days) are sent to SIBS on the same day and all others on the following business day.
It is up to the destination Bank to make the amount available to the beneficiary.
* Mandatory Field

Click [here](#) to view the price schedule

FREE of charge for Service Account® holders or Private Banking customers

(*) BES 100%18.31, BES 100%, BES 100%155+, BES 360º, BES 360º Platinum, BES up, BES Ordenado, Vencimento Empresa, easyBES, Conta Benfica, BES Residentes no Estrangeiro

Clear Transfer

Interbank Transfers

Session time: 80%

Your account number

Your surname and initials

The amount you owe

Ensure correct month and your license plate number is entered

Enter the following e-mail: nchampion@jhlb.nato.int



MEDICAL PAGE (see also Medical handbook)

MEDICAL:

It should be noted that there are no UK Service medical facilities in Lisbon. Medical care is delivered by local private providers, covered by a MoD funded private health insurance scheme.

On Arrival

On arrival you will be given a Expacare pack this includes your Expacare numbers for your family. These numbers will be required when you complete the claims form at the doctors, prior to receiving any medical care. It is important that you have this number at hand whenever you travel in Portugal.

In addition you will be provided with a medical handbook, locally produced by the Support unit. Please read this carefully as it explains how the system works for medical and dental treatment and the procedure for obtaining medication. It has important contact information for medical support.

When registering with a particular clinic there is no requirement for you to have a medical check-up. Such a check-up is not covered by the insurance scheme.

Medical pre-joining considerations: *(Married personnel prior to departure will need to liaise with their Unit HR and Relocation Services with regard to correct Medical and Dental preparation. Failure to complete this may result in delay in the booking of Flights).* Medical oversight of the UK Service population in Lisbon is exercised by the British Forces Clinic Southern Europe (BFC (SE)) in Naples. UK military personnel and dependants with any long-term medical condition(s) such as, but not solely confined to: asthma, diabetes, severe allergies, anxiety, depression, epilepsy and AD (H) D and/or are taking any form of long-term medication are advised against a posting to Portugal. In any such case, advice must be sought from BFC (SE) prior to joining to assess viability of appropriate/adequate medical care available under the current UK medical provision arrangements. UK military personnel and dependants who wear glasses/contact lenses should update sight tests and lenses prior to arrival.

3rd Line: Case by case basis (Por/UK)

DENTAL:

Limited dental care, approved by the Defence Dental Service (DDS) Wegberg, is provided by local private dental practitioners. All military personnel and dependants' are most strongly urged to ensure all/any major dental requirements are treated and completed before joining JC Lisbon. Treatment facilities here are very limited, and any specialist care, such as dentures, orthodontics, periodontal and oral surgery, is extremely difficult to source locally.

Only emergency dental treatment needs will be met from public funds during the first 3 months and last 3 months of an assignment; thus routine treatments of any sort will not be met from public funds in the first/last 3 months and, furthermore, all personnel should note that no orthodontic treatments will be funded in the first/last 6 months of an assignment.

Any approved routine dental treatment for dependants whilst in Lisbon will attract charges reflective of normal NHS Fees. Similarly, NHS exemptions for children and pregnant women also apply. Non-routine dental treatment will require prior approval from Director Primary Dental Services (DPDS).

Dental treatment in excess of routine rulings will also require DPDS authorisation prior to commencement of work, unless this is self funded. In addition to not being available at all to military personnel and dependants during the first/last 6 months of an assignment, orthodontic treatment will only ever be funded within strict NHS criteria and, in any case, is severely limited in Portugal. **Any personnel and/or dependants undergoing orthodontic/any other major dental treatments prior to/on joining must contact the UKJSU as soon as possible on receipt of this letter**, so that specialist advice can then be sought from DDS.