



REGULATIONS FOR USE | HISTORICAL VILLAGES OF PORTUGAL SUSTAINABLE MOBILITY SERVICE

BACKGROUND

The coming decade is of paramount importance for the Historical Villages of Portugal Network, considering a framework of action based on the vision:

"Historical Villages of Portugal Network: a sustainable and innovative low-density territory, pioneering in its ecological commitment and in its contribution to the demographic and economic sustainability of the region in which it is located."

This ambition aims to guide the Network towards adaptation to climate change, thereby contributing to the implementation of the European Green Deal, driven by the principles of social transition, digital transition and green transition.

To this end, Strategic Lines of Action and Strategic Axes have been defined, forming a Common Strategic Framework. Within the Strategic Axis "Inclusive and Sustainable Urban Mobility", through the Line of Action "Strengthening Mobility", the partnership with Renault Portugal was established with the primary objective of implementing a pilot project based on the creation of a new sustainable mobility service aimed at visitors, businesses and residents of the Historical Village of Castelo Novo.

The Historical Villages of Portugal – Tourism Development Association (AHP-ADT), whose mission is to promote cooperation for the sustainable development of the Historical Villages of Portugal Network, and Renault Portugal, an organisation committed to a corporate culture of social responsibility, entered into a Partnership Agreement for the implementation of a pilot project dedicated to sustainable mobility. The project will initially be implemented in the Historical Village of Castelo Novo, with the Municipality of Fundão joining this commitment and, together with AHP-ADT, ensuring the necessary conditions for visitors to make full use of the service.

Visitors, in turn, are expected to contribute to this objective by becoming part of this ecosystem through the conscious and responsible use of the vehicles.

These Regulations establish the terms and conditions governing the use of this service.



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ARTICLE 1

ELIGIBLE USERS

The sustainable mobility service governed by these Regulations is intended for:

- National and international tourists/visitors;
- Residents of the Historical Village of Castelo Novo.

ARTICLE 2

PAYMENT AND CONDITIONS OF USE

The sustainable mobility service is provided **free of charge** and may only be used by the eligible users referred to in the previous Article upon prior reservation, in accordance with the terms and conditions established in these Regulations.

ARTICLE 3

RESERVATION METHODS

Reservations may be made through the following method:

Online

Via the platform:

<https://aldeiashistoricasdeportugal.com/>

ARTICLE 4

RESERVATION

1. When making an online reservation, the user shall complete all mandatory fields, refrain from providing misleading and/or false information, and give consent to the collection and processing of their personal data, as well as acceptance of the terms and conditions set out in these Regulations.
2. Subsequently, and in person, the user must provide proof of the information submitted online at the Castelo Novo Tourist Office.

ARTICLE 5



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VALIDATION OF THE RESERVATION REQUEST

1. All reservations made online shall be subject to validation based on vehicle availability and verification of the reservation details. Confirmation of the reservation will subsequently be issued by the Tourist Office referred to in Article 3.
2. Once the online reservation has been validated, on the day of vehicle collection at the Tourist Office, the visitor will receive an explanation of the vehicle's operation and the conditions of use. The vehicle key will then be handed over after an inspection has been carried out, during which the driver must confirm the current condition of the vehicle. Following this inspection, the Tourist Office staff shall validate the reservation online with the status "**Collected**", thereby marking the beginning of the vehicle usage period.
3. Users travelling from their place of origin by train may request a **free transfer service**, available during the Tourist Office opening hours. The request must be submitted at least **24 hours in advance**. The transfer service is available between the **Castelo Novo** and **Fundão railway stations**.

ARTICLE 6

SECURITY DEPOSIT

1. In order to guarantee compliance with the conditions of use established in these Regulations, users are required to provide a **security deposit** upon collection of the vehicle, as follows:
 - a) Residents of the Historical Village of Castelo Novo
Security deposit of €30 per reservation, applicable to the use of the Renault Kangoo and Renault Twingo.
 - b) Owners of a second home in the Historical Village of Castelo Novo
Security deposit of €250 per reservation, applicable to the use of the Renault Twingo.
 - c) Visitors and/or tourists
Security deposit of €250 per reservation, applicable to the use of the Renault Megane and Renault Twingo.
2. The security deposit may be paid by:



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- a) Cash;
- b) Debit or credit card through the electronic payment terminal (POS) available at the Castelo Novo Tourist Office.
3. The security deposit shall be refunded using the same payment method after the vehicle has been returned and its condition has been inspected by the Tourist Office staff, confirming the absence of damage, faults or breaches of these Regulations.
 4. Should any damage to the vehicle or breach of the conditions of use be identified, the security deposit may be retained, either partially or in full, to cover the resulting costs, without prejudice to the right to claim compensation for damages exceeding the value of the deposit.
 5. Where applicable, the security deposit shall be refunded on the same day the vehicle is returned, following completion of the inspection referred to in paragraph 3.

ARTICLE 7

CONDITIONS OF VEHICLE USE

1. Vehicle use is subject to availability.
2. Vehicles may only be used by persons aged 18 years or over holding a valid driving licence.
3. Vehicle use is conditional upon verification of the mandatory documentation, namely:
 - Valid driving licence;
 - Citizen Card or equivalent identification document;
 - Updated proof of address.
4. Vehicles may only be collected and returned during the opening hours of the Castelo Novo Tourist Office referred to in Article 3.
5. The maximum period of use is four consecutive days (applicable only to tourists), taking into account the expected level of reservation requests and the principle of equal access. This period may be extended where the tourist provides proof of a reservation of four or more days within the Historical



Villages of Portugal territory, subject to vehicle availability and equal opportunity criteria.

6. Residents of the districts of Castelo Branco and Guarda shall not be considered visitors and/or tourists and are therefore not eligible to use the vehicles.
7. Users who own a second home in the Historical Village of Castelo Novo shall be considered visitors, as they stay overnight in the village. Like residents, they are required to return the vehicle daily within the Tourist Office opening hours and will be assigned a Renault Twingo.
8. All other visitors and/or tourists may use the vehicles without restrictions regarding the return schedule, provided they are responsible for recharging the vehicle whenever necessary. These users will be assigned a Renault Megane.
9. At the end of the period of use, the vehicle must be parked at the same location where it was collected. Failure to do so shall give rise to the presumption that the vehicle has been stolen, allowing the Historical Villages of Portugal Association and the Municipality of Fundão to take all necessary legal measures to recover the vehicle, with all resulting costs being borne by the user.
10. Vehicle use should primarily be limited to travel between the 12 Historical Villages of Portugal and the Municipality of Fundão. Users are responsible for planning their journeys according to the location of available charging stations, information on which is provided on the Historical Villages of Portugal website and in printed format at the Castelo Novo Tourist Office. Where necessary, users must obtain a charging card from an authorised provider at their own expense.
11. Users found to have used the vehicle outside the territory of the Historical Villages of Portugal and the Municipality of Fundão shall be permanently prohibited from using the service in the future.
12. Users who demonstrably misuse the vehicles (including driving on mountain tracks, returning the vehicle excessively dirty, smoking inside the vehicle, or engaging in any other irresponsible use) shall be prohibited from using the service for two months. In the event of a repeated offence after this suspension period, they shall be permanently excluded from the service.



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13. Tourists or residents who misuse the vehicle in a manner that causes damage requiring repair shall be permanently prohibited from using the vehicles.
14. Users shall comply with the Highway Code and ensure the proper use of the vehicle, which remains under their responsibility from the time of collection until its return to the designated parking area. Users shall not carry out any technical modification to the vehicle, regardless of how minor.
15. Vehicle use is entirely the responsibility of the user, who shall bear all associated costs, including fines, tolls, parking charges, circulation fees, and any related administrative expenses.
16. Vehicle collection is conditional upon prior payment of the security deposit referred to in Article 6, the amount of which depends on the type of user and the vehicle assigned. Upon return, the vehicle shall be inspected in the presence of the user. The Tourist Office technician shall assess its condition using the inspection checklist and the damage report completed at the time of collection. Following the inspection, the security deposit shall be refunded provided that no damage or breach of these Regulations is identified.
17. Vehicles used by the Historical Villages of Portugal staff and by the Municipality of Fundão (Tourism Team and Producers' Club Team) are exempt from the obligation to return the vehicles within the established opening hours. Nevertheless, inspections shall be carried out both at collection and upon return.

ARTICLE 8

OTHER USER OBLIGATIONS

In addition to the provisions set out in these Regulations, and particularly those established in the preceding Article, users shall also:

- a) Refrain from removing any parts or components from the vehicles, or allowing or consenting to such removal;
- b) Ensure that the vehicles are always accompanied by all mandatory documentation required for their lawful operation. Such documentation must remain inside the vehicle in the designated compartment identified to the user at the time of vehicle collection;



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- c) Refrain from transporting objects that may interfere with safe driving or pose a risk to the safety of persons, property, or road traffic;
- d) Refrain from using the vehicles for any commercial or profit-making purposes.

ARTICLE 9

PERSONAL DATA

1. Under these Regulations, drivers acknowledge and consent, upon completing their reservation, to the collection and processing of their personal data for the purposes established herein, including access to the documentation required for vehicle use (driving licence, Citizen Card or equivalent identification document, and updated proof of address).
2. Personal data shall be processed solely for the following purposes:
 - Verification of the documentation required for vehicle use;
 - Management of offences arising from the use of the vehicle;
 - Payment of toll charges.
3. Personal data collected through reservations made via the Historical Villages of Portugal (AHP) platform shall be processed in accordance with the legal obligations established under applicable European and national legislation, in particular the General Data Protection Regulation (GDPR) – Regulation (EU) 2016/679 of the European Parliament and of the Council of 27 April 2016.
4. Personal data shall also be made available to Renault Portugal, the owner of the vehicles, solely for the purpose of identifying the driver in response to requests from competent authorities. Such data shall be retained by Renault for the legally required period. For any questions relating to the processing of personal data, users may contact Renault or its Data Protection Officer (DPO) at Renault's registered address or by email at:

dpo.portugal@renault.pt



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ARTICLE 10

INFORMATION AND ENQUIRIES

1. By using the service, the user acknowledges that they have been provided with adequate and timely information regarding these Regulations and agrees to comply fully with all of their provisions.
2. Should any questions or requests for clarification arise, users may contact the service through the following email addresses:
 - produto@aldeiashistoricasdeportugal.com
 - press@aldeiashistoricasdeportugal.com
 - castelonovo@fundaoturismo.pt

Castelo Novo

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