



# SP FOR EVERYONE



## TIPS FOR TOURIST CONSUMERS

**PROCON**SP

| Secretariat of Justice  
and Citizenship

| Secretariat of  
Tourism



**STATE GOVERNMENT  
OF SÃO PAULO**



## WELCOME TO SÃO PAULO

BRAZIL HAS ONE OF THE MOST MODERN CONSUMER PROTECTION LAWS AND PROCON SP IS ONE OF THE ENTITIES RESPONSIBLE FOR APPLYING IT.

IN ORDER TO TAKE ADVANTAGE OF EVERYTHING SÃO PAULO HAS TO OFFER, WE PREPARED THIS PUBLICATION WITH IMPORTANT TIPS FOR TOURIST CONSUMERS.





## TRANSPORTATION

### BUSES

- In the city of São Paulo, bus fares can be paid with cash or using the Bilhete Único card, which can also be used to pay for subway and train fares. The card can be loaded with credit at newsstands, bus terminals and subway stations.
- For information about bus fares, lines, itineraries and how to obtain a Bilhete Único card, visit [www.sptrans.com.br](http://www.sptrans.com.br) or call 156.
- There are also intermunicipal bus lines that charge different bus fares. For more information, visit [www.emtu.sp.gov.br](http://www.emtu.sp.gov.br) or call 0800-724 0555.

## **RAIL (SUBWAY AND TRAINS)**

- The city of São Paulo has six subway lines identified by the following colors: blue, green, red, yellow, purple and silver (monorail), with stations located near tourist attractions.
- Some stations have bus terminals. Integrated subway-bus transportation is quite common and has specific fares.
- The city has seven train lines also identified by colors. The train lines connect the city of São Paulo to nearby cities.
- For information about fares, lines, itineraries and operating hours, visit [www.metro.sp.gov.br](http://www.metro.sp.gov.br) – phone: 0800-7707722 and [www.cptm.sp.gov.br](http://www.cptm.sp.gov.br) – phone: 0800-055 0121.

## **PRIVATE TRANSPORTATION APPS**

- Search rides using more than one app since prices vary significantly.
- Avoid waiting for your ride on the street.
- Be sure to identify the car and driver by checking the information on the app.
- If you did not request ride-sharing, do not get in the vehicle if there's another person in the car besides the driver.
- Just to be on the safe side, share your ride information with friends or relatives.

## **TÁXIS**

- The taxi meter should always be turned on in front of the passenger.
- The initial charge of for a taxi ride varies depending on the hour and day. In the city of São Paulo, level I is charged from 6 AM to 8 PM. Level II is charged from 8 PM to 6 AM, as well as on Sundays and holidays.
- Do not accept rides with arranged prices in cabs that have taxi meters.
- Many cities with less than 50 thousand inhabitants do not use taxi meters. Check in advance.

## CAR RENTALS

- The contract must include: identification of the contracting parties; the daily rate with or without unlimited mileage; the existence of fines or fees for late returns; insurance charges; procedures in case of accidents or theft; and other information.
- Pay close attention when the car is delivered and require that any visible damages (scrapes, dents, marks) on the inside and outside of the car be recorded.
- Foreigners may drive a car using their driver's license for up to 180 days.
- Beware of utilization restriction days and times for vehicle based on license plate number: the city of São Paulo adopted a vehicle circulation-restriction system that goes from Monday through Friday from 7 AM to 10 PM and 5 PM to 8 PM system. For more information, call 156 or visit <http://www.cetsp.com.br/consultas/rodizio-municipal/como-funciona.aspx>



BASILICA OF APARECIDA



## **LODGING**

### **TYPES OF LODGING**

- All urban hotels, farm-hotels, historical hotels, inns, resorts, flats/apart-hotels, hostels or bed-and-breakfasts must be registered with the Ministry of Tourism's Cadastur ([www.cadastur.turismo.gov.br](http://www.cadastur.turismo.gov.br)).

### **SHORT-TERM RENTAL WEBSITES AND APPS**

- Offer room or entire apartment/house rentals. Pay close attention to utilization rules and eventual restrictions.
- Never pay for rentals outside the app or website.
- If you run into any lodging problems, take photos, film and record your complaint on the website or app.

## RENTING PROPERTIES FOR THE SEASON

- The agreement must establish everything that was combined, including the daily rate cost, furniture, bed sheets, silverware, etc.
- If renting through a real estate office, you will be protected by the Consumer Protection Code. If renting directly from the owner, the contract will be governed by civil legislation, since this is not a consumption relationship case.

## ACCESSIBILITY

- Hotels, inns and other types of lodging must reserve at least 10% of their rooms for people with disabilities, ensuring at least one accessible room.



## LEISURE, FOOD AND CULTURE

### NIGHTCLUBS, BARS AND RESTAURANTS

- The list of prices or menu must be visible to consumers at the entrance to the establishment.
- It is prohibited to charge a fine if an ordering ticket is lost. It is the establishment's responsibility to control what was consumed.
- It is prohibited to charge a minimum-consumption amount. Charging an entrance fee is permitted.
- The couvert should only be served at the consumer's request, except if offered free of charge. Its price should be on the menu. If the couvert is served without the consumer being asked or accepting it, its cost may not be charged.
- Cover charges must be informed in advance and may only be charged if there is live music or another form of artistic manifestation.
- Payment of the service fee (10%) or tip is optional.
- The valet parking price must be visible and the consumer must receive a ticket with the vehicle's identification, date and delivery time. Ask for your receipt!

### PURCHASES

- Information about prices and payment methods must be correct, clear, legible and precise so that consumers know them without having to ask for help.
- The price of products and services must only be informed in reais (R\$).
- Payment by check, credit card or debit card may be refused as long as the consumer is informed before placing an order or making a purchase. Eventual discounts for payment term or method must also be informed.

- If a purchase is made by phone or Internet, it may be canceled within a seven-day period as of the product's purchase or delivery date, and all amounts paid reimbursed.
- The consumer may demand reparation if it purchases a product with quantity or quality problems.

**60+**



## **ELDERLY BENEFITS (60+)**

- Preferential service at places such as: government bodies, hospitals, supermarkets, banks, theaters, airports, and other places (this also applies to pregnant women and people with disabilities).
- Discounts on tickets to artistic, cultural, sports and leisure events. Simply present an official document containing date of birth and photo.
- Individuals 80 years old or more have special priority in relation to other elderlies.
- Seniors over 65 are entitled to free subway, train and urban buses.



## **ANTI-SMOKING AND ANTI-ALCOHOL LAWS FOR MINORS**

- In São Paulo, the use of cigarettes and related items in closed or partially-closed collective environments is prohibited. Establishments that allow customers to smoke will be fined.
- It is also prohibited to sell, supply, serve or simply deliver alcoholic beverages to people under the age of 18.



MUNICIPAL MARKET

## A FEW SAFETY TIPS

- Try not to handle money, credit cards or display objects of value in public, such as jewelry and electronic equipment.
- To exchange foreign currency, seek licensed currency exchange bureaus.
- When making withdrawals from ATMs, do not accept help from strangers.
- When using ATMs, do it during the day and inside banks or stores.
- When paying with a credit card, check to see if your card was not substituted.
- Avoid clandestine transport services. Prioritize your safety!
- In case of theft, robbery or loss of goods or documents, go to the closest police station and register a police report.
- Foreign tourists who lose their passport or have it stolen must go to the consulate of their country.

***São Paulo is a safe city, however, like any big city, be careful.***

## IMPORTANT:

Any act of discrimination due to race or color by any person is prohibited. Racism is a serious crime!

Discrimination due to gender or sexual orientation is also a crime!

If you suffer or witness any such acts, report it immediately to the Department of Justice and Citizenship at **(11) 3291-2621/2624** or [www.justica.sp.gov.br/index.php/contato/denuncia-online](http://www.justica.sp.gov.br/index.php/contato/denuncia-online).

Sexual exploitation of minors is a crime! Report it:  
**DIAL 100.**

## USEFUL PHONE NUMBERS:

**151** – Procon-SP

**156** – Call-Center (city of São Paulo) -  
[www.prefeitura.sp.gov.br](http://www.prefeitura.sp.gov.br)

**181** – Hotline

**190 / 911** – Police (EMERGENCY)

**192** – Emergency Care Ambulance Service (SAMU))

**(11) 3120-4417** – Deatur  
Deatur (Tourist Police Station)

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