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What is the Classified Walking Routes fee?

It is a fee for the waste collection and cleaning of the Classified Walking Routes. The user is paying a fee for the provision of this service on the pedestrian routes.

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Will a fee be charged for all the routes as of October 28, 2024?

No. A fee will be charged for the following routes only:

PR1 | Areeiro Footpath

PR1.2 | Pico Ruivo Footpath

PR 6.1 | Levada do Risco

PR 8 | Ponta de São Lourenço Footpath

PR 9 | Levada do Caldeirão Verde

PR 11 | Vereda dos Balcões

PR 18 | Levada do Rei

Fees for all the other routes will be applied starting on January 1, 2025.

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Where can I pay the fee?

The fee can be paid in advance through the SIMplifica service portal, or users can pay on site using their own electronic device.

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Is the proof of payment of the fee physical or digital?

Digital proof is preferred, but in a transitional phase, physical receipts may be accepted under the exceptional conditions mentioned above.

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Do residents pay the fee?

No. All residents of the Autonomous Region of Madeira are exempt.

?	<p>How do users prove they are residents in the Region?</p> <p>The proof of the status of resident in the Autonomous Region of Madeira is made by presenting, in digital or paper format, the registration on the SIMplifica service portal or other official document that shows the place of residence of its holder.</p>
?	<p>Is the fee due during the entire daytime or only during the busiest hours?</p> <p>The fee is due throughout the entire day.</p>
?	<p>Are there recommended times to start each of the routes?</p> <p>The user must take into account the duration of the route they will take and ensure that they can complete the walk during the daytime. It is absolutely inadvisable to use any route during the night.</p>
?	<p>Who will supervise the payment of the fee on paid routes?</p> <p>Duly identified IFCN operators will verify that users have paid the fee.</p>
?	<p>Are those who do not pay the fee subject to any sanctions?</p> <p>Yes. Under the terms provided for by law.</p>
?	<p>If there is an accident, does paying a fee entitle the user to some type of insurance and exempt the user from liability?</p> <p>No. The user is personally and exclusively responsible for any property or personal damage that occurs during the use of the route.</p>
?	<p>Do children pay?</p> <p>No. All minors aged 12 and under,</p>

whether residents or non-residents, are exempt.

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If for some reason you cannot take the route for which the ticket was purchased, is it possible to change the route?

No. However, if the route for which the fee was paid is officially closed by the Competent Authorities, you must contact the call centre of the SIMplifica portal to make the change.

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If for some reason you cannot do the route on the day for which it was paid, is it possible to change the day?

Yes. Contact the call centre of the SIMplifica portal and request the change BEFORE scheduling the route.

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If I do not complete the entire route, must I pay the full fee?

Yes.

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I am a resident of the Autonomous Region of Madeira and I want to do a classified pedestrian route with a guide (economic operator*). Do I have to pay the fee?

You don't pay. Residents of the Autonomous Region of Madeira, by demonstrating that status, are exempt from paying the fee, even if they are part of a group organised by an economic operator.

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If I book the route through an economic operator*, am I exempt from the fee?

No. In cases where the visit to the classified pedestrian route is

accompanied by a guide (who represents an economic operator*), there are two possibilities:

Clause 1: The economic operator **has a protocol** and pays directly to the IFCN, IP-RAM, in the name and on behalf of the natural person who is not exempt from paying the fee.

In this case, the payment of your fee can be made through the contracted economic operator, and the guide, in addition to being properly identified, must be accompanied by proof that the fee was issued for that day and for that route. Note: the duly identified guide does not pay.

Clause 2: The economic operator does not **have a protocol** with the IFCN, IP-RAM, and the payment of the fee must be made by each of the participants. Therefore, each participant must be accompanied by proof that the payment of the fee has been made in advance. Note: the duly identified guide does not pay.

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*What is an economic operator?

An economic operator is deemed to be any legal person that organises trips, sightseeing tours, for example, and that, in this specific case, organises group tours along classified walking routes. Each economic operator is represented by a guide.

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Which economic operators can sign a protocol with IFCN, IP-RAM?

The economic operators, as defined in the previous item, with headquarters, representation or permanent establishment in Portuguese

territory, can sign the protocol with IFCN, IP-RAM.

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Is the fee applied to each route or is it a daily fee?

The fee is applied to each of the routes, regardless of the day on which they are completed.

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Can I request a refund of fees paid, for reasons not attributable to IFCN, IP-RAM?

When, for duly justified reasons, you are asked to cancel the fee paid for a specific classified walking route, and in cases where it is not possible to reschedule it, to request a refund you must present:

- 1 :Invoice(s) issued;
- 2 :Proof issued by your bank stating your IBAN and Swift Code;
- 3 :Full name and address.

A cancellation request does not automatically imply acceptance of the refund. In the event of acceptance, a fixed amount of €1.68 plus a variable rate of 3.36% (to cover bank commissions and administrative fees) will be deducted from each refund request per invoice.

Refund requests will not be accepted for journeys to be made on the same day or on a date prior to the request itself.