



Cork.

Experience Tour

GENERAL GUIDE





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1 | OBJECTIVE

The Cork Experience Tour is presented as a tourist product of high economic, cultural and recreational value, through which tourists can learn about the cork sector in action.

Therefore, the main objective of this project is to publicise the cork sector nationally and internationally, with its headquarters in the municipality of Santa Maria da Feira, as well as to establish and promote the industry's tourist-friendly side, supporting economic and social development.

Another goal to be achieved by this initiative is to give visibility to cork as a high-end, genuinely Portuguese material among different public groups, allowing everyone to visit the sector and become true cork ambassadors, not only in our country, but also overseas.

We hope to make the Cork Experience Tour a unique experience, in which the secrets of the production process are unveiled along the tour, allowing us to share the material and immaterial heritage this industry represents with Portugal and the world. This is because Cork is: Culture, Nature and Future.

2 | DESCRIPTION OF THE TOUR

Before arriving at the location of the tour, the guide shall provide the visitors with a brief background of the cork sector, which is provided by APCOR.

After reaching the manufacturing unit, a welcome reception will be provided to the visitors which marks the start of the tour that can last from 1 hour to 1 hour and 30 minutes. Through it, visitors will have the opportunity to experience the world of cork and discover its importance in the regional and national context.

These tours are accompanied by an APCOR representative and a host from the company/organisation, who will explain the production process to the visitors during the tour.

At the end of the tour, there will be a Q&A session to clarify any doubts.

3 | HOW TO SCHEDULE THE TOUR / PROCEDURES

> **Tours to northern companies/organisations**



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1. The applicant sends a touring request by e-mail to APCOR, by filling a specific form (provided by APCOR).
2. Tours must preferably be requested not more than 1 month in advance and not less than 10 business days in advance (subject to availability).
3. APCOR shall analyse the request and will check the possibility of organising the tour with the companies/organisations.
4. If there is availability on the part of the companies/organisations, APCOR will confirm to the applicant that the tour will take place.
5. A tour programme is prepared based on the request, which is then sent to the applicant not less than 2 days before it is carried out.
6. After receiving the tour programme, the applicant must confirm the number of visitors that will be participating in it, so that the invoice can be issued.
7. On the day of the tour, APCOR shall issue an invoice for the tour carried out.
8. The applicant must make the payment by bank transfer, not more than 10 days after the tour has taken place.

› **Tours to southern companies/organisations**

1. The applicant sends a touring request by e-mail to APCOR, by filling a specific form (provided by APCOR).
2. Tours must preferably be requested not more than 1 month in advance and not less than 10 business days in advance (subject to availability).
3. APCOR shall analyse the request and send a list of companies/organisations where the tour can take place to the applicant.
4. The applicant must contact the companies/organisations indicated by APCOR and schedule the tour with them, checking the prices and conditions.

4 | PRICE OF THE TOUR

› **Northern Companies/organisations:** € 5/ pax / company or organisation

› **Southern Companies/organisations:** Price upon request



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Note: The price given is for a guided tour per person to a company/organisation (for example, if the tour plan involves a tour to one company/organisation, the amount per person will be € 5; if the tour plan involves a tour to two companies/organisations, the amount per person will be € 10, and so on).

The prices are inclusive of VAT at the prevailing rate.

5 | VISITORS

Tours can be organised provided there are a minimum of 5 persons and a maximum of 40 persons per group.

Visitors should be in good physical condition, although there are companies/organisations that are able to receive persons with reduced mobility.

Visitors younger than 18 years shall preferably visit CINCORK.

6 | TOURING PERIOD

It is possible to schedule tours throughout the year, except for the month of August.

7 | COMPANIES/ORGANISATIONS TO VISIT

APCOR has a group of associate companies and sectoral organisations (CINCORK – Centre for Professional Training in the Cork Industry and CTCOR – Technological Centre for Cork) that collaborate with this CORK EXPERIENCE TOUR programme, and are located at:

North | Santa Maria da Feira

South | Montijo, Évora and São Brás de Alportel

8 | LANGUAGES

It is possible to organise the tour to the companies/organisations in several languages, depending on the language skills of their human resources. However, the languages common to all of them are Portuguese and English. Tours in French and Spanish are only possible at some of the companies/organisations. For all languages not specified above, applicants must make their own arrangements.



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9 | IMPORTANT INFORMATION

Clothing and footwear

The tour will be carried out in both office and industrial facilities, due to which we recommend the use of comfortable clothing and closed and practical footwear.

Eating, drinking and smoking

Smoking, as well as the consumption of food and beverages are strictly prohibited during the tour.

Photos and videos

Photography and video recording is not always allowed during the tour. Therefore, please seek authorisation for this before performing these activities.

Audio guides

The use of individual audio guides is compulsory and their absence will compromise the tour's success. The travel agency must provide these devices for the tour whenever the group has more **than 10 people**.

Safety

The tours take place in an industrial environment, which is why visitors must pay close attention to the instructions along the tour, always walking in the areas duly indicated and authorised for pedestrian traffic.

The tour applicant must hold insurance that covers any accidents that may take place during the tour.

10 | CONTACT

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