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sata > azores Airlines

INFLIGHT MAGAZINE . #10

## WHAT WE LOVE INTELS CITY TIAGO SALAZAR FREQUENT FLYER CHRISTMAS MARKETS SEE WHERE YOU WILL BE ABLE TO HAVE A VERY MERRY CHRISTMAS December 2021 | January 2022



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The year is almost over. It will no longer come as a surprise to anyone if we say that in 2021 uncertainty continued to be a part of everyday life. The pandemic has always put us to the test and in the face of unknown scenarios. We learned to fly in a context of uncertainty, which is against the nature of an industry that likes to fly with a well-defined horizon in sight.

But, even so, and considering the events that we all know about in the year that is now ending, I prefer to remember the extraordinary moments we lived through in the SATA Group.

Few airlines were fortunate enough to return to pre-pandemic demand levels in 2021. In fact, the performance of SATA Group's airlines was exceptional, given the perspectives for the industry and ICAO data, which forecast a decrease in the activity of between -37% and -45% for the third and fourth quarters of the year. But at the SATA Group, this was not the case.

In August, we carried the same number of passengers as in 2019, and, in October, we achieved the best mark ever recorded on the brink of the fall season. We are immensely proud that we were a rare example of recovery and overcoming. We did not stop flying, and our operational capacity was allocated. Our airlines have gone to great lengths to provide a continuous network of services on the ground and in the air. Even so, with our fleet flying at various latitudes, we served our destinations and our passengers with a historic punctuality rate of around 90%. The operational results we have obtained, more than an encouragement for the future, allowed us to conclude that our activity, organized in a logic of greater efficiency, is progressing on the path to sustainability

# WE ARE IMMENSELY PROUD THAT WE WERE A RARE EXAMPLE OF RECOVERY AND OVERCOMING.

that we all aspire to. To the questions we dare to ask our passengers, "What do you value most about our service?" or "What can we do to improve your experience with us?", we realize that, concerning the quality of our service, we are on the right track. Our passengers appreciate our service and notice the constant improvement effort to which we are committed.

And, if being part of the travels of so many has always been a privilege for us, this year, and after convoluted times like the ones we all lived through, with each quarter and each stage overcome, the feeling of duty fulfilled has had a meaningful flavor.

I hope you have a great trip in our company. Thank you for your preference.

Happy Holidays and a Happy New Year.

**Luís Rodrigues**Chairman of the SATA Group





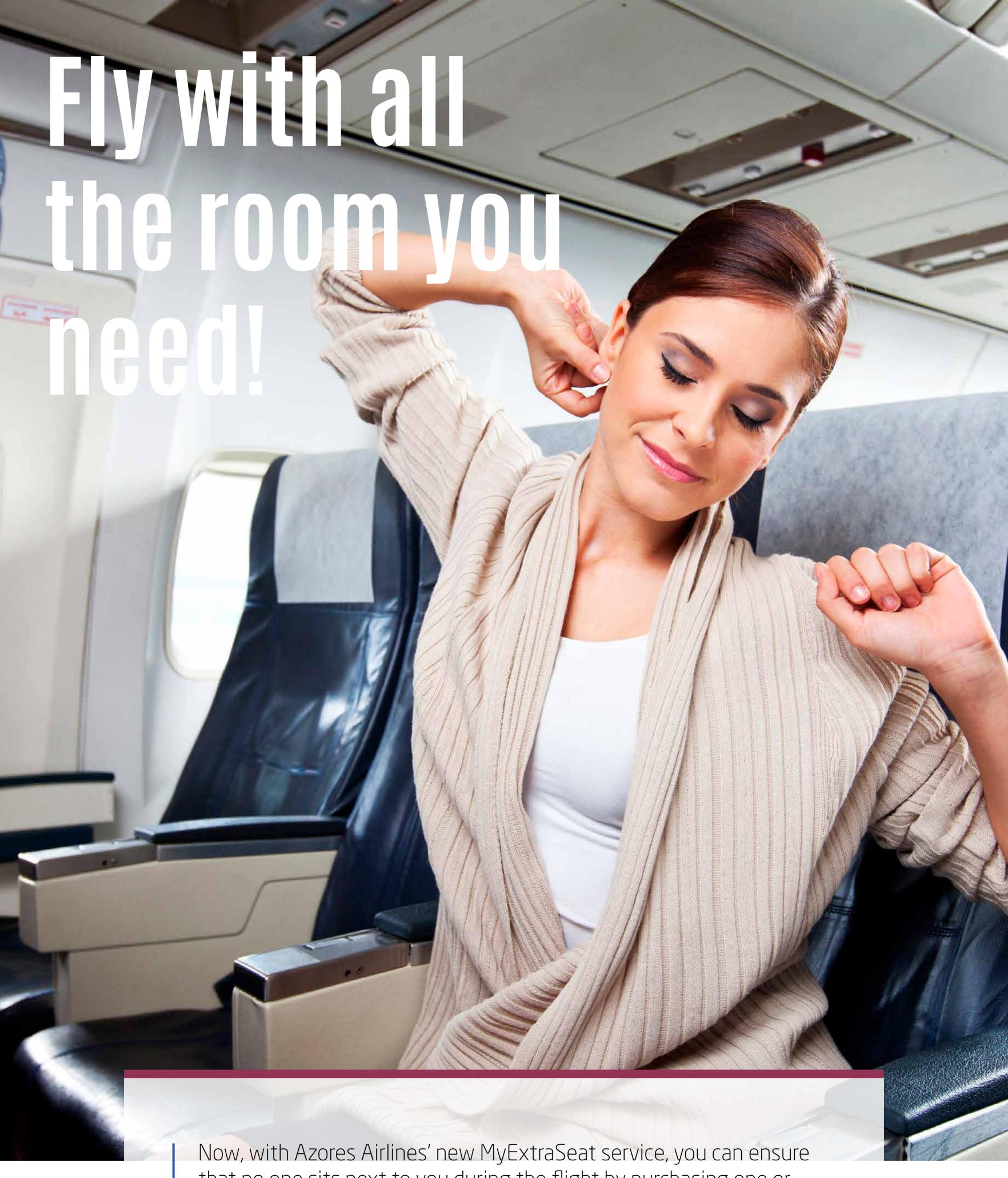
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The Airbus A321LRs carry 190 passengers, and their autonomy which can reach 8,200 km, strengthens connections on the medium and long-haul routes of SATA Azores Airlines. Latest generation technological innovation, greater autonomy, and energy efficiency are key features of these aircraft.



#### OUEJO GRACIOSA



QUEIJO DA ILHA GRACIOSA



PREMIO MELHOR QUEIJO 2021 VACA CURA PROLONGADA

CONCURSO QUEIJOS DE PORTUGAL



Agraciado pol com um sabor

QUEIJOS DE QUTRA NATUREZA



Considering the travel constraints caused by the pandemic situation in 2020, many travelers have chosen to exchange their bookings for vouchers, expecting a more appropriate moment to travel.

So, after more than a year and knowing that some passengers still have vouchers to use, SATA Group airlines have extended the expiration date for those issued in 2020 until March 31, 2022, to increase the opportunities to plan your next trip.

Learn more at www.azoresairlines.pt/en/voucher-to-redeem-for-trip













The world can change. The way we travel can change, but our mission remains. We work every day so you can be safe, on land and in the air.

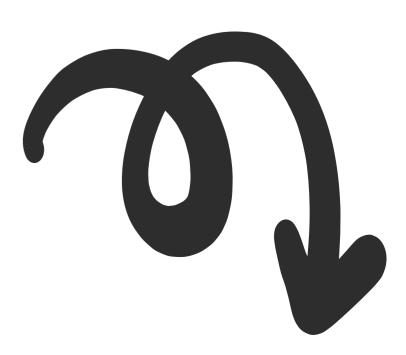
We are taking extra care at every point of your travel experience. Your safety and well-being are our priority. Follow us to get to know every step.

#### GETTING READY TO TRAVEL

To minimize social interactions at the airport, do as many travel processes as possible before leaving for the airport:

- Check-in online.
- Be aware of the travel rules and restrictions of your departure and arrival country. Arrange travel authorizations, contacts, and health information or declaration.
- Don't forget your face mask and make sure you have enough face masks for the whole trip.





### O PINGO DOCE DE SANTA MARIA JA ABRIU.

Visite-nos e descubra tudo o que temos para si. O peixe mais fresco, a carne mais tenra e a fruta e legumes acabados de chegar do pomar e da horta. Tudo isto e muito mais, sempre acompanhado dos preços mais baixos e das melhores promoções.

#### NEW PINGO DOCE SUPERMARKET IN SANTA MARIA ISLAND

Visit our store and find out everything we have. The freshest fish, the most tender meats, and freshly picked and harvested **fruit** and **vegetables**. All this and more, always at the lowest



296 820 972

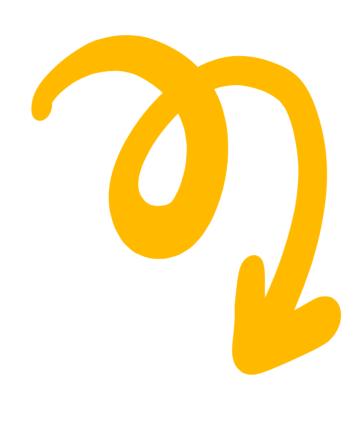
#### AT THE CHECK-IN

- Keep the recommended physical distance and respect the displayed signs.
- Use self-service checkin and more hands-free or automated processes.
- Self-bag drop encouraged.



#### WHEN BOARDING

- Contactless and orderly boarding.
- Keep physical distancing on queues.
- Keep carry-on bags to a minimum.

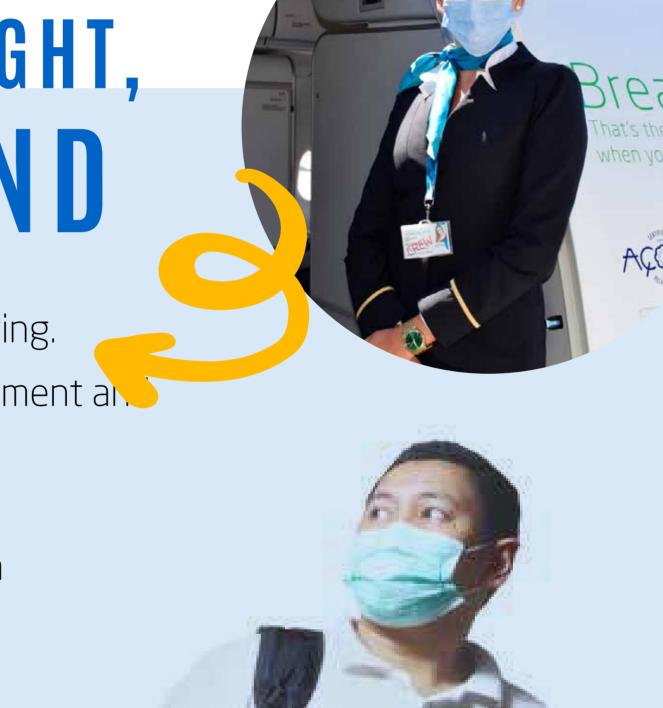


DURING YOUR FLIGHT, YOU WILL FIND

• Crew and passengers with mandatory face-covering.

 Catering procedures simplified to limit crew movement and passengers' interaction.

- Limited movement within the cabin.
- Crew qualified to take all necessary measures if a symptomatic case is detected on board.
- More frequently and deeper cabin cleaning.
- Passengers faced forward limited face to face interaction.
- Seat backs that act as a solid barrier.
- High airflow rate from ceiling to floor that reduces transmission forward or back.
- Cabin air is exchanged every 2-3 minutes.
- HEPA filters that remove 99,9% of viruses like COVID-19.
- A 50% mix of fresh and HEPA filtered air on board.





#### AT THE ARRIVAL

- Orderly deboarding to minimize proximity and interactions.
- Keep physical distancing in queues and in baggage reclaim.



#### SITTING NEXT TO SOMEONE ON A PLANE IS LOW RISK. WHY?

- The vertical airflow system ensures that the air is recycled and refreshed every 2-3 minutes.
- All passengers face forward, not at each other.
- Face-coverings or masks are a proven and effective barrier.



## PRECAUTIONS FOR A SAFE TRIP:

- Wear a face covering or mask at all times.
- Avoid touching eyes, nose, or mouth.
- Keep physical distancing whenever practical.
- Frequently clean hands by using alcohol-based hand rub or soap and water.
- Avoid close contact with people suffering from a fever and cough.
- When coughing and sneezing, cover mouth and nose with flexed elbow or tissue.
- Avoid traveling if you have a fever and cough.
- Inform the crew and seek medical assistance early if you become sick while traveling.



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And for anyone who remembers the adventures of Sandokan or Captain Morgan, this is the place which inspired "O Pirata das Flores", the latest fictional work of the Portuguese writer Tiago Salazar – Edição Oficina do Livro. The book tells the story of António de Freitas, a young student from Angra, born on Flores Island, who, in 1810, decided to embark on a voyage around one of China's most distant seas, "where he could dream of getting rich". With him goes a boy from Terceira, who tells the story, who longs for the former Portuguese colony of Macau, where they focus on opium trafficking. Here, Tiago Salazar, from Lisbon, makes use of his talent for writing and also relating his travels, as if he did not have several books on travel in his repertoire already; he was also the presenter of "Endereço" Desconhecido", a travel program broadcast by the television channel RTP 2. We went to talk to him and discuss his special relationship with the Azores.

#### How did the idea of the story "O Pirata das Flores" come about?

An old friend from the newspapers, A. Moutinho Pereira, likes to provoke me, i.e., launch narrative challenges. So he sent me an e-mail with a picture of a tombstone and the caption "Pirate buried on Flores Island", followed by a light incentive "get on the floor". Obedience obliges, and that he did. He is a busy man.

Name: Tiago Salazar

**Age:** 49

From: Lisbon

Job: Writer and traveler

#### **Key works published:**

"Viagens Sentimentais" (2007);
"A Casa do Mundo" (2008);
"As Rotas do Sonho" (2010);
"Endereço Desconhecido" (2011);
"Hei-de Amar-te Mais" (2013); "A
Escada de Istambul" (2016); "O
Moturista Acidental" (2017); "O
Magriço" (2020)

"Of the many lands seen and felt, nothing else could suit the demanding tastes of someone who appreciates the perfect blend of sea, boulders, rocks, peaks, and politeness".



seen and visited in-depth, S. Miguel, Santa Maria, and Terceira, all I think of are communal places that lend themselves to the superlatives of the prose of travel agents' pamphlets. Paradise. Marvels. Splendors. Blessed lands. Aside from adjectives of the many lands seen and felt, nothing else could suit the demanding tastes of someone who appreciates the perfect blend of sea, boulders, rocks, peaks, and politeness.

#### Do you have any particular memory of a visit to or from the Azores?

I remember my first trip to S. Miguel, when I could go round the island in a vintage Bentley Cabrio passed to me by a South African millionaire who took his motor there for so many other eccentric visitors to see.

#### What advice would you give someone who wants to visit the Azores for the first time?

Go without delay and linger. If you are a purist, you will appreciate the blocks of the Micaelense Tobacco Factory.

#### When do you think you will return to the Azores? Will you be motivated to write another story?

Was I issued with another invitation to hop between the 9 islands, ascend the peak, and pitch in the Flowers where I could raise a glass of red wine in praise of António de Freitas?

> "I remember my first trip to S. Miguel, when I could go round the island in a vintage Bentley Cabrio passed to me by a South African millionaire".



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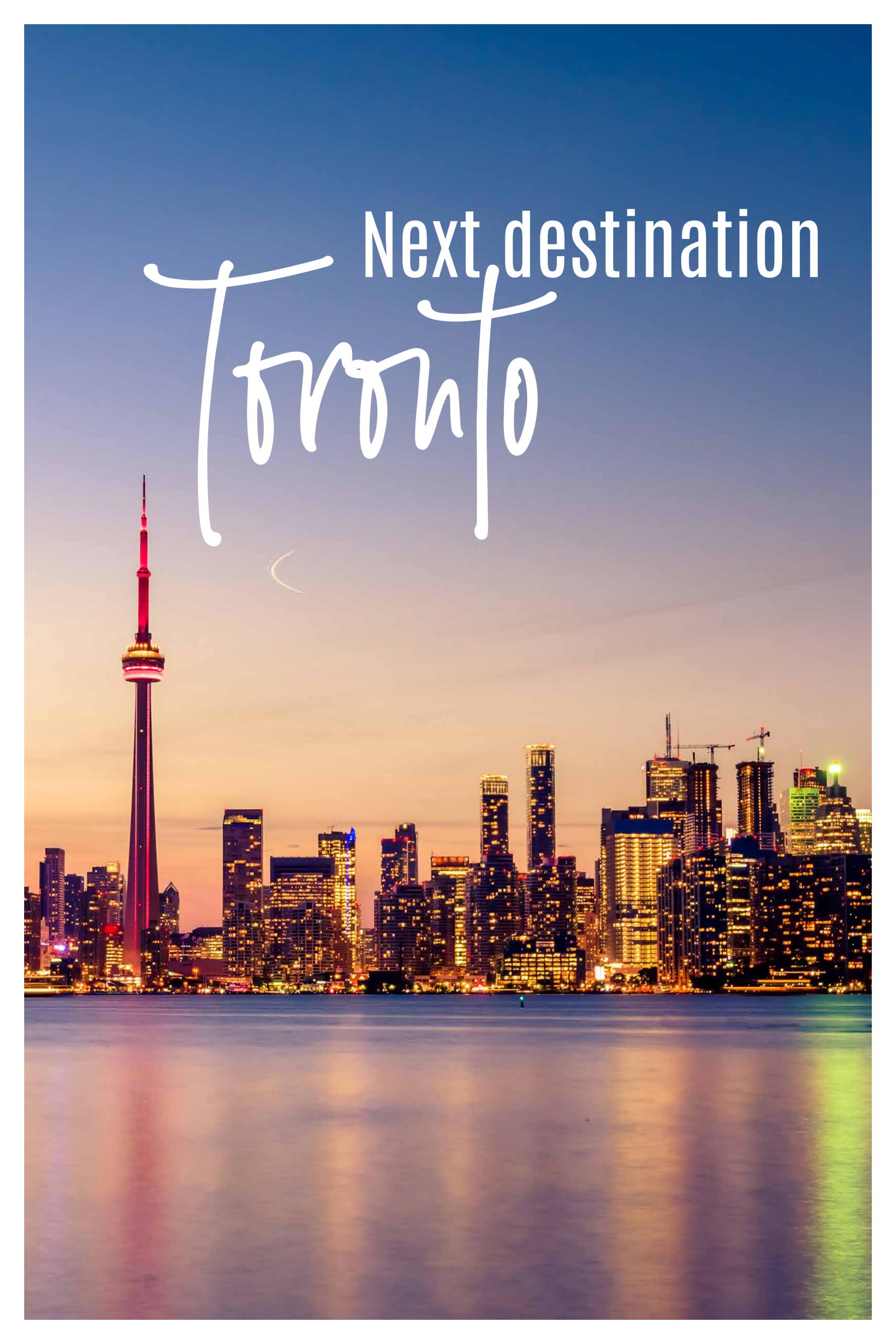
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OBACO RESTAURANTE

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its urban landscape, you could easily confuse somewhere in Toronto with somewhere in New York. Accordingly, the two cities could even be considered "sisters", as if we look back at the history and foundation of Toronto, we see that in the past, it was known as York. This happened in 1793, when the British governor, John Graves Simcoe, decided to give it that name in honor of Prince Frederick, the second son of King George III, who, at the time, held the title Duke of York and Albany. At the time, the city of New York already existed, so Toronto, as we know it today, was called Little York. But over time, that name was dropped, and it was given the indigenous name Toronto, whose etymological origin has been lost in the mists of time, although we are assured that it means "place where trees are in the water" or, more simply, "abundance". Now, as well as being the capital of Ontario, it is Canada's largest financial center, with five Canadian banks headquartered there, plus several communications firms and television broadcasters. For example, it is said that it was in Toronto that the current wife of Prince Harry, Meghan Markle, lived when she was still an actress and was a member of the cast of the North American TV show Suits which, although centered on life in New York, was actually filmed at a studio in Toronto. A little curiosity in a city great in size and inspiration!









top of the CN Tower. The name CN comes from Canada National, the rail company which ordered the construction of the tower, which, at its 553.33 meters, proudly held the title of the world's tallest building from 1976 to 2007. Also considered one of the seven wonders of the modern world, the tower provides a 360-degree view of Toronto; it is also a good way of looking at the city and planning future tours around it. Nowadays, the tower is still used as a transmission point for several radio channels.

#### www.cntower.ca

CN Tower 290 Bremner Blvd





O Fish 22 é um espaço informal, descontraído e aconchegante, onde os clientes podem desfrutar de uma vasta seleção de peixes do mar dos Açores.

A gerência aposta na gastronomia tradicional, regional, dando especial ênfase aos grelhados.

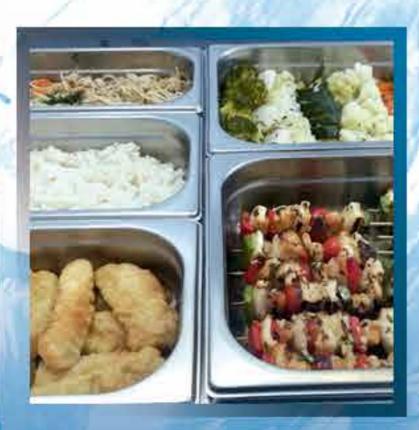
Assim, é habitual o cliente poder escolher entre carnes e peixes grelhados, sendo muito

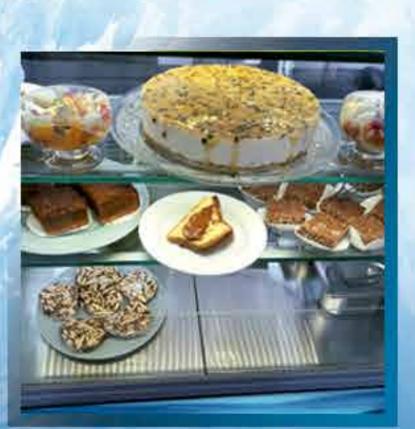
procurado os filetes de peixe e a sopa de peixe.

A decoração reverte para um ambiente marinho, mas descontraído, familiar e muito acolhedor. Venha deliciar-se com a qualidade e sabor do nosso peixe que o Fish 22 lhe pode proporcionar.

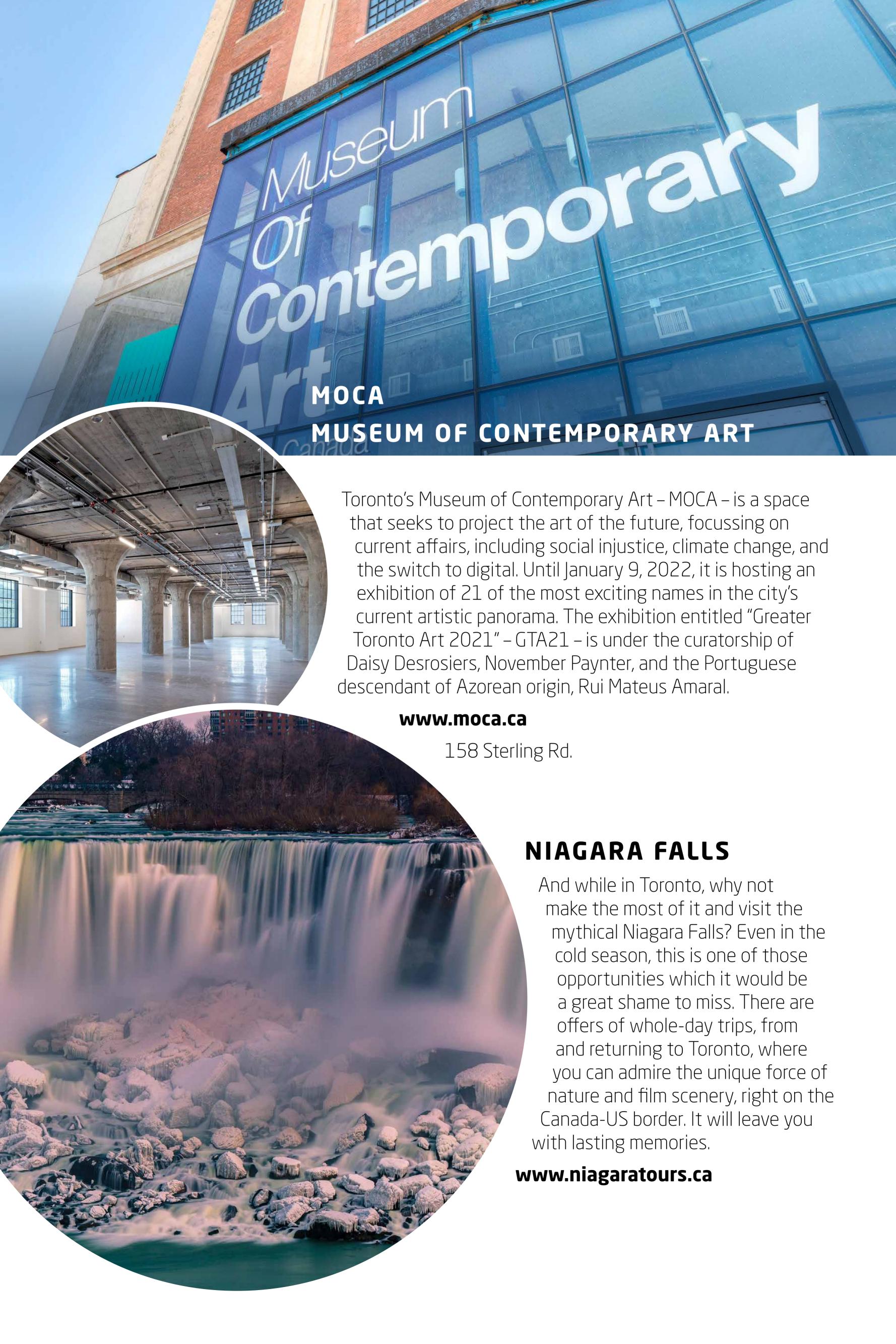






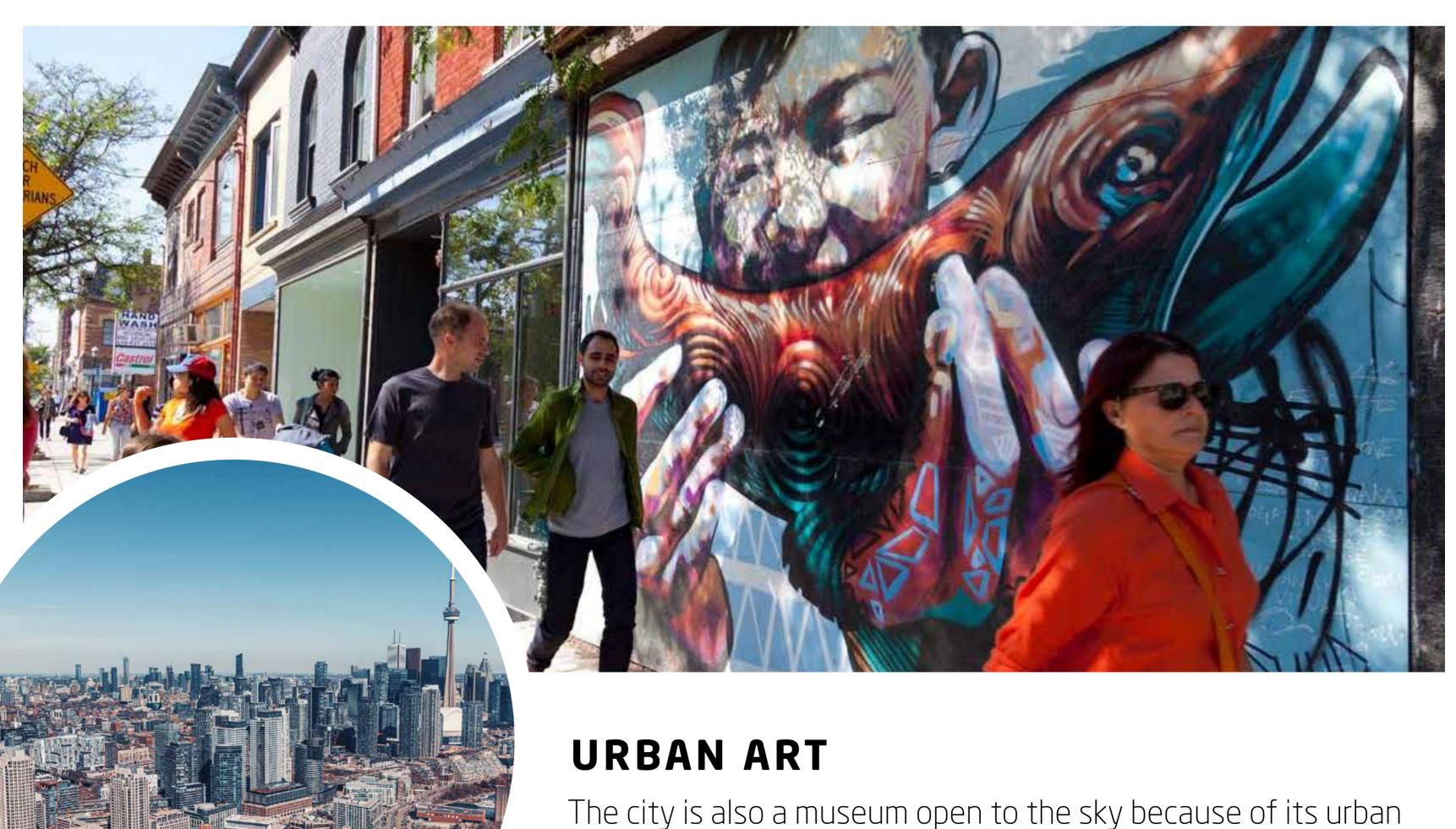


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E se num único lugar pudesse estar na serra e junto ao Rio; à sua frente se desenhassem os vinhedos socalcados do Douro e atrás de si a paisagem beirã? Pudesse escalar penhascos e também embarcar num passeio à beira rio; aventurar-se numa rede de caminhos pedestres e sentir-se em casa, ao entrar em aldeias típicas que souberam conservar os sons de outros tempos, como se o tempo por lá não tivesse passado; Pudesse provar o melhor dos vinhos e o mais requintado dos azeites; Conhecer uma gastronomia variada que conserva em si sabores ancestrais que trazem à memória a infância na casa da avó? Tudo isto num único lugar e que faz

O concelho de Tabuaço localiza-se a norte do distrito de Viseu e está inserido no Alto Douro Vinhateiro, Património da Humanidade, classificado pela UNESCO.

dele um lugar único: Tabuaço: Mais

que D'ouro!

Os vestígios históricos, a natureza em estado puro, vinhas em socalco, florestas mediterrânicas, soutos de castanheiros, rios bucólicos, tradições e cultura popular; as actividades ligadas ao rio, à

natureza e à cultura do vinho, fazem de Tabuaço um pólo importante no cenário do Turismo Nacional e em particular da Região do Douro.

À sua espera há roteiros turísticos, percursos pedonais, solares e as casas senhoriais, quintas de produção dos mais importantes vinhos do Douro, aldeias típicas e vinhateiras, Igrejas seculares, a beleza do Mosteiro de São Pedro das Águias, num cenário silencioso que guarda até aos nossos dias a trágica histórica de Ardínia e D. Tedon.

E porque Tabuaço guarda o que de mais extraordinário pode encontrar na Região, é aqui que se encontra o famoso RIJOMAX, visitado anualmente por milhares de turistas e curiosos, é uma obra misteriosa, o relógio mais completo e complexo do Mundo, que guarda o mundo todo em si!

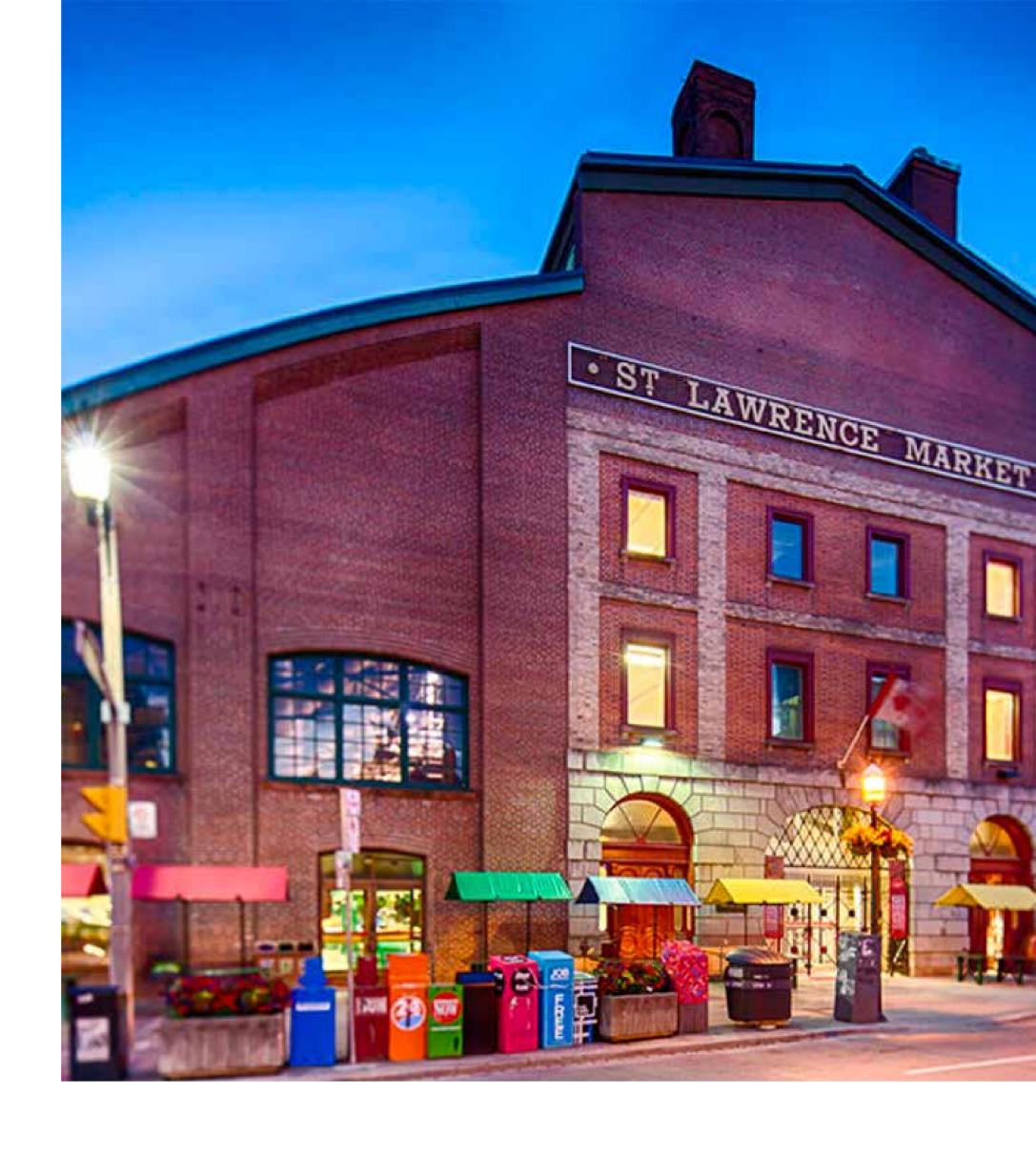
Gastronomia, artesanato, lendas, contos e tradições, a autenticidade das suas gentes, são os motivos que o farão visitar, são as âncoras que o farão voltar! Estamos à sua espera!

Tabuaço: Mais que D'ouro!



The range of food available in Toronto reflects just how multicultural the city is. The world's best flavors may be sampled at its many local restaurants, where there is always space to explore different ingredients. Here are a few suggestions to explore and try out.

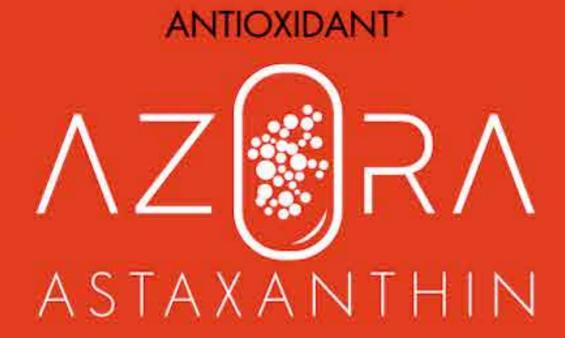
**Note:** These suggestions are subject to Covid-19 prevention health regulations. For reservations and opening hours, the establishments should be previously contacted through the indicated emails.



### ST. LAWRENCE MARKET St. Lawrence Market has everything you

could ever want from a popular, authentic market: original produce for sale from 120 stalls, ready to be bought and consumed by the locals. Not to mention a space with a variety of restaurants, where customers can choose the flavor which takes their fancy after seeing the considerable selection of products on offer.





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Cápsula por dia Capsule a day



Reforço do sistema imunitário Strengthening of the immune system



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Saúde cerebral e cognitiva, prevenção de demências Supports brain and cognitive health - dementia prevention



Controlo glicémico, prevenção e atenuação da Diabetes Glycemic control and mitigation of Diabetes



Proteção cardiovascular - colesterol, tensão Arterial Cardiovascular protection - colesterol, blood pressure



Proteção contra o stress oxidativo e atividade anti-inflamatória Fights oxidative stress and has anti-inflammatory activity



Elasticidade da pele e prevenção das rugas cutanêas Skin elasticity and wrinlke prevention



Saúde ocular (prevenção da degenerescência macular) Supports eye health (macular degeneration prevention)



Redução da fadiga e aumento da energia e vitalidade Fatigue reduction and increase in energy and vitality



Promove a saúde das articulações Supports joint health



Pronunciada ação anti envelhecimento Pronounced anti aging effect

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Casa Mello

PONTA DELGADA, SÃO MIGUEL, AÇORES AZORES



1.750.000€

REF. 7299

A Casa Mello em São Miguel é um prédio de charme no centro histórico de Ponta Delgada, composto por quatro pisos, com uma área de implantação de 98m2 e uma área bruta de 343m2, r/c dedicado a comércio e restantes pisos para habitação. O imóvel encontra-se em bom estado de conservação.

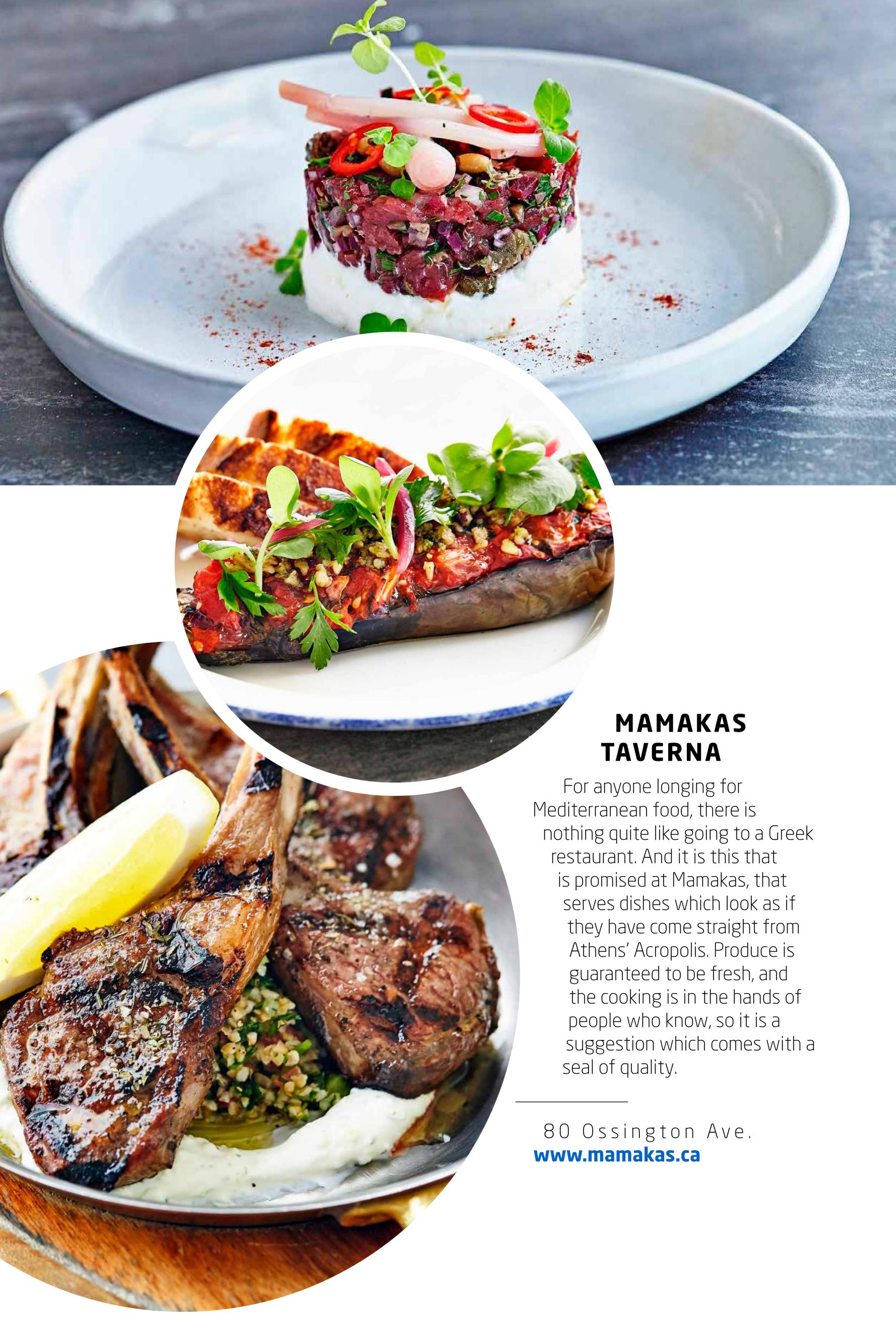
Excelente oportunidade.

Casa Mello in São Miguel is a charming building in Ponta Delgada historic center, comprising four floors, 98m2 deployment area and 343m2 of gross area, ground floor for commerce, remaining floors for housing. The property is in good condition.

Excellent opportunity.

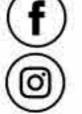
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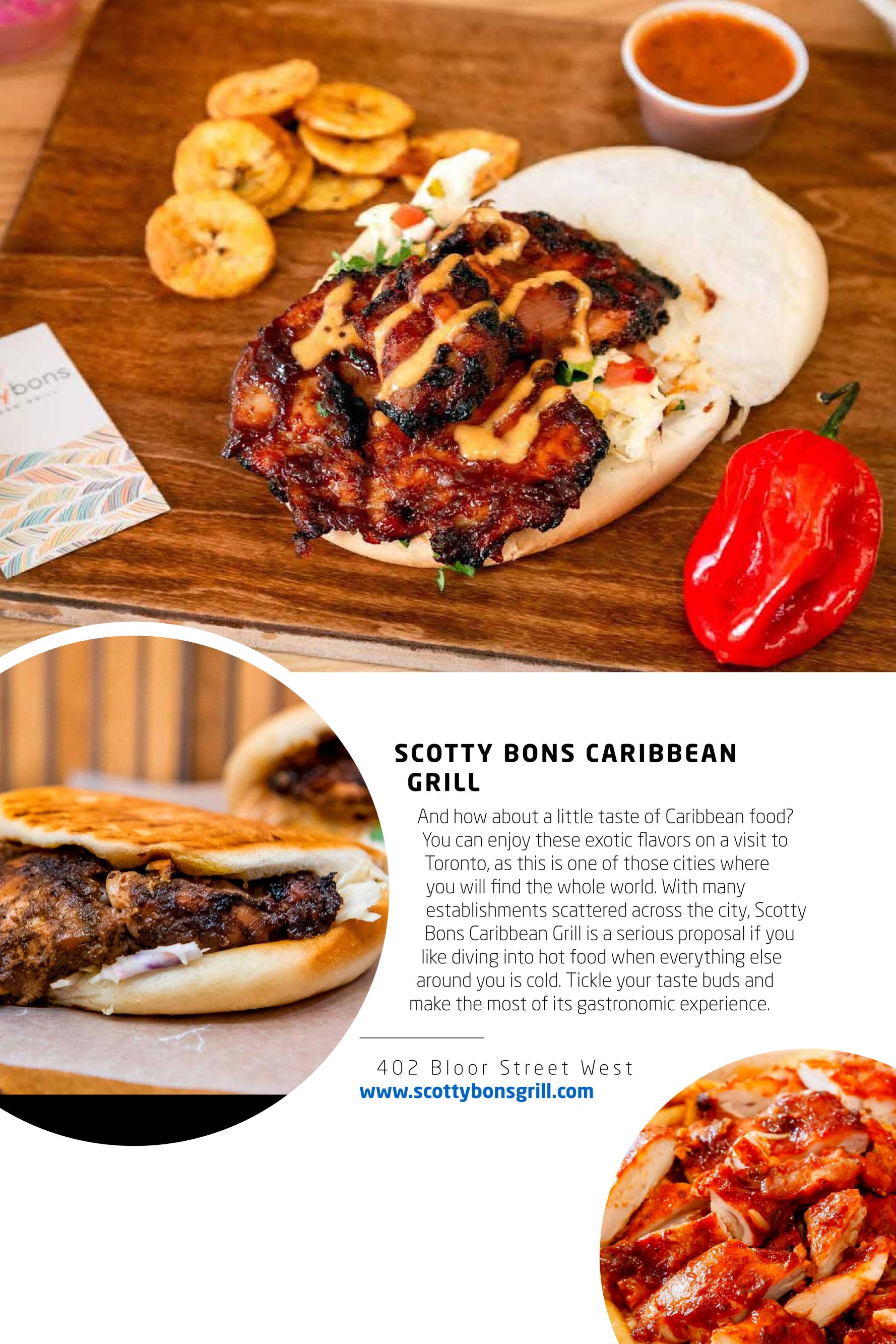
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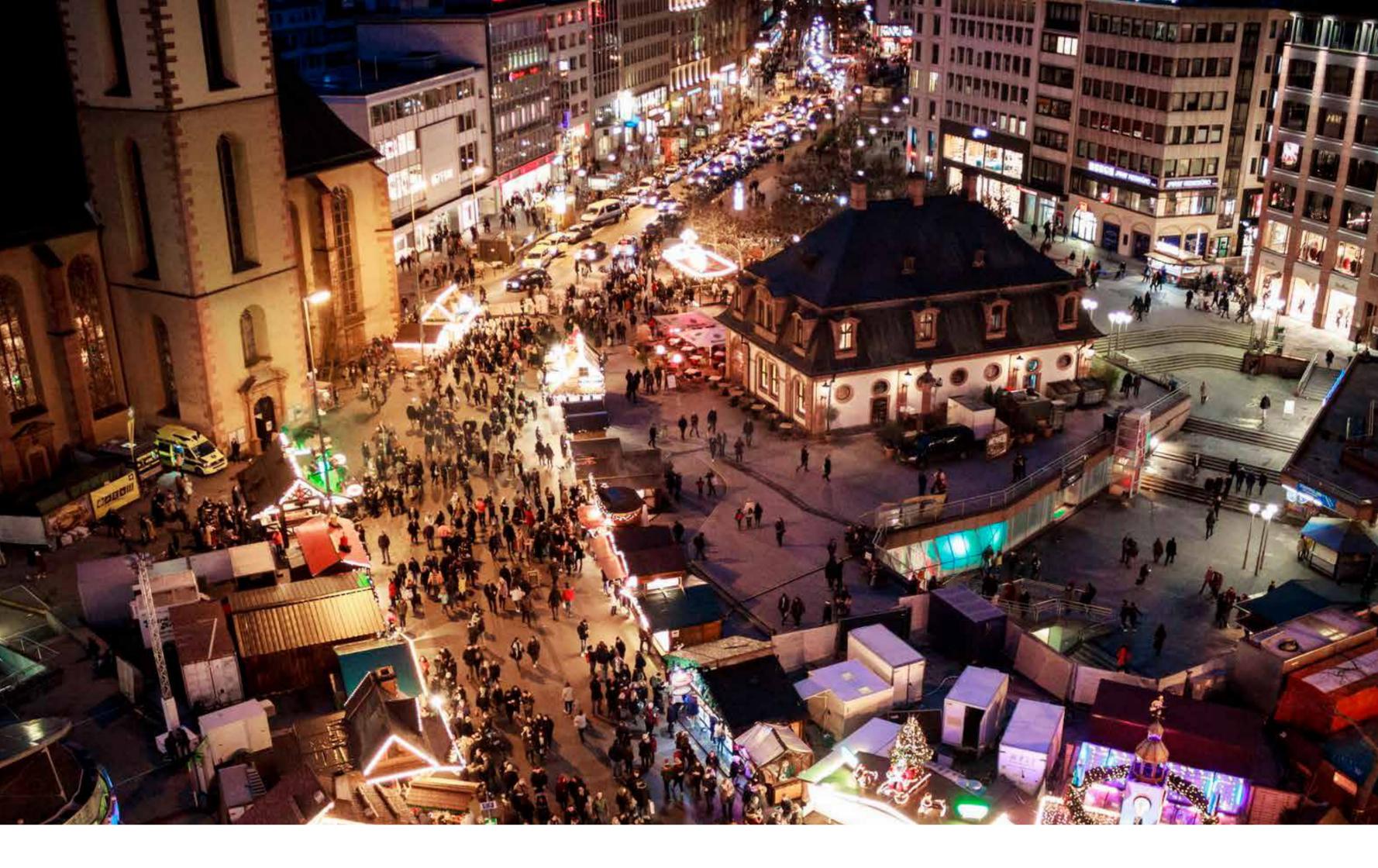




In Paris, Christmas festivities have left the Champs-Élysées and are now being held at the Jardin des Tuileries, next to the Louvre. It is here that visitors get the opportunity to sample the most typical and delicious food of this very special time of year. The City of Lights really comes to life and will certainly warm the hearts of anyone who chooses this destination for some memorable fun. Open until January 2.

www.lemondefestif.com





### **FRANKFURT**

### FRANKFURT CHRISTMAS MARKET 2021

The Christmas market in Germany's financial capital Frankfurt will be held around Paulsplatz, extending as far as the River Main. Despite the restrictions imposed for health reasons, the Germans do not want to let the seasonal celebrations pass without the due pomp and circumstance which the festivities merit. Thus, there will be no shortage of activities dedicated to the Christmas spirit, duly accompanied by some local treats. It will be in full swing until December 22.

www.frankfurt-tourismus.de

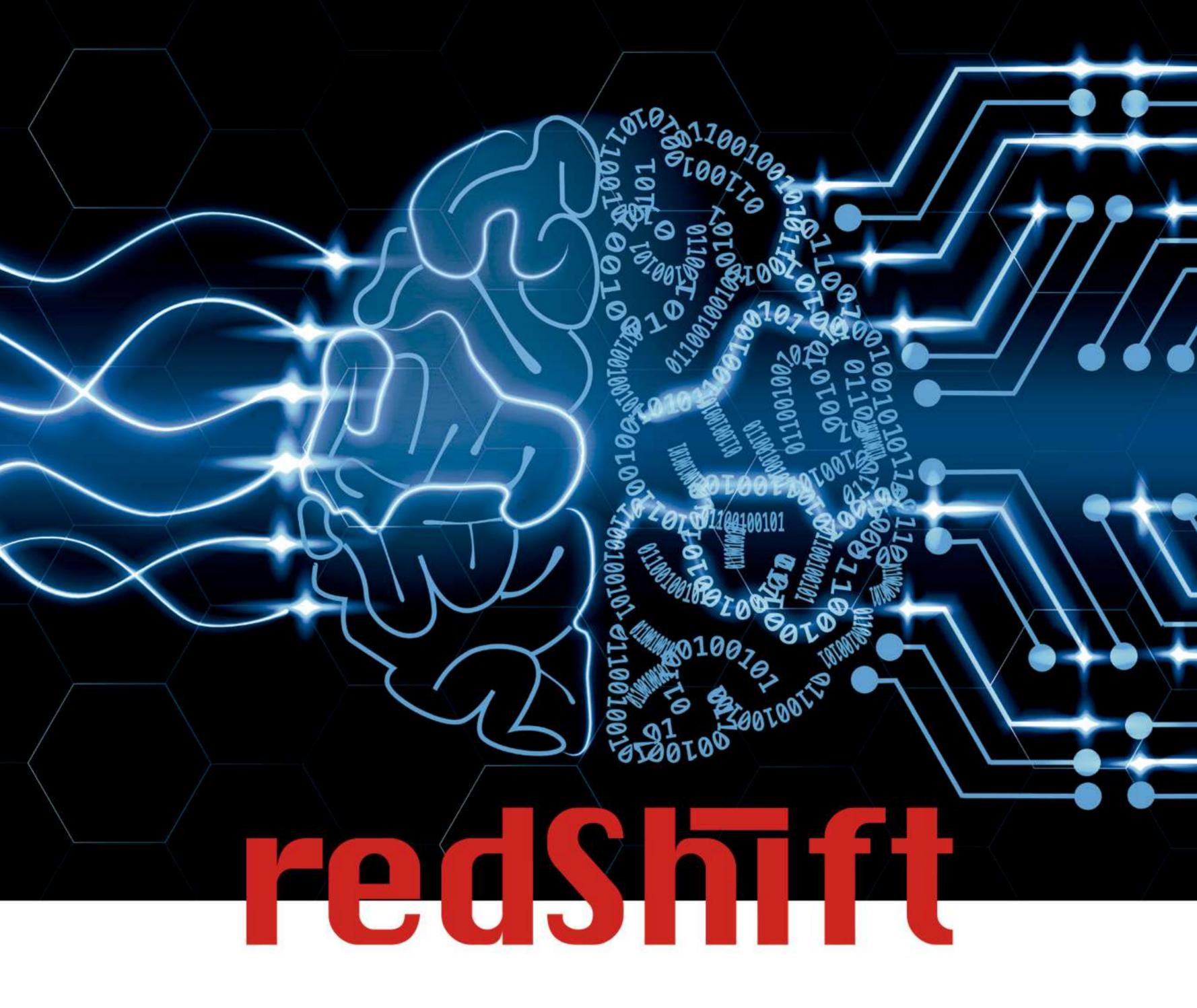
### LISBON

### WONDERLAND

The Portuguese capital could not be left off our list of Christmas market suggestions. In fact, the Parque Eduardo VII will again be hosting entertainments for kids and grown-ups alike, with Wonderland open until January 2. But as if there were not all: the rest of the city has a great deal to offer in terms of good food, lights, and entertainment, from the Rossio to Alvalade.

**Facebook: wonderlandlisboaoficial** 





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normally in tonnes, but it is coffee produced by artisans, free of additives and, therefore, with incredible flavor. Only reachable to a very few "chosen ones". In addition to this product, unique in Europe, the Fajã dos Vimes is also home to sites producing tapestries made on their looms by highly skilled craftspeople. Then there is the surrounding nature, making the place even more worth a visit, somewhere not to be missed. Of exceptional scientific, educational, and geological interest, the Fajã dos Vimes is somewhere which easily attracts many tourists all year round. The local landscape is duly classified by UNESCO as a Biosphere Reserve. Its footpaths will also take you to the Fajã da Fragueira, also famous as the birthplace of Portuguese composer Francisco de Lacerda (1869-1934).

Rains last all year round
- consistently brief —,
but here, they have a
particular impact, along
with the climate in this
part of the island, creating
high-quality conditions
for agriculture.







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Fuel Capacity: 30.292 Lt

Number of passengers: 190





### CFM Leap-1A33 engines

**Thrust:** 33.000 Lb

**Length:** 44.51 m

Wingspan: 35.80 m

**Height:** 11.70 m

Cruising Speed: 900 Km/h

Maximum Altitude: 11.900 m

**Range:** 7.400 Km

Fuel Capacity: 26.700 Lt

Number of passengers: 186

### **GOLDEN VISA**



### PORTUGAL

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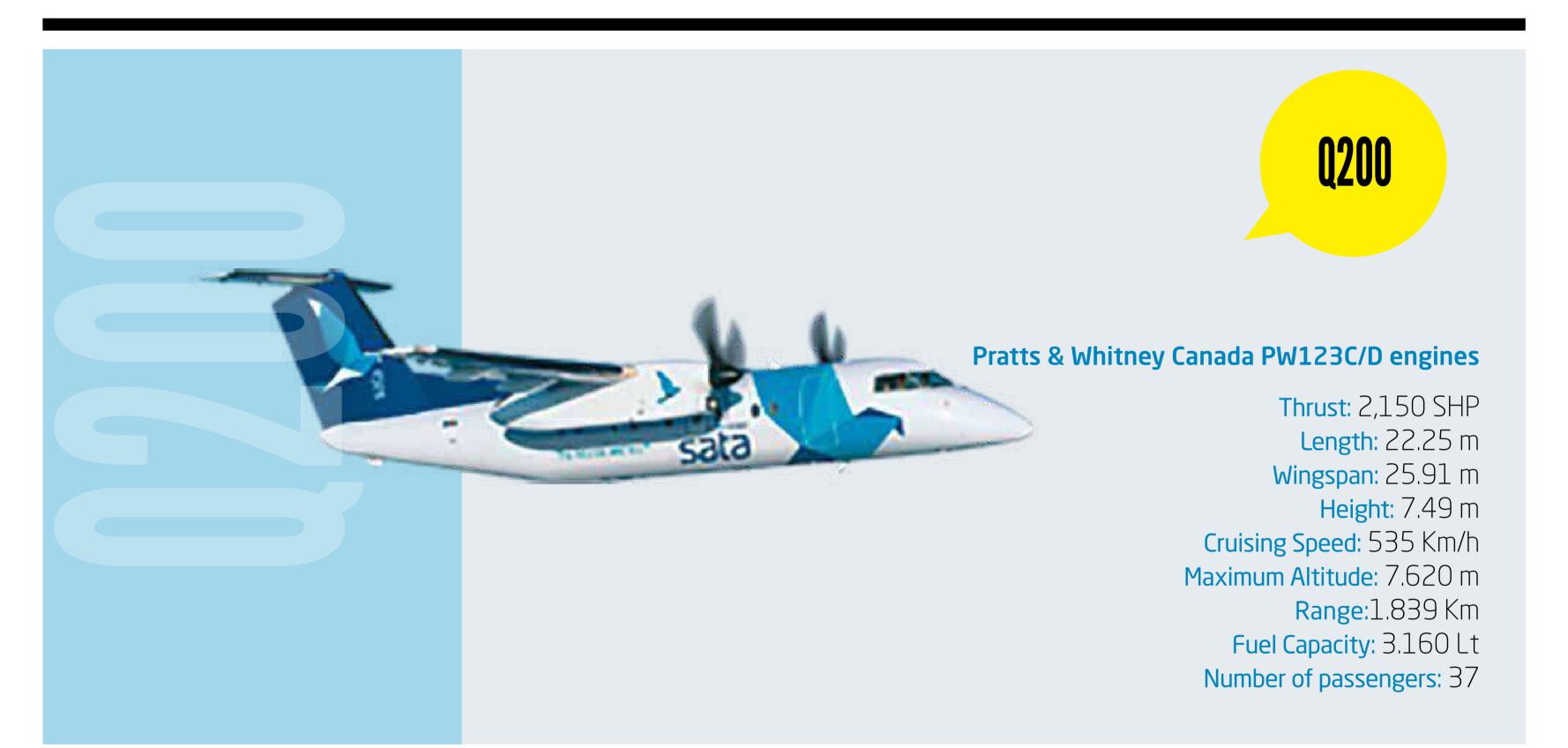


### CFM (GE/SNECMA) CFM56-5B engines

Thrust: 27.000 Lb Length: 37.57 m Wingspan: 34.10 m Height: 11.76 m

Cruising Speed: 900 Km/h
Maximum Altitude: 10.600 m

Range: 4.400 Km Fuel Capacity: 23.859 Lt Number of passengers: 165







### Pratts & Whitney Canada PW150A engines

Thrust: 5,071 SHP
Length: 32.83 m
Wingspan: 28.42 m
Height: 8.34 m
Cruising Speed: 667 Km/h
Maximum Altitude: 7.620 m

Range: 2.656 Km Fuel Capacity: 6.526 Lt Number of passengers: 80







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- Turim Algarve Mor Hotel
- Turim Presidente Hotel
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- The Crest
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- 3HB Golden Beach
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- Dom Pedro Garajau
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- Hotel Savoy Palace Savoy
- Signature
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- Signature
- Hotel Gardens Savoy Signature
- Hotel Saccharum Savoy
- Signature
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- The Residence Portobay
- Suite Hotel Eden Mar Portobay
- Porto Mare Portobay
- Porto Santa Maria Portobay
- The Cliff Bay Portobay

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### **LEIRIA**

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- Altis Prime
- Altis Suites
- Altis Grand Hotel
- Altis Belém Hotel & Spa
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- Turim Iberia Hotel
- Turim Europa Hotel
- Turim Restauradores Hotel
- Turim Av. da Liberdade Hotel
- Turim Saldanha Hotel
- Turim Luxe Hotel
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- Turim Marquês Hotel
- Turim Boulevard Hotel
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### EXERCISES ON BOARD

2

FOR AN OPTIMIZED **COMFORT DURING** YOUR FLIGHT, **ESPECIALLY ON** MEDIUM- AND LONG-HAUL FLIGHTS, WE ADVISE SOME LEG, TORSO AND ARM **EXERCISES. THESE EXERCISES MAY HELP YOU AVOID MUSCULOSKELETAL** PAINS AND MUSCLE CRAMPS, AND WILL **HELP YOU TO RELAX** YOUR BODY AND MIND, PROVIDING AN EVEN MORE ENJOYABLE AND RELAXED JOURNEY. THESE TEN RECOMMENDED **EXERCISES CAN BE PERFORMED SEQUENTIALLY OR** ALTERNATELY.

### KNEES ELEVATION

With your hands placed on the arm's chair, lift your legs at the same time. Hold them in the air for a few seconds. Repeat this exercise five times.



### KNEES TO CHEST

Holding your right knee, lift it toward your chest. Hold it for 15 seconds. Repeat this exercise by alternating the knee and doing the same number of repetitions.



### SITTING MARCH

While sitting, slowly raise and lower your legs alternately as if you were marching. Repeat this exercise for 30 seconds.



### SHIN ROTATION

Lift one of your feet, lean the fingers forward and turn your feet in circles by the shin. Repeat the exercise for 30 seconds switching between feet with the same number of repetitions.



### ELEVATION OF THE FOOT AND TOES

With your heels on the floor, lift your toes upwards. Hold the position for 30 seconds and repeat this exercise 5 times.



### 6

### HEELS ELEVATION

With the tips of your toes on the floor, lift your heels. Hold the position for 30 seconds and repeat this exercise 5 times.



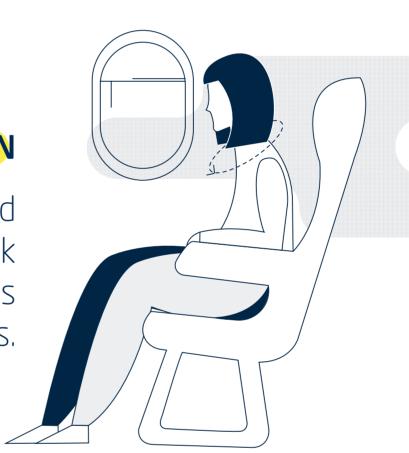
### TORSO FLEXION

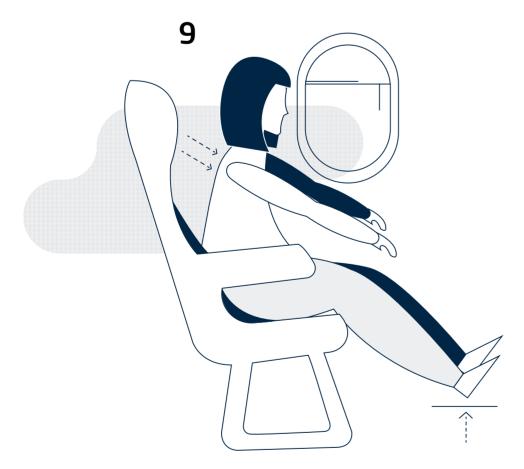
Bend your torso slowly backward as you bring your shoulders forward. Bend your torso slowly forward as you bring your shoulders backward. Repeat the exercise 5 times.

8

### **NECK INCLINATION AND ROTATION**

With your spine relaxed, slowly tilt your head towards your shoulder and roll your neck back and forth. Hold the position for 15 seconds and repeat the exercise 5 times.





### TORSO FLEXION AND ARMS EXTENSION

Slowly tilt your spine forward and slowly bring your hands up to your ankles. Hold the position for 15-30 seconds. Rise and return to the starting position. Repeat the exercise 5 times

10

### SHOULDERS ROTATION

Slowly turn your shoulders from front to back, describing a circle. Repeat the exercise 5





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## E-TAXFREE PORTUGAL HOW TO OBTAIN VAT EXEMPTION WHEN SHOPPING IN PORTUGAL

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In order to benefit from VAT exemption, at the store we should present the passport or other document officially recognized as valid and proving that you reside outside of the European Union. At the time of the purchase, the seller will request you some details to apply the exemption. At the end of the transaction, the seller will give you the payment slip with the respective registration code. In case a guarantee has been provided, the form of repayment is established.

When leaving Portugal, specifically the airport, after having made the *check-in*, please go to an electronic kiosk with the registration proof; the identification document used at the time of the purchase; the boarding pass; the items and the corresponding invoices.

The e-Taxfree Portugal System is only applicable when leaving the European Union and exclusively to purchases made in domestic territory.

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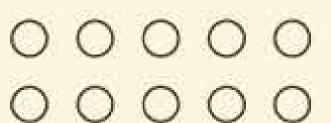
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# CUNIACIS

**Contact Center** 

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Working hours:

8 AM to 8 PM, Azores time (GMT-1)

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Airport

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