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# DEAR PASSENGER

It is in my role as Chief Executive Office of the SATA Group that I address you in the Editorial of your inflight magazine Azorean Spirit.

It is very gratifying for me to share with you, now at the helm of the companies of this Group with a history of over 80 years, the commitment we have had since 2020. We aim to meet the objectives we have set ourselves and to provide you with a great travel experience with us. We seek to provide you with a quality service from the moment you make your booking to the time you land at your destination. Welcome aboard SATA!

We have started our high season. We reaffirm our commitment and effort to serve you better and better, fulfilling our mission with the dignity and quality we strive for daily.

Furthermore, we want to reunite what the sea separates, which we accomplish after each flight. We have resumed, as usual, direct flights to destinations meaningful to us during the IATA summer, such as Oakland, Bermuda, and Montreal in North America and Frankfurt and Barcelona on the European continent.

This summer, we suggest you visit Bilbao. By traveling with us from Ponta Delgada, you can enjoy the beauty of this port city in northern Spain, surrounded by green mountains, and be dazzled by the unmissable Guggenheim Bilbao Museum. You can also take advantage of Azores Airlines' partnerships with EasyJet and Transavia to visit Sicily and be fascinated by the beauty of the largest enchanted island in the Mediterranean, its capital, Palermo, and its history.

To travel with Azores Airlines is to start an "Azores" experience even before landing. We highlight the Portuguese soul, genuinely Azorean, of our crews, the flavors of the Azores served in our meals, and even the inscriptions on the fuselage of our fleet that evoke the stunning and relaxing universe of the archipelago. The names Breathe, Wonder, Magical, Inspire, Peaceful, Natural, and Unique are a symbolic tribute to



the Azores, the SATA Group's birthplace, and our destination of choice.

We always seek to go further. We want to captivate you. Not only that, but we aim to be increasingly better, to contribute to your well-being. For that reason, we have started our cabins' renovation, combining the wonderful sounds of Azorean nature into them with lighting full of shades that may surprise you, ranging from the golden sun that transforms itself when it shines on the treetops of the Azorean landscapes, lulled by the melody of the birds that inhabit them, to the soothing blue of the sky and the sea, blended with the movements and songs of the whales.

But the Azorean beauty is not limited to the green and virgin nature, with its countless waterfalls and flowers that decorate the islands. Your experiences are as big as your imagination and the time you have for enjoying the beauty of its magical islands and idyllic sceneries.

Thank you for flying with us.

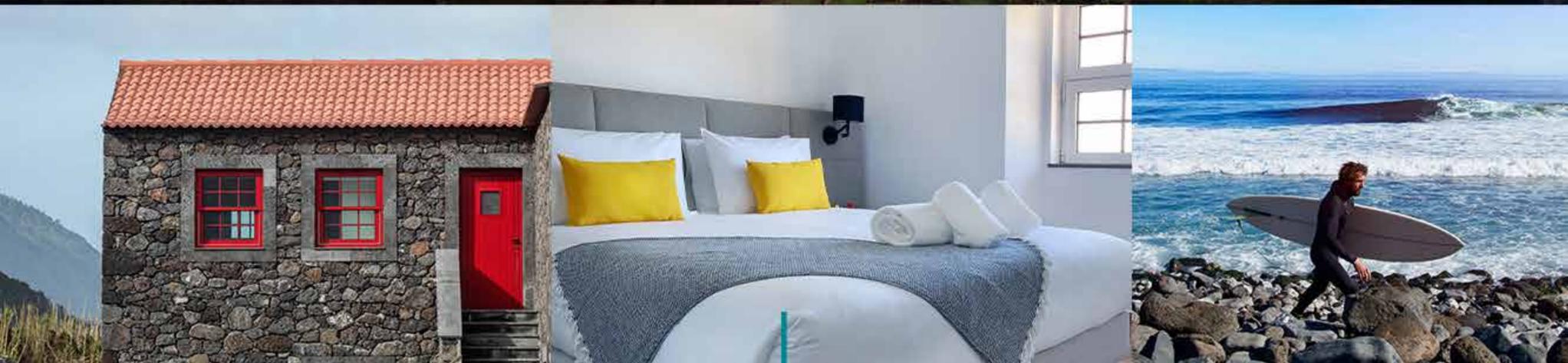
We are thrilled to have you on board.

A handwritten signature in black ink that reads "Teresa Gonçalves". The signature is fluid and cursive, with a long horizontal flourish underneath the name.

Teresa Gonçalves

CEO and Chairwoman of the Board of Directors  
of the SATA Group

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# Bilbao is now nearer!

The so-called “city of the Guggenheim”, located in northern Spain, is a true international benchmark of modernity. Full of history, culture, nightlife, art, and architecture, it is the perfect combination of the modern with the traditional.

In Bilbao, you can taste the best of Spanish cuisine because gastronomy is an art in this city!

Azores Airlines will connect Ponta Delgada to Bilbao from July 1 to September 30, on Saturdays, departing from the Azores at 8:10 AM and leaving the Spanish city at 2:10 PM.

Don't miss the opportunity to get to know this incredible destination!

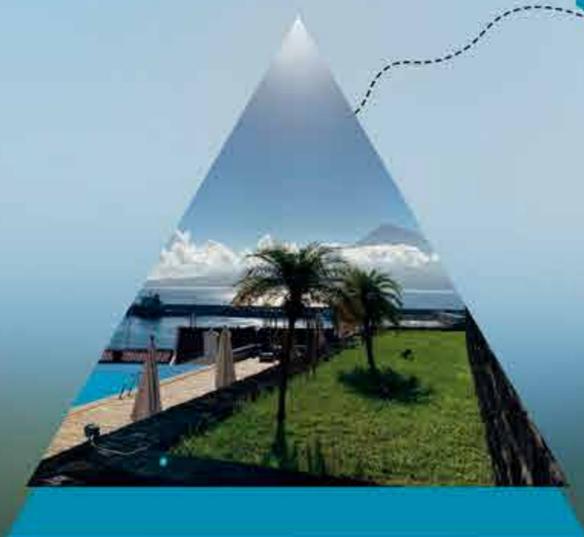
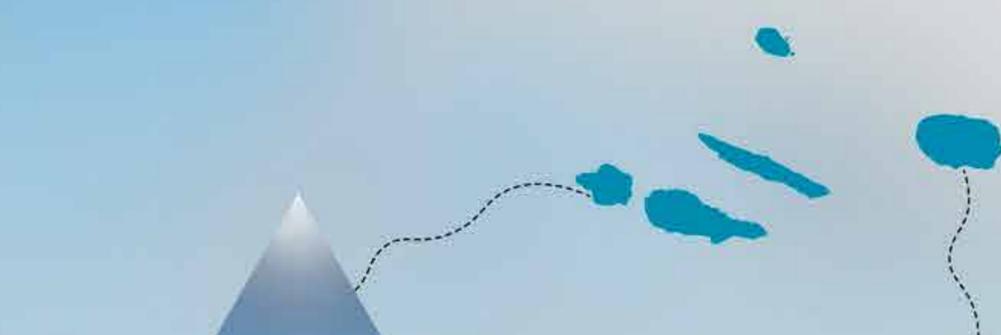
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# Azores Airlines and Transavia offer more connections to the Azores

Did you know Azores Airlines and Transavia have a virtual interline agreement that allows the combination of both airlines' offer to the Azores?

Azores Airlines' association with Transavia in a virtual interline gives visibility to the airline's offer to the Azores, increasing the capture of passengers interested in traveling to the archipelago. It also allows offering an alternative to passengers who, departing from the Azores, travel via Lisbon, Porto, or Funchal before continuing their journey to Europe on operated flights by Transavia.

This benefit comes from the Azores Airlines flights' inclusion into Transavia Smart Connect, a new smart digital tool on the Transavia website that connects flights of associated airlines automatically and intelligently without leaving the website. Smart Connect also provides protection for passengers in another flight or hotel room if they are unable to make their connections due to delays or cancellations beyond their control.



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# Azores Airlines and EasyJet together in a virtual interline agreement

Azores Airlines is included in EasyJet's virtual interline platform Worldwide by EasyJet, which allows the two airlines' offers to be intelligently linked. This virtual interline agreement has made it possible to combine EasyJet flights with the Azores Airlines flights offered via Porto, Lisbon, Barcelona, and Paris.

EasyJet and Azores Airlines work with Dohop to be able to provide this service. Dohop is an Icelandic company specializing in virtual interline technology and API (Application Programming Interface) based connectivity. Besides allowing the connection of routes between carriers, it also assists passengers on their chosen itineraries. In case of flight irregularities, Dohop interacts between customers and airlines to provide alternative solutions and ensure full-service resumption.

This new technological solution provides more possibilities to passengers and, at the same time, makes Azores Airlines' offer known in markets where it does not usually operate.

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The image shows a large exhibition stand for SATA Azores Airlines at a trade show. The stand is dark blue with the airline's logo and name in large, white, 3D letters. Below the main sign, there is a curved white structure with a blue light strip along its edge. In the background, other exhibition stands and people are visible, including one for 'Provedor do' and another for 'bes'.

# sata azores Airlines

## We flew to BTL 2023!

Summer in the Azores is extraordinary, and travel enthusiasts already know that. But, aware that only those who live the four seasons there understand the destination's potential all year round, the only way to break the seasonality and reveal some still well-kept secrets is to encourage the discovery of the archipelago during the quietest time of the year. And that was also the purpose of this year's edition of the biggest tourism convention held in Portugal – the Bolsa de Turismo of Lisbon (Lisbon Tourism Exchange).

In addition to travel suggestions, other genuinely Azorean initiatives welcomed visitors to the stand of Azorean airlines SATA Air Açores and Azores Airlines, located in pavilion 4, stand 4C23, that had the pleasure of greeting business partners, aviation enthusiasts, travel lovers, and all those who wanted to learn a little more about the archipelago in which the SATA Group has been flying since 1947. The usual Taste Azores happy hour was, in fact, an invitation for a snack break to interrupt the bustle of the tourism exhibition, where the Azores' timeless flavors were not forgotten. Whether summer or winter, no one can resist the fine cheese, the unmistakable butter from the Azores, the cookies from other times, and the typical drinks made of passion fruit, orangeade, and water from the hydrothermal springs of Caldeiras das Furnas. A lucky draw to win lovely gifts or a long-dreamed-of trip, a flight simulator for the fans, a tasting corner for conversation, and surprises for the little ones completed the agenda.

# APETITE DE AVENTURA

## APPETITE FOR ADVENTURE



UMA BOLACHA AÇORIANA CHEIA DE ENERGIA  
AN AZOREAN COOKIE FULL OF ENERGY

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A flight attendant in a dark blue uniform is smiling while serving a tray of golden-brown malasadas to passengers on an Azores Airlines aircraft. The cabin is filled with rows of seats, and the attendant is holding a tray with several malasadas. The background shows the interior of the plane with overhead lights and an exit sign.

# Azorean traditions on board Azores Airlines

During the Carnival season, which in the Azores begins at the end of January and lasts until Mardi Gras, we offer on board our flights departing from Ponta Delgada the typical malasada (a kind of fried dough), a gastronomic specialty found on all the islands of the archipelago and which marks one of the most festive seasons of this destination.

Passengers who traveled with us on January 26 and February 2 were welcomed with the offer of a malasada to accompany the light meal served on board. The gesture was repeated on Mardi Gras, as has become customary.

With these initiatives, we try to make known some traditions that continue to be lived in the Azores and promote the destination's most traditional flavors.

Throughout the year, we seek to surprise our passengers with gestures of courtesy, many linked to the Azores, our fleet's main point of departure and arrival, and SATA Group's birthplace. Examples are the special flights in 2022 that marked Christmas, Carnival, Valentine's Day, Easter, or the Day of the Autonomous Region of the Azores, repeated each year.



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# A CONVERSATION WITH...

## Teresa GONÇALVES

**TERESA GONÇALVES** TOOK OVER THE LEADERSHIP OF SATA HOLDING ON APRIL 3, 2023. WE SPOKE TO THE NEW CEO AND CHAIRWOMAN OF THE BOARD OF DIRECTORS TO LEARN MORE ABOUT THE WOMAN AT THE HELM OF THE SATA GROUP.

She already knew her way around when she took the helm of the SATA Group, with the airlines SATA Air Açores, SATA Internacional – Azores Airlines, and SATA Gestão de Aeródromos. Over the last three years, she dealt with essential areas daily, such as finance, management of the governance model, legal services, and the shared services department, where the administrative component supporting the three companies' activities is concentrated. After studying Economics at the Catholic University of Lisbon and two post-graduate degrees, her career has already included strategic consulting, business development, and finance in sectors such as Mobility, Transport, and Telecommunications. As she never backs down from a good challenge, she took on the one of leading the SATA Group.



### **How would you describe the challenge of being responsible for SATA's future?**

Stimulating, considering that it is the commercial aviation industry, globally recognized as a complex sector that is heavily regulated and demanding, strongly exposed to external factors, which requires us to be constantly updated and always focused on the passenger. It is a very dynamic sector that faces a myriad of challenges. For all this, very interesting. But, on the other hand, it is also an enormous responsibility, given SATA's history and importance to the Autonomous Region of the Azores.

### **How is your workday?**

My workdays are never the same. One thing is for sure: my workdays are usually very intense. I start work at 8:30 am and try to start by planning all the activities I need to do and establishing the day's priorities. But I always leave room for decision-making on matters that were not in the planning, but demand decisions that cannot wait for the next day.

### **What are the challenges commercial aviation and, particularly, SATA, face?**

Commercial aviation – and SATA is no exception – faces the challenge of continuing to bring people from all over the world closer together, ensuring a safe, quality service experience for passengers. The focus is increasingly on environmental concerns, for which the sector will have to work tirelessly until it manages to maintain its essential activity with environmental benefits. In 2022, the member countries of the International Civil Aviation Organization (ICAO) committed to achieving net carbon emissions' neutrality by 2050, a commitment in line with the limits proposed by the Paris Agreement to curb global warming. This is the great challenge of commercial aviation.



### **What are your priorities at the SATA Group?**

Ensuring that we stay on course and meet the goals to which we have committed. And, above all, ensure that we maintain a smooth, united, and productive environment, making sure that SATA employees feel motivated to perform their tasks with commitment and fully integrated into this "family".

### **How is the SATA Group dealing with the increasing need to develop its activities sustainably?**

When we talk about sustainability, we cannot only consider the environmental pillar. It is essential to look at the three pillars of the ESG structure (Environment, Social, and Governance). SATA has been very active in all three and has sought to keep up with the trends and guidelines established by the European Commission. Regarding "E," the SATA Group's airlines were the first Portuguese carriers certified in IATA's IEnvA program, and we were also pioneers in the "Zero Emissions Aviation" alliance introduced by the European Commission in 2022. In 2022, we made the first flight using SAF (Sustainable Fuel for Aviation) fuel in a joint project with Galp, NESTE, and Carlyle Aviation. We continue to work towards meeting the CORSIA and CELE objectives, which seek to reduce carbon emissions into the atmosphere and aim to achieve decarbonization, in addition to already having a voluntary carbon offset program available to our passengers. In the Social pillar, and because we believe this is a critical issue for the region, we were pioneers in creating the Grace Azores 'Cluster' that aims to capitalize on synergies that promote the acceleration of sustainable initiatives in the region's business

**Amiable, friendly, with an easy smile. This is how the new CEO of SATA Holding presents herself upon first contact. Those who know her closely add that diligence and assertiveness complete her leadership profile.**



fabric. Additionally, we have developed numerous initiatives with children, youth, and elders, delivering unforgettable experiences. We continually try to help with the gathering of goods for underprivileged families, and we are constantly seeking opportunities to actively participate in volunteer actions. The “G” pillar, sometimes the most forgotten, has been a strong focus of the SATA Group companies. We seek to apply a transparent governance model, implementing policies and good practices in daily management. And, of course, we have subscribed to the Azores Government’s Sustainability Charter, which sets us the challenge of achieving new sustainability goals aligned with the UN’s Sustainable Development Goals every year.



**SATA has played a relevant role in the archipelago of the Azores' development. What can Azoreans expect in the future?**

The airlines of the SATA Group have been and are crucial to the development of the Azores. For 80 years, they have ensured air connectivity in the archipelago. SATA is a key player in the Azores, playing several fundamental roles in the region's economy, namely as an essential tourism operator, since it transports around 50% of passengers from outside the archipelago, as a public service provider to the mainland and Madeira and between the 9 islands of the Azores, as a facilitator of air cargo transport, and an employer of relevant added value. The Azores are a natural jewel with recognized potential for sustainable travel, with a critical geostrategic position. Azoreans can expect SATA to continue to do all it can to serve them in the best possible way.

**What would it be if you had to highlight one distinguishing feature of SATA?**

Its unique identity – which was born in the Azores, an archipelago with massive potential for tourism development. The strategic position of its airline operation is due to its geographical location and, of course, the genuineness of the in-flight and on-ground hosting, which is so often praised for being welcoming and familiar, just like what you find when you arrive in the Azores. If there is a singular and unique point – it is the Azores airline, with every possibility of developing an air operation with tremendous growth potential.

**What would you be doing if you didn't work at SATA and could do anything, anywhere in the world?**

Right now, I see myself here, in this magnificent project that is SATA. Any other project I might be in would have to be like this one, a project I believe in.



**What arguments would you use to persuade friends and acquaintances to choose the Azores as their destination and travel with SATA?**

I would start by showing the photos I have collected over the last three years. Then I would mention the peaceful feeling that this destination arouses, the happiness I feel every time the airplane door opens and realize how different the air is here. I would also speak of the warm way I felt welcomed and the homely feeling I get every time I return. And SATA will always be about the destination, as it is the airline that knows it best, since it has been flying the nine islands of the archipelago for almost eighty years and Azores Airlines for twenty-five. And stepping aboard one of its planes is like almost arriving in the Azores before stepping on its soil. SATA hails from the Azores.

**Which was your dream trip?**

It's hard to name just one. The destination matters, of course, but what definitely marks me on a trip is the people we meet and the experiences we live. Every trip leaves its mark. I can't name just one because all of them were remarkable in some way. But I can say that one of my dream trips was coming to the Azores, being able to enjoy all the beauty that surrounds us and the people with their natural friendliness.

**And what is the trip you dream of?**

I love to travel, or I wouldn't be working with a company with airlines. There are countless places I would like to visit, especially if I can travel with a quality airline, such as SATA.



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# Frequent Flyer

## ANTÓNIO RAMINHOS

*“SOME OF MY BEST SHOWS HAVE ACTUALLY BEEN IN THE AZORES!”*

COMEDIAN ANTÓNIO RAMINHOS WAS BORN IN 1980 AND, AS HE EXPLAINS, HIS PROFESSIONAL LIFE “STARTED VERY BADLY, ASPIRING TO POVERTY”, SINCE HE WAS A JOURNALIST - AT A CAPITAL NEWSPAPER AND RTP TELEVISION. HE FOUND FORTUNE WHEN HE WAS UNEMPLOYED BECAUSE HE DECIDED TO TRY HIS HAND AT HUMOR, AND WHEN HE WENT ON STAGE FOR THE FIRST TIME IN 2006, “FOR SOME REASON, PEOPLE LIKED IT”.

Quinta dos Açores



**He has made a name for himself on television programs - “5 for Midnight” and “Dancing with the Stars” - and created a very successful talk show on the Internet, entitled “Bathtub of Vanities”. Then he became one of the voices of RFM radio’s “Café da Manhã”, with the item “As Marias”, inspired by the three beautiful daughters he had with his wife Catarina: Maria Rita, Maria Inês and Maria Leonor. Considered to be one of the best Portuguese comedians of the new generation, his shows in the Azores have left him with good memories, so António Raminhos is always ready to fly back. To laugh and make us laugh.**

### **What does the name Azores evoke in you?**

Friends, pineapple liqueur, Vaquinha cheese, ground pepper, and lots of green! As a rule, I always go to the Azores on business, but I’ve never been with that “it’s going to be boring” feeling.

### **Do you have any special memories of a trip to the Azores that you can share?**

I have many because I have been fortunate enough

#### **Name:**

António Raminhos

#### **Job:**

Comedian

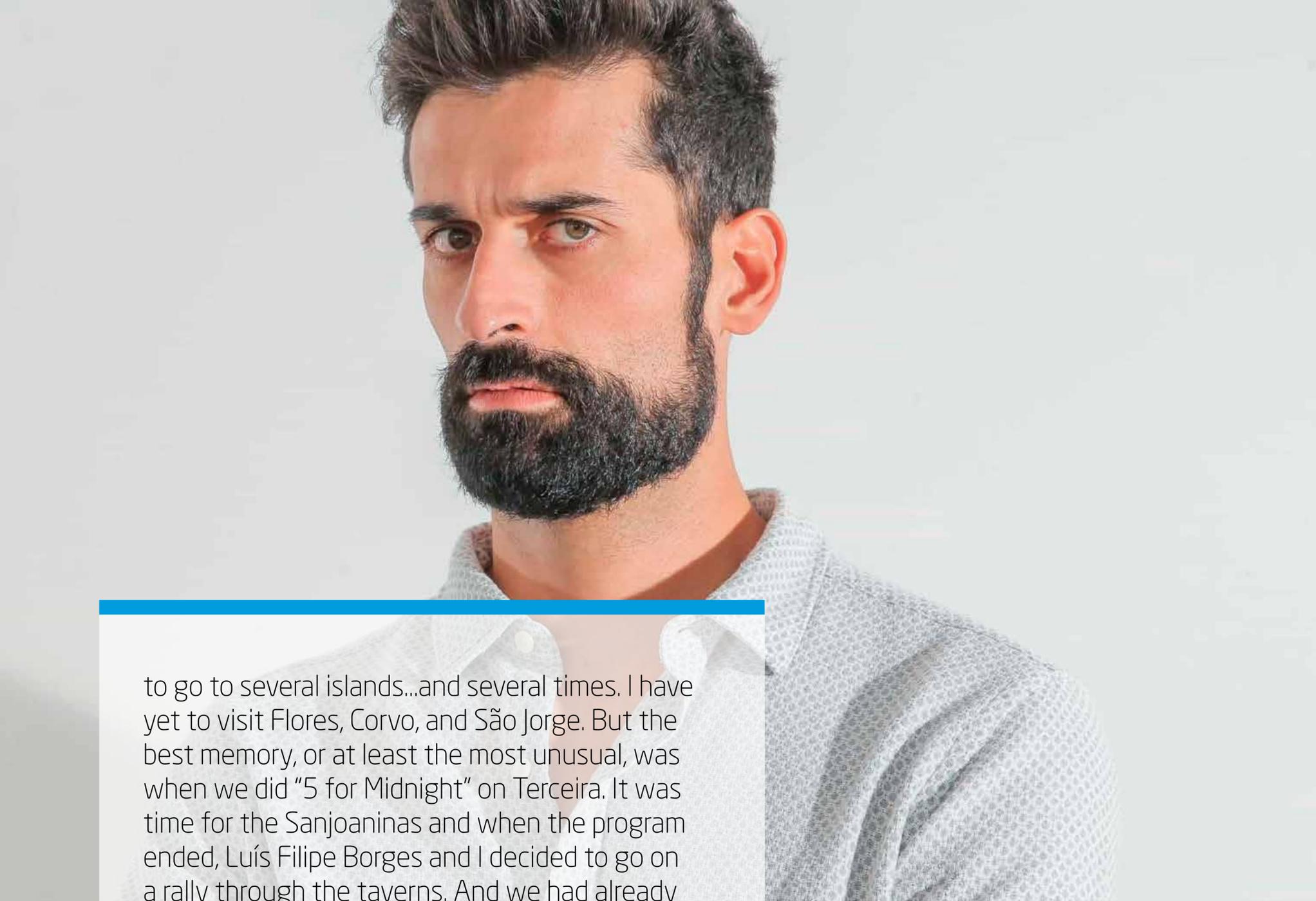
#### **Born in:**

Lisbon

#### **Date of birth:**

June 27, 1980

“As a rule, I always go to the Azores on business, but I’ve never been with that feeling of ‘it’s going to be boring.’”



to go to several islands...and several times. I have yet to visit Flores, Corvo, and São Jorge. But the best memory, or at least the most unusual, was when we did "5 for Midnight" on Terceira. It was time for the Sanjoaninas and when the program ended, Luís Filipe Borges and I decided to go on a rally through the taverns. And we had already drunk so much that we went into the Angrense headquarters and came out of there members with dues paid for a year, jerseys, and scarves! In fact, I am still a member today!

**What recommendations would you make to a friend who wanted to visit the archipelago for the first time?**

Especially to hire a car and drive around because the natural beauty is always there. But then there are typical places like Furna do Enxofre, Algar do Carvão, Lagoa do Fogo, Lagoa das Sete Cidades, Terra Nostra Park, Pico?

**When do you plan to return?**

Very soon! I am going to Ponta Delgada for another of my shows "It's not me...it's my head", where I approach mental health issues. Some of my best shows have actually been in the Azores! People from the islands (Madeira too) value the fact that we are present and like to show their affectionate warmth.

**Is there anything special you want to bring back with you from the Azores?**

Pineapple liqueur and Vaquinha cheese!

**“We walked into the Angrense headquarters and walked out of there members with dues paid for a year”**

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**AN ANCIENT, LOYAL, AND UNDEFEATED CITY OF SPAIN, BILBAO IS THE CAPITAL OF BISCAY. ITS ORIGINS DATE BACK TO THE 14TH CENTURY AND A SPANISH NOBLEMAN WITH FAMILY CONNECTIONS TO THE FIRST KING OF PORTUGAL. BILBAO IS THE CITY TO DISCOVER IN THE PAST, PRESENT, AND FUTURE.**

As the story goes, the year 1301 started greatly, for it was on January 4 that the King of Castile and León, Ferdinand IV, confirmed the letter of settlement of Bilbao to the 10th Lord of Biscay, Diego López de Haro. This Castilian nobleman was the grandson of Urraca Alfonso of León, so he had family connections to Afonso Henriques, the first King of Portugal. López de Haro's grandmother was the illegitimate granddaughter of Alfonso IX of León, who, in turn, being the son of Urraca of Portugal, was the grandson of the founder of the Kingdom of Portugal.

Bilbao, like other port cities on the Iberian Peninsula, thus followed the commercial traditions and became a major port in the Cantabrian region. Still part of the Basque area, the main export was wool from Castile, but it also lived on iron that was extracted from open-pit mines. Although, at first, it was an exploitation of relative importance, the iron industry later intensified with the industrialization of the late 19th and early 20th centuries.

The metallurgy that began in 1841 led to what was then considered to be the most industrialized region in Spain after Barcelona. Bilbao has earned the nickname the "Iron City", but there is yet another designation that the capital of Biscay proudly bears, and that is the title "Unbeaten" city. Just as the Portuguese city of Porto was named Invicta for having resisted the invasion of Miguel's troops in the 1832-34 civil war against his brother, Pedro IV, there were also, around the same time in Spain, the so-called Carlist struggles.



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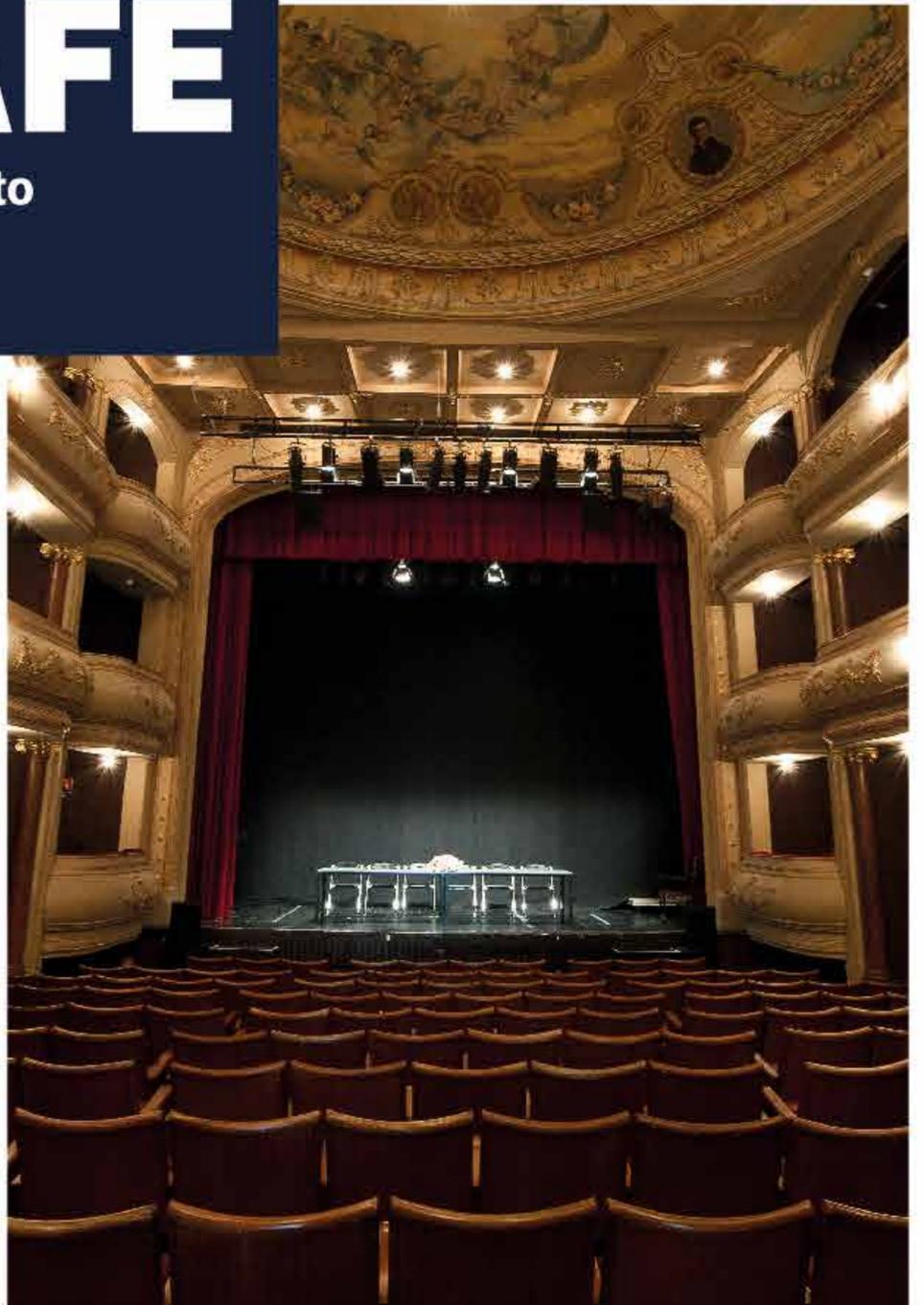
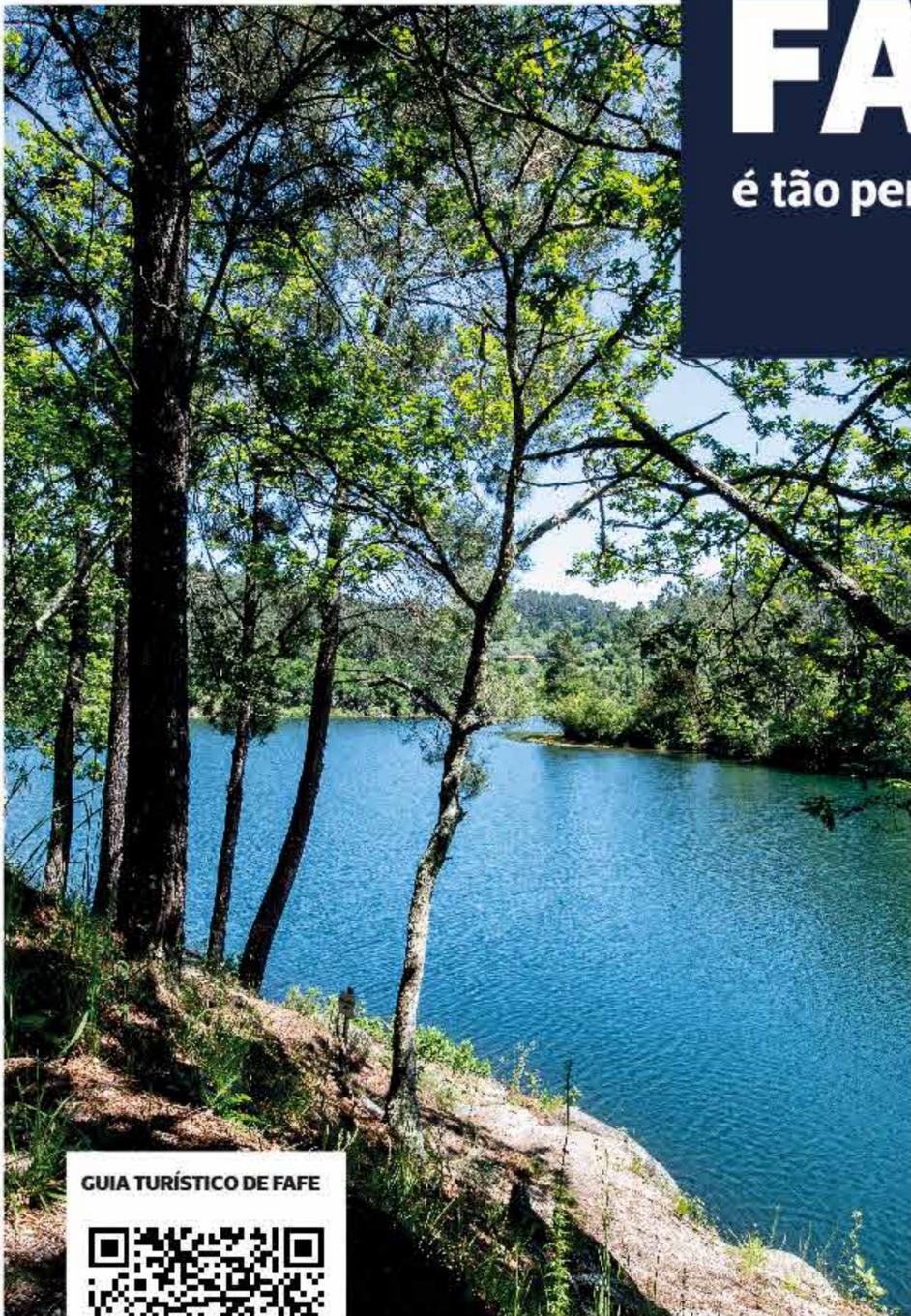
King Ferdinand VII of Spain's brother, Charles of Bourbon, did not agree with the handover of royal power to his niece, Isabella II of Spain, since he advocated the Salic Law, which prohibited female descendants from ascending to the throne when there were male continuity solutions. The conflict in Spain led to a military operation near Bilbao between October 23 and December 24, 1836. Isabella II's troops defended the city against the Carlist offensive, and after several months of siege and fighting, the attempt by Charles's supporters to conquer Bilbao ultimately failed.

And so, later, Isabel II allowed Bilbao to add the title of Invicta to its symbol, turning the city into a bastion of the defense of freedom and Basque liberalism that helped defeat the Carlists. The industrial development of the early 20th century resulted in the inevitable population and urban explosion. This later led to the annexation of many surrounding towns. In more recent times, however, Bilbao has shed the signs of its industrial age and has become a more service-orientated city. This has also led it to modernize aesthetically, socially, and economically. Hence, today it is known worldwide as the epitome of its cultural symbols. The former "Iron City", which is still the "Unbeaten" of Spain, also the home of its football club – Atlético de Bilbao – is still well known as the home of the Guggenheim Bilbao Museum, an avant-garde building designed by the famous American architect Frank Gehry that almost immediately became the city's landmark, especially since it appeared in the opening scene of the 1999 James Bond film, as the setting for a spectacular escape by the British spy played at the time by Pierce Brosnan.





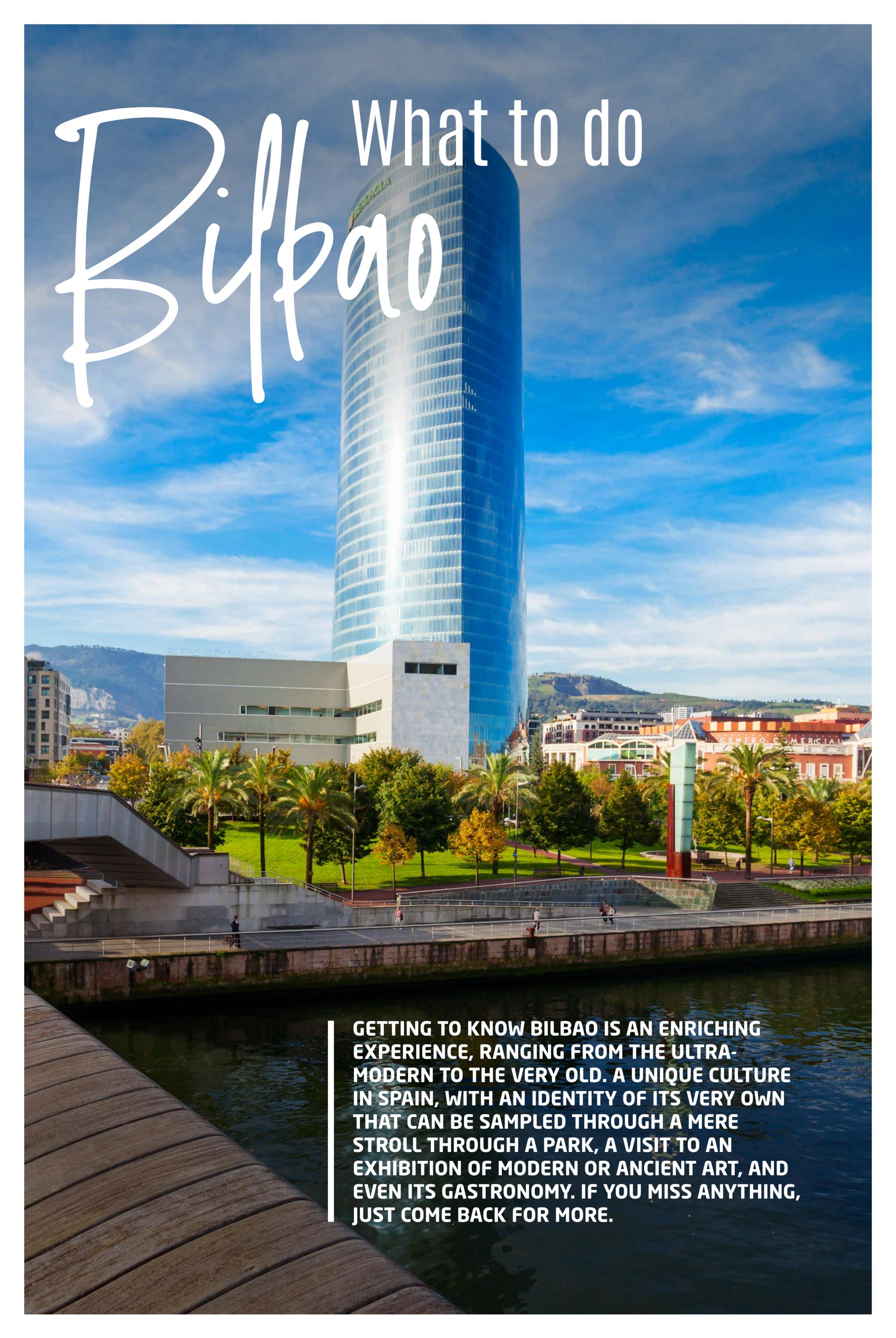
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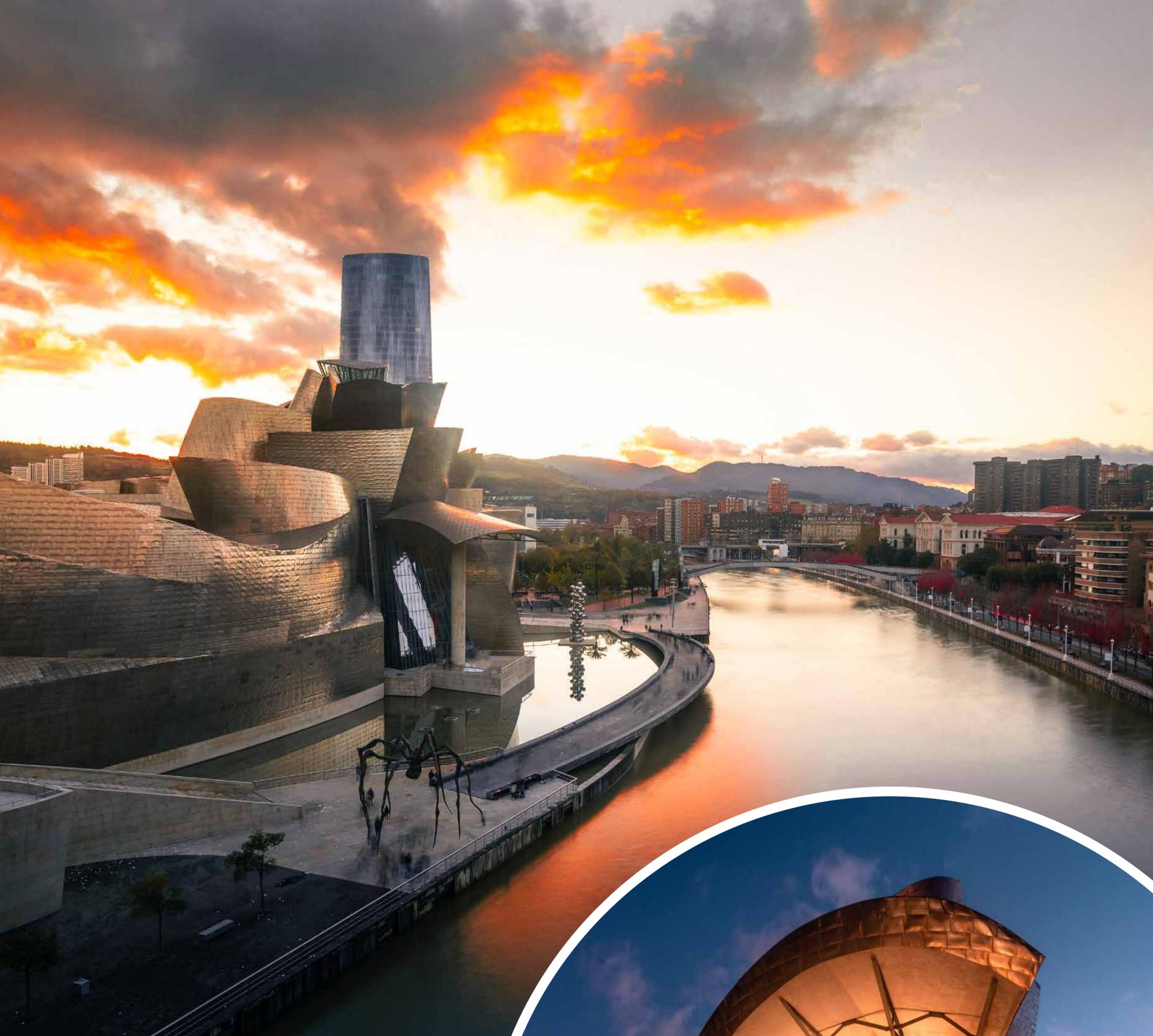
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# Bilbao What to do



**GETTING TO KNOW BILBAO IS AN ENRICHING EXPERIENCE, RANGING FROM THE ULTRA-MODERN TO THE VERY OLD. A UNIQUE CULTURE IN SPAIN, WITH AN IDENTITY OF ITS VERY OWN THAT CAN BE SAMPLED THROUGH A MERE STROLL THROUGH A PARK, A VISIT TO AN EXHIBITION OF MODERN OR ANCIENT ART, AND EVEN ITS GASTRONOMY. IF YOU MISS ANYTHING, JUST COME BACK FOR MORE.**



## GUGGENHEIM MUSEUM

Since it opened in 1997, it has become an icon of the city, attracting large numbers of visitors all year round. The exterior sculptures – the spider *Maman* by Louise Bourgeois and the flowering dog *Puppy* by Jeff Koons – are other iconic elements. Alongside the temporary exhibitions in a museum whose biggest criticism is that it is more important than the works it exhibits, you can also visit the only permanent production: *The Matter of Time* by the American sculptor Richard Serra.

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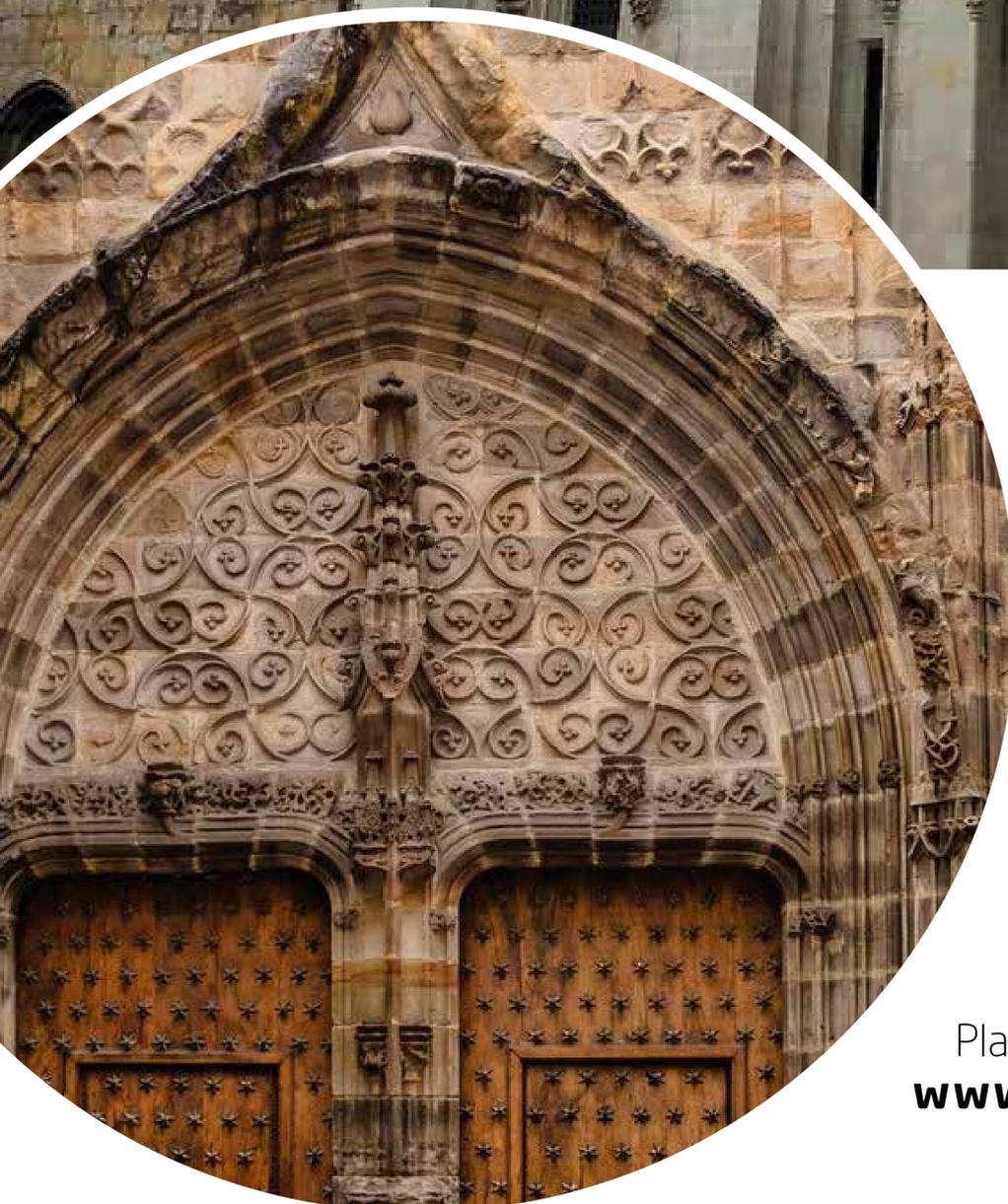
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**[www.gocar-rentals.com](http://www.gocar-rentals.com)**



## **SANTIAGO CATHEDRAL**

Considered one of the best examples of the Basque Gothic style, Santiago Cathedral, which started as a 15th-century church, has been expanded since the mid-17th century. Some stones came from the Oiz mountain, one of the most significant in the history of the Basque culture. It is well worth the visit to look back at the times when men erected these temples. It is also a venue for exhibitions and concerts, so it is also worth checking out its program.

Plaza de Santiago, 1  
[www.catedralbilbao.com](http://www.catedralbilbao.com)



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## STROLLING AROUND THE CASCO VIEJO

A mere visit to Bilbao's historic center takes us to the so-called *Siete Calles* - Seven Streets - that form the area called Casco Viejo - The Old City. These are the original streets of old Bilbao from the time of the port merchants; today, they are a tourist attraction beyond comparison. This is where you will find the Mercado da Ribeira, said to be the largest covered market in Europe. Also to be visited in this area is the Church of Saint Anthony the Great - known in these parts as Santo Antón.



## MUSEUM OF FINE ARTS

For art lovers, here you can admire works dating back to 15th-century sacred art alongside renowned Spanish artists such as El Greco, Goya, and Ribera. There are also works by Gauguin and Bacon. Easy to find, it is within easy reach of Moyúa metro station.

Museo Plaza, 2

[www.bilbaomuseoa.eus](http://www.bilbaomuseoa.eus)





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## GASTRONOMIC TOUR

A different and delicious way to learn about the local culture and the best the city has to offer is very frequently through a gastronomic tour with local guides. From Basque tapas – the pintxos - to discovering wines, beers, and other traditional local drinks, you will learn more about the city's roots and remember its flavors forever.

[www.viator.com/tours/Bilbao/Gastronomical-Walking-Tour-Of-Bilbao-Chef-led/d4485-74295P11](http://www.viator.com/tours/Bilbao/Gastronomical-Walking-Tour-Of-Bilbao-Chef-led/d4485-74295P11)



## DOÑA CASILDA ITURRIZAR PARK

This is an absolute must. The park's construction began in 1907, and it is named after the benefactor Casilda Iturrizar, the wealthiest woman in Bilbao, who died in 1900. Since she had no children, her fortune was left to charity and used to build the park on land she donated. It is a space for relaxing and strolling in an artistic setting. They say it has seen better days, but it is always worth going there as it is so central..

[www.spain.info/en/places-of-interest/dona-casilda-park/](http://www.spain.info/en/places-of-interest/dona-casilda-park/)



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Madeira Island



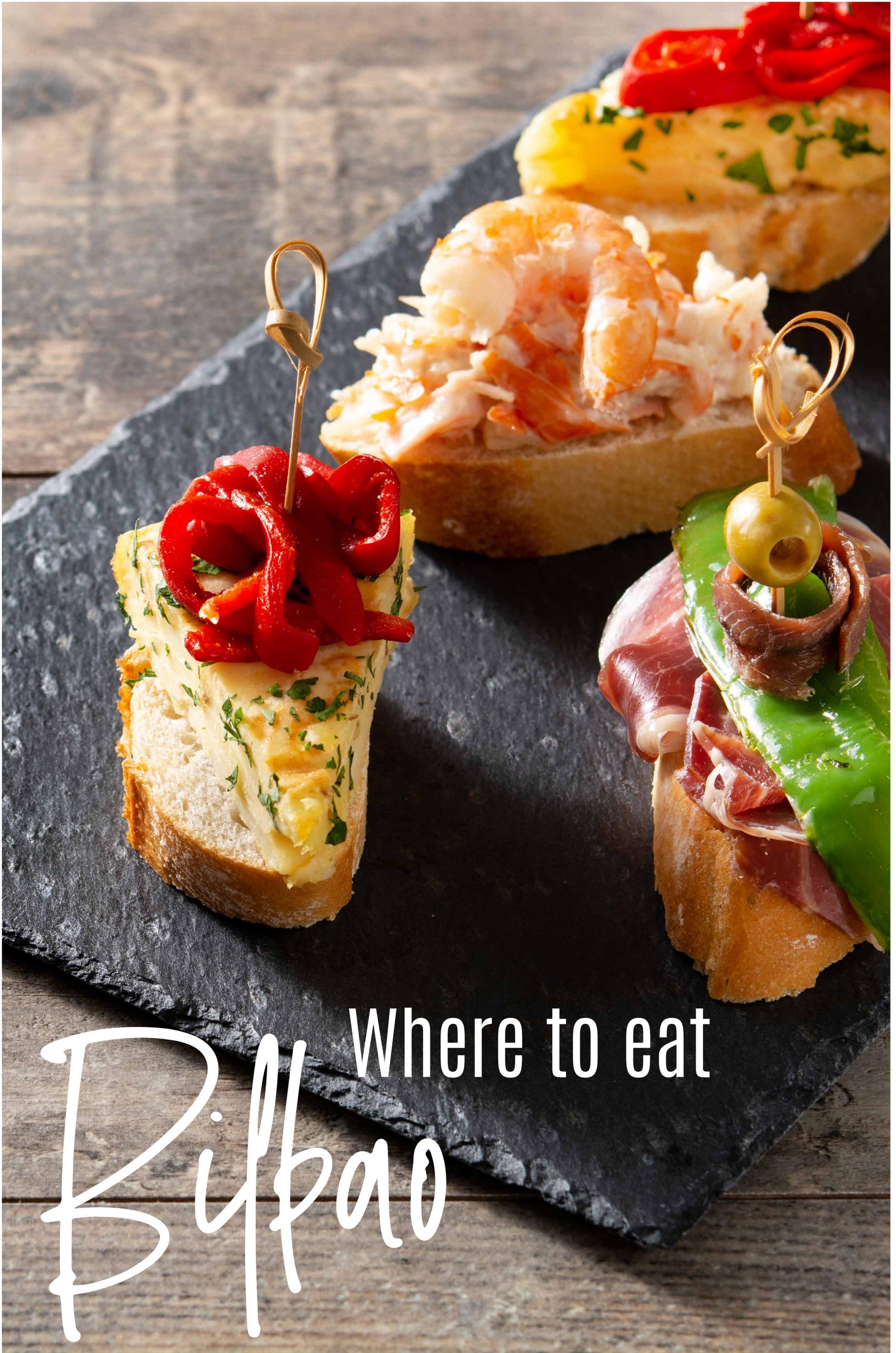
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[www.casa-velha.com](http://www.casa-velha.com)



Where to eat  
*Pinchos*

The local offerings are very appealing to the palate of even the most discerning traveler, and there is no shortage of options in a culture that knows how to make the most of local ingredients. Here are some of the best suggestions, specially chosen for those who make Basque stopovers.

---



## **AIZIAN**

Opened in 2003, this restaurant is on the first floor of the Melia Bilbao hotel, overlooking Doña Casilda Park and 200 meters from the Euskalduna - Bilbao Conference Center. It offers high-quality Basque cuisine, guaranteed by top chef José Miguel Olazabalaga Legarreta. It has several types of menu - Tasting, Executive, Traditional, and Events - and different prices. Booking recommended.

---

Lehendakari Leizaola, 29  
[www.restaurante-aizian.com](http://www.restaurante-aizian.com)



# Vila Viçosa

An Amazing Place





## AITXIAR

Located in the Casco Viejo - Old City - of Bilbao, it is a "must" for visitors, but it is also a suggestion where you know you will eat well. The space has something for all kinds of dining, bringing local products to the table. The menu of the day allows you to enjoy dishes such as codfish, squid (txipirones), crab cannelloni (txangurru), and fillets of veal loin.

María Muñoz, 8  
[www.restauranteaitxiar.com](http://www.restauranteaitxiar.com)





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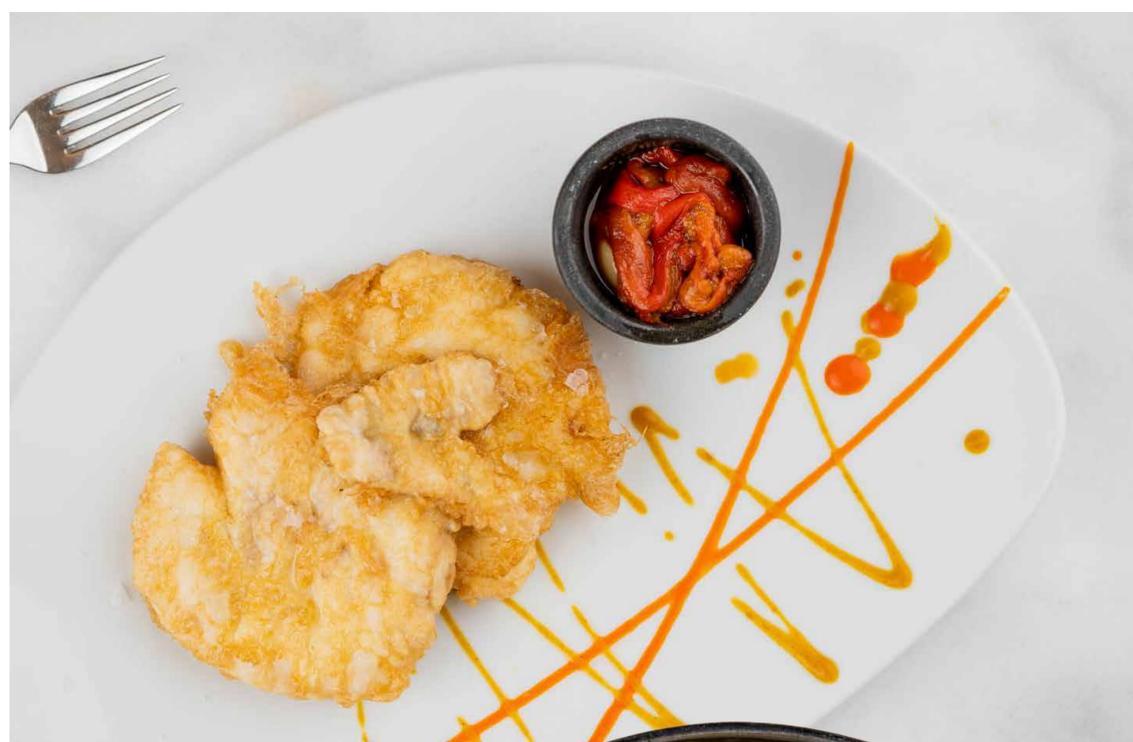
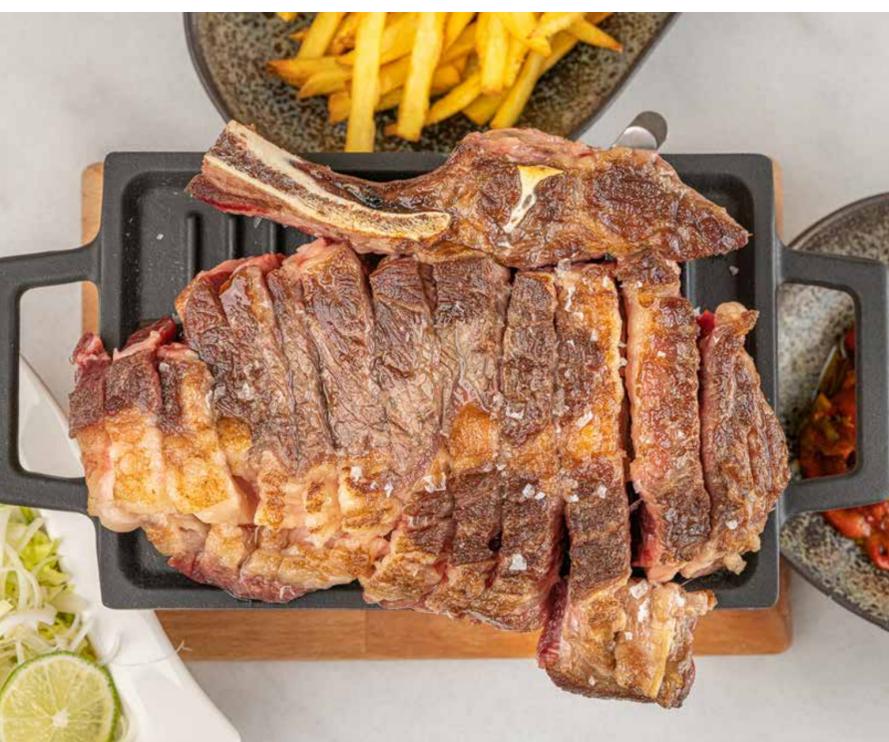


GOVERNO  
DOS AÇORES

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## SAN MAMÉS JATETXEA

Being a *haute cuisine* restaurant, it is also unique for being inside the historic Atlético de Bilbao football club stadium. Since 2018, this space has also provided gastronomic advisory services endorsed by chef Fernando Canales, who guarantees the quality of the signature cuisine of someone who, in addition to being experienced in the demanding, is also a native of this region. With a Special Menu, Basque Cuisine, or Taster.

Rafael Moreno Pitxitxi  
[www.sanmamesjatetxea.com](http://www.sanmamesjatetxea.com)





*É uma casa Açoreana, com ce*



O **Restaurante Poço Azul** não é apenas um local para comer, é uma casa onde cada pessoa que passa pela sua soleira é acolhida como família. O chef André Pacheco abriu o restaurante na Achadinha em 2018, batizando-o com o nome da famosa lagoa nas proximidades, oferecendo um oásis acolhedor na costa norte, onde cada garfada da deliciosa cozinha revela um capítulo na narração dos sabores de São Miguel.

O Poço Azul é mais conhecido pelo seu popular serviço de buffet de almoço, que oferece aos clientes experimentar a gastronomia local – a autêntica Cozinha Açoreana – por apenas 10€. Nossos clientes podem experimentar o prato preferido do Chef André: o Polvo à Lagareiro, a que chama o “rei” da ementa. Existe uma variedade de opções vegetarianas e veganas de dar água na boca - incluindo uma mousse de chocolate vegana. Para os não-vegans, a sobremesa de assinatura do restaurante: o Poço Azul uma delicada iguaria de ananás e, claro, doce creme azul. Bom apetite!

The **Poço Azul Restaurant** is not just a place to eat, it is a house where everyone who passes through its doorstep is welcomed as family. Chef André Pacheco opened the restaurant in Achadinha in 2018, naming it after the famous nearby lagoon, offering a cozy oasis on the north coast, where each mouthful of delicious cuisine reveals a chapter in the narration of São Miguel flavors.

Poço Azul is best known for its popular lunch buffet service, which offers customers to try local cuisine – authentic Azorean cuisine – for just €10. Our customers can try Chef André’s favorite dish: Polvo à Lagareiro, which he calls the “king” of the menu. There is a mouth-watering range of vegetarian and vegan options - including a vegan chocolate mousse. For non-vegans, the restaurant’s signature dessert: Poço Azul, a delicate delicacy of pineapple and, of course, sweet blue cream. Enjoy!

(+351) 296 452 151

[www.pocoazul-restaurante.com](http://www.pocoazul-restaurante.com)



## **EL ARANDIA DE JULEN**

It proudly presents itself as a restaurant of "traditional Basque cuisine," so you can't go wrong here. Serving dishes of beans, hake, asparagus, crayfish, and prime rib, they are open Wednesday through Sunday for lunch. Dinner is on Fridays and Saturdays, so please contact them beforehand to check availability. In terms of where they are, they are five minutes from the Old City metro stop at the exit to Unamuno.

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Plaza de la Encarnación, 10  
[www.arandiadejulen.com](http://www.arandiadejulen.com)

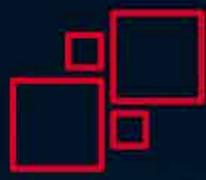
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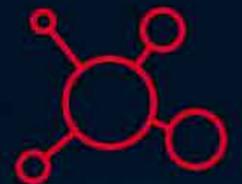
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[redshift.global](https://redshift.global)



## **WASABI BILBAO**

As a fusion food option, yet with a local touch, Wasabi Bilbao has been serving since 2013 and has since expanded into the Vitória area as well. Chef Mauricio Cornejo, as a connoisseur of Japanese gastronomic culture, knew how to respect the traditions and offer his experience for the detail. Fresh, top-quality ingredients are always guaranteed.

---

Lersundi Kalea 3  
48009 Bilbau  
[www.wasabidelnorte.es](http://www.wasabidelnorte.es)





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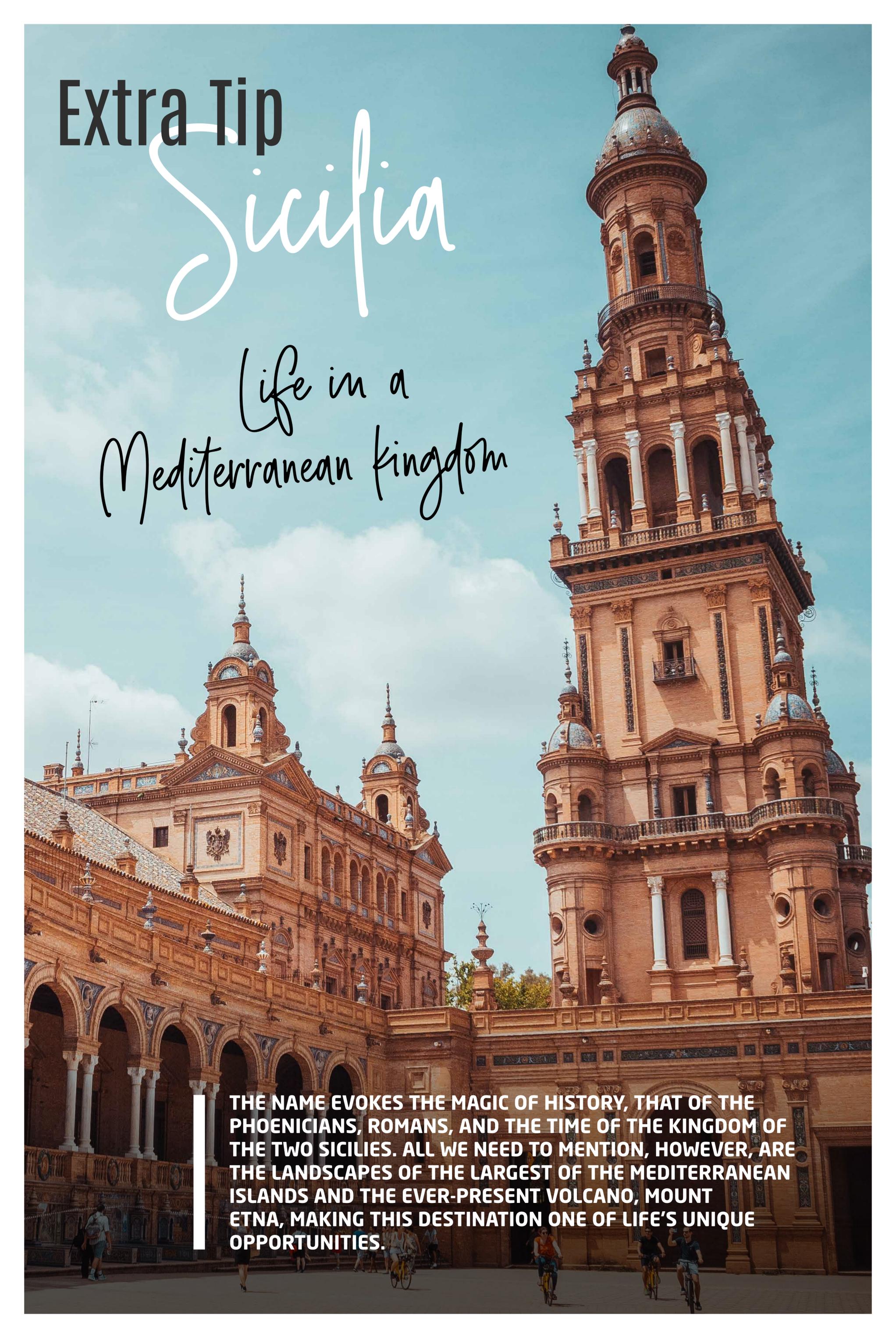
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# Sicilia

Life in a  
Mediterranean kingdom



**THE NAME EVOKES THE MAGIC OF HISTORY, THAT OF THE PHOENICIANS, ROMANS, AND THE TIME OF THE KINGDOM OF THE TWO SICILIES. ALL WE NEED TO MENTION, HOWEVER, ARE THE LANDSCAPES OF THE LARGEST OF THE MEDITERRANEAN ISLANDS AND THE EVER-PRESENT VOLCANO, MOUNT ETNA, MAKING THIS DESTINATION ONE OF LIFE'S UNIQUE OPPORTUNITIES.**



It is easy to locate the Island of Sicily on a world map: the island that looks like it is being kicked by the “boot” of Italy. Having said this, Sicily is now an autonomous region of Italy, only separated by the Strait of Messina, with just three kilometers separating the two bits. Getting there by car is easy, via the ferry.

The island’s capital is Palermo, considered Italy’s fifth most populous city, dating back to the time of Phoenician traders, coming since the Roman Empire. The region became a kingdom forming part of the south of Italy as we know it today, between the Kingdom of Sicily and the Kingdom of Naples, stimulating the greed of many and ending up governed by the Spanish monarchy.

The French Emperor Napoleon Bonaparte also left his stamp on this region, and, in fact, it was in the early 19th century, after the 1815 Congress of Vienna, that the Kingdom of the Two Sicilies was formed, under King Fernando I, son of Charles III of Spain. It would finally be incorporated into the Kingdom of Italy in 1861. In popular culture, it was also in Sicily that Cosa Nostra – the Mafia – was born. After the Second World War, the island gained the independence it has enjoyed since.



2013 - 2023  
GEOPARQUE  
AÇORES

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9 ilhas - 1 geoparque, Açores Geoparque Mundial da UNESCO.

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*We invite you to discover an archipelago of tradition that rose from the sea through volcanism. An archipelago where geodiversity belongs to azoreans identity.*

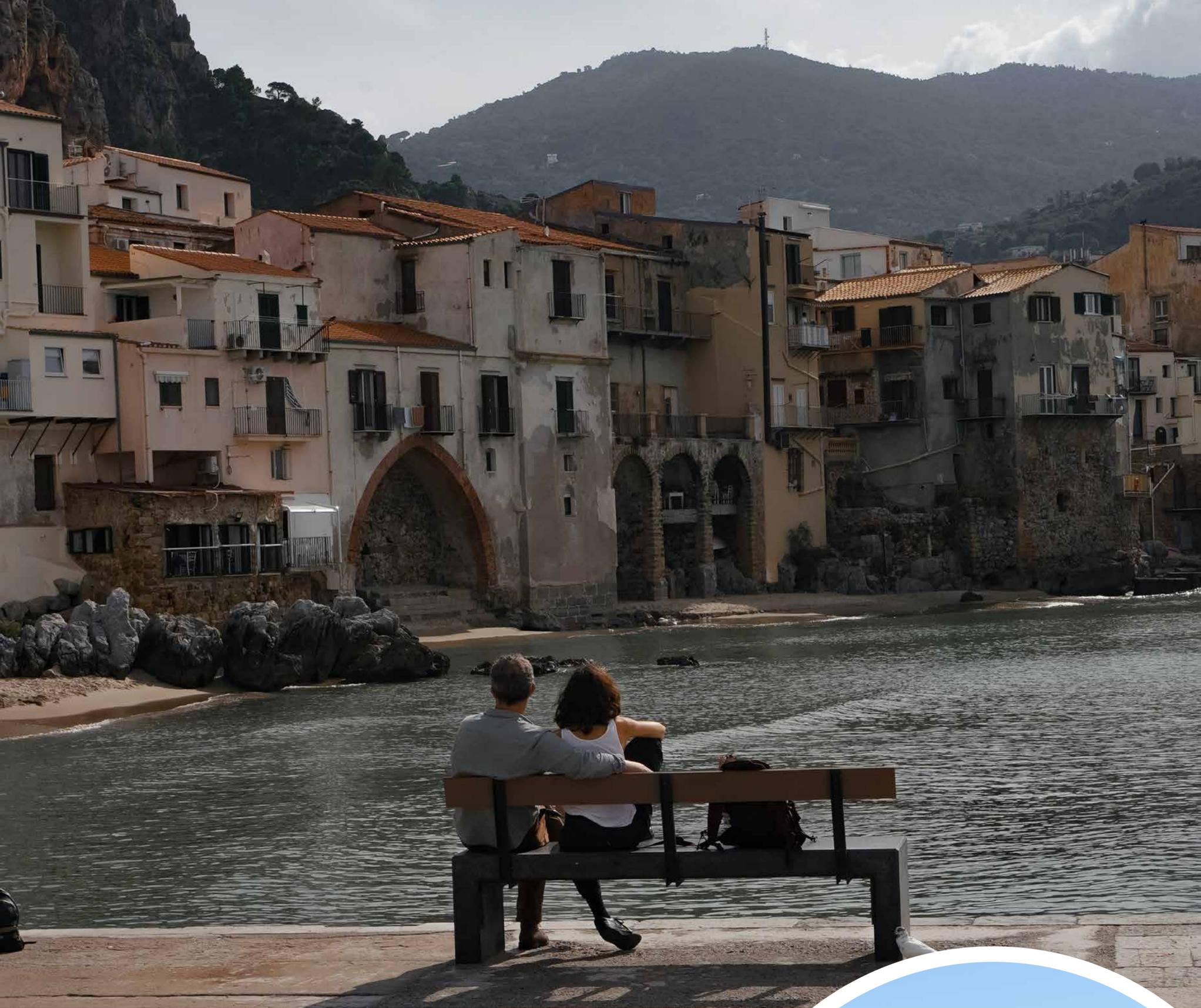
*Visit the Azores and enjoy an eruption of flavors, aromas and experiences!*

*9 islands - 1 geopark, Azores UNESCO Global Geopark.*



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Among the natural marvels, which make this island one of the most important in the Mediterranean, where you can experience regional culture and character at its very best, visitors cannot help but pass the famous volcano, Mount Etna, and the surrounding vineyards. Also unmissable is a trip to the small island of Ortigia, which has been there for nearly 2,700 years and is the historic center of the city of Syracuse. The ancient Greek Taormina theater is worth a visit too. These are moments when history comes to life, ones that will stay in the memory of anyone who visits.

And five kilometers away, in the city of Taormina, in the metropolitan area of Messina, is the small town of Castelmola, home to a ruined Norman Castle, another testament to the passage of civilizations through the island. All over the landscape is physical evidence of times past, timeless, mixed with the smells of the surrounding nature and, of course, the cuisine, with typical dishes such as *caponata* – based on eggplants, capers, celery, olives, and pine cones, sautéed in a sweet and sour sauce —, not forgetting the local kinds of “pasta”. A truly unique destination, accessible through Azores Airlines’ partners EasyJet and Transavia, with a stop in Paris.





# SeaBookings

**IT'S SPRING! THE BEST TIME OF THE YEAR TO GO WHALE WATCHING IN THE AZORES HAS ARRIVED!**

---

There are many reasons to visit the magical islands of the Azores. One of them is definitely the fact that throughout the year 27 different species of whales and dolphins can be seen around the Azores Archipelago! Spring and early summer are the best months because you can find a broad range of migrating whale species passing through the region. You could find blue whales, fin whales and sei whales.

Resident species, like the sperm whale and bottlenose dolphin, can be spotted all year round.

**What:** dolphin and whale watching boat tours

**Where:** São Miguel (Ponta Delgada and Vila Franca do Campo), Terceira and Faial

**When:** all year round

**Why:** it's a unique encounter with majestic animals in their natural habitat

**How:** you can pick the type of boat that suits you best

**Who:** you and your family or group of friends, there are options for all ages

**Booking:** online at [SeaBookings.com](http://SeaBookings.com)



# Unmissable

## Azorean religious festivals



Come and celebrate  
with the locals!

THE CULTURE OF THE AZORES  
ARCHIPELAGO IS ALSO CHARACTERIZED  
BY THE TRADITION OF ITS RELIGIOUS  
FESTIVALS, WHERE EVERYONE IS INVITED  
TO JOIN IN WITH STREET ENTERTAINMENT  
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# QUEIJO DA ILHA TERCEIRA



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QUEIJS DE OUTRA NATUREZA



From May and throughout the summer, anyone who visits the Azores will undoubtedly have an opportunity to experience a religious festival. And if that happens, feel free to join the locals for a variety of street entertainment, with dancing and food. Throughout the summer, religious celebrations are very common in the different parishes of the Azores, with an open invitation for tourists to participate too.

Everyone – locals and outsiders – is, of course, invited to join in with local dancing and attend events open to the population and traditional stalls selling food and drink. There is time for everyone to enjoy a meal of typical dishes offered at no extra cost!

An example of this is the typical soups to celebrate the festivals of the Divino Espírito Santo (Divine Holy Spirit) – a celebration which, this year, on all the islands, is being held on May 28, or seven weeks after Easter Sunday. During the feasts, soups are served to the public on large, well-seasoned tables so that everyone feels invited to experience these traditional delights based on meat and vegetables.



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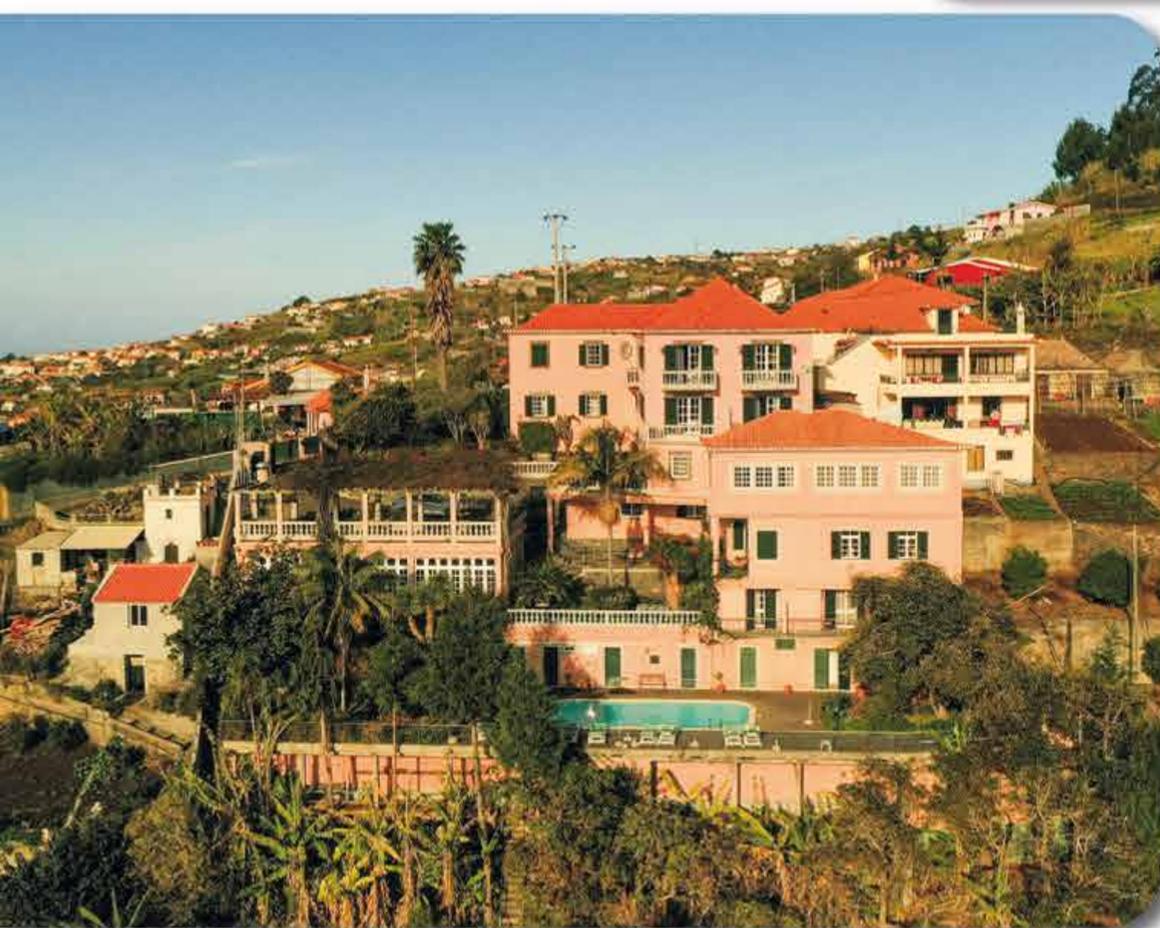


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On the other hand, if you want to enjoy the nature and serenity of the country-side, Villa Alto Boutique Hotel is the right choice. It is a traditional Madeiran manor house from the late 19th century restored and preserved to its original architectural flair.

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Madeira 9360-559 Portugal





The festivities, further to the religious solemnity, are also a space that provides an entertainment component, so outsiders are free to enjoy artists' music and events that, for the most part, are public and free. Open to anyone who is passing through, not just the locals. It is always an opportunity for tourists to experience real local "flavor", from food to learning how to dance like a true Azorean. So, why wait? Join in with the festivities!



## May

- 13** - Start of the Cult of the Lord Holy Christ of the Miracles (S. Miguel Island)
- 21** - Festivities of *Nossa Senhora das Angústias* (Our Lady of Sorrows) (Faial Island)
- 28** - *Festas do Espírito Santo* (Holy Spirit celebrations) (all islands)

## June

- 8** - *Corpo de Deus* (Corpus Christi)
- 13** - *Santo António* (Saint Anthony's festivities) (S. Miguel Island, Santo António de Nordestinho)
- 24** - *S. João* (Saint John's festivities) (S. Miguel Island, Vila Franca do Campo)
- 24** - *Festas Sanjoaninas* (Terceira Island)
- 28** - *Marchas S. Pedro* (Saint Peter's festivities) (S. Miguel Island)



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Maximum Altitude: 11,900 m

Range: 8,200 Km

Fuel Capacity: 30,292 Lt

Number of passengers: 190



**A321-253N**

**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

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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



## Q200

### Pratts & Whitney Canada PW123C/D engines

Thrust: 2,150 SHP  
Length: 22.25 m  
Wingspan: 25.91 m  
Height: 7.49 m  
Cruising Speed: 535 Km/h  
Maximum Altitude: 7,620 m  
Range: 1,839 Km  
Fuel Capacity: 3,160 Lt  
Number of passengers: 37



## Q400

### 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





AZORES GOLF  
ISLANDS

**TEE OFF  
IN PARADISE:  
AZORES GOLF  
AWAITS.**

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# MAPA DE ROTAS ROUTE MAP



## ARQUIPÉLAGO DOS AÇORES ARCHIPELAGO OF THE AZORES



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A Quinta da Ribeira da Urze localiza-se na Prainha de Cima, Concelho de São Roque do Pico. Separada pelo Oceano Atlântico da ilha de S. Jorge, também é bafejada pela magnífica e verdejante paisagem serrana moldada pelos vulcões que a desenharam, e, que ainda hoje serve de abrigo à encantadora zona Norte da ilha montanha. Em recanto reservado, quem a visitar terá o prazer de sentir a frescura dos pastos, bem como a brisa do mar, o coaxar das rãs na ribeira e o cantar dos cagarros pela noite. Constituída por 3 casas independentes com espaços comuns, gozará da privacidade ideal e companhia dos vizinhos quando assim o desejar.

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*Quinta da Ribeira da Urze is located in Prainha de Cima, in the municipality of São Roque do Pico. Separated by the Atlantic Ocean from the island of S. Jorge, it is also breathed by the magnificent green landscape formed by the volcanoes that designed it, and which still today shelters the enchanting northern area of the mountain island. In the reserved area, those who visit it will be bewitched by the freshness of the pastures, as well as the sea breeze, the croaking of the frogs in the stream and the singing of the cagarros by night. Consisting of 3 independent houses with common spaces, you will enjoy the ideal privacy and company of neighbors when you wish. Casa da Ribeira T1, Casa da Atafona T2 and Casa da Avó T3. In all of them it is possible to increase their capacity. The houses have the necessary equipment for your stay, bed linen, towels ..., etc.*



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- Bensaude Hotels Collection:
  - Hotel do Canal
- Azoris Faial Garden - Azoris

#### AZORES - PICO ISLAND

- Aldeia da Fonte Hotel
- Hotel Caravelas
- Casa do Almance
- Casinha do Nesquim

#### AZORES - S. JORGE ISLAND

- Abrigo da Cascata
- Hotel S. Jorge
- Fajã do Belo Kuanza

#### AZORES - S. MIGUEL ISLAND

- Bensaude Hotels Collection:
  - Terra Nostra Garden Hotel
  - Hotel Marina Atlântico
  - Grand Hotel Açores Atlântico
  - S. Miguel Park Hotel
  - Neat Hotel Avenida
- Hotel Canadiano
- Azoris Royal Garden - Azoris
- Senhora da Rosa Tradition & Nature Hotel

#### AZORES - TERCEIRA ISLAND

- Bensaude Hotels Collection:
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- Azoris Angra Garden - Azoris

#### ALGARVE

- Turim Estrela do Vau Hotel
- Turim Algarve Mor Hotel
- Turim Presidente Hotel
- Porto Bay Falésia

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- Hotel Calheta Beach - Savoy Signature
- Hotel Savoy Palace - Savoy Signature
- Hotel Royal Savoy - Savoy Signature
- Hotel Gardens - Savoy Signature
- Hotel Saccharum - Savoy Signature
- Hotel Savoy Next
- Hotel Porto Santa Maria
- Hotel The Cliff Bay
- Resort Vila Porto Mare

#### LISBON

- Bensaude Hotels Collection:
  - Hotel Açores Lisboa
- Turim Iberia Hotel
- Turim Europa Hotel
- Turim Restauradores Hotel
- Turim Av. da Liberdade Hotel
- Turim Saldanha Hotel
- Turim Luxe Hotel
- Turim Lisboa Hotel
- Turim Alameda Hotel
- Turim Terreiro do Paço Hotel
- Turim Marquês Hotel
- Turim Boulevard Hotel
- Turim Sintra Palace Hotel

#### PORTO

- Turim Oporto Hotel



## RESTAURANTS

### AZORES - S. MIGUEL ISLAND

- Anfiteatro Restaurante
- Casa de Pasto O Cardoso
- Alabote

### AZORES - TERCEIRA ISLAND

- O Pescador

### AZORES - FAIAL ISLAND

- Peter Café Sport

## SHOPPING & SERVICES

### AZORES - S. JORGE ISLAND

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- Mascote Wine

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- Escola Condução Ilha Verde
- Fácil, Lda.
- Maviripa

### AZORES - TERCEIRA ISLAND

- Sodigás Açores

## AUTOMOBILE INDUSTRY & FUEL

### AZORES

- Viveiros & Rego Automóveis
- Grupo Ilha Verde
- Escola de Condução Ilha Verde

### PORTUGAL

- Repsol

## BANKING & INSURANCE

- Santander Totta

## COMMUNICATION & CULTURE

### AZORES & MADEIRA

- MEO

### AZORES - S. MIGUEL ISLAND

- Teatro Micaelense

## TRAVEL & LEISURE

### PORTUGAL

- TAP

### AZORES - S. JORGE ISLAND

- Agência de Viagens e Turismo Oceano

### AZORES - S. MIGUEL ISLAND

- Picos de Aventura
- Futurismo

## RENT-A-CAR

### AZORES

- Autatlantis Rent a Car
- Ilha Verde Rent a Car

## INTERNATIONAL

- Rentalcars

## PORTUGAL

- Sixt Rent a Car

## NEW YORK

- Bike Rent NYC

## HEALTH CARE

### AZORES - S. MIGUEL ISLAND

- Farmácia Moderna

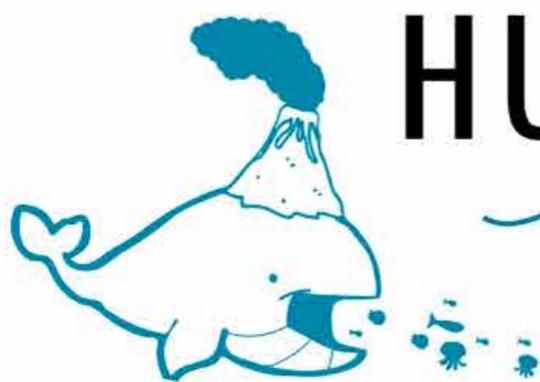
### AZORES - TERCEIRA ISLAND

- Farmácia São Bento

### LISBON, ALMADA, MADEIRA, ALGARVE, FIGUEIRA DA FOZ, COIMBRA, VISEU & AZORES

- Alberto Oculista





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We seek innovation through fantasy and authenticity through mystery - after all, these are the misty islands that connect the New and Old worlds: and maybe Atlantis was here?

We want you to enjoy and taste the Azores in a special way - one that will make you feel new emotions, learn enriching facts and wish for more. Then, you can return home filled with special memories and a big-whale laughter - the true goal of travelling!

Join us on our food tours and culinary experiences, on a quest for deliciousness and joy!



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Photo by Priscilla Du Preez

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# EXERCISES ON BOARD

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.

## 1 **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.



## 2 **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.



## 3 **SITTING MARCH**

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



## 4 **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.



## 5 **ELEVATION OF THE FOOT AND TOES**

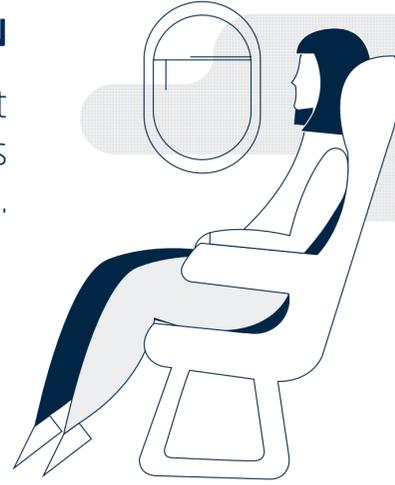
With your heels on the floor, lift your toes upwards. Hold the position for 30 seconds and repeat this exercise 5 times.



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.



7



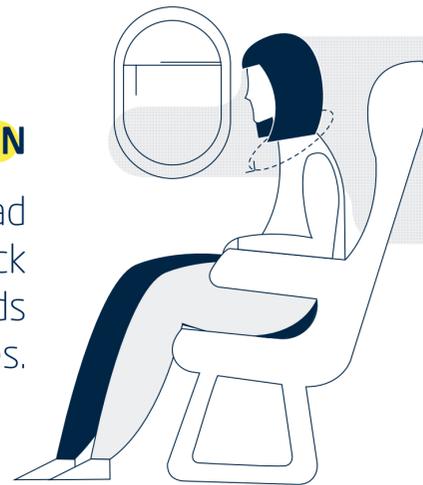
### TORSO FLEXION

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.



9



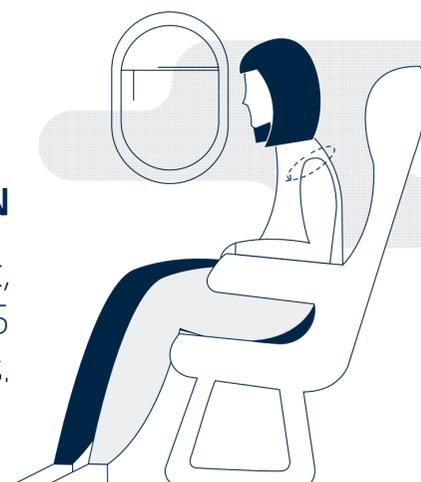
### TORSO FLEXION AND ARMS EXTENSION

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 times.





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websites**

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translation*

**gestão de  
terminologia**

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*terminology  
management*

# CHILDREN WHO FLY WITH SATA GROUP HAVE PRIORITY, SPECIAL CARE AND COMFORT



## PERMANENT MONITORING

We offer a special service of permanent monitoring for children from 3 months to 4 years old traveling alone. This service must be required upon booking and a service fee is applicable. Children from 5 to 11 years old are accompanied from check-in until meeting the person who will receive them. Children aged 5 to 11 years old traveling alone must pay a service fee. Parents may request the unaccompanied minor service for passengers with ages between 12 and 17.



## FLIGHT CERTIFICATES

SATA Group provides flight certificates for those who wish to have a special memory of their trip. They can be requested to our crew.



## MEALS ABOARD

On the aircraft of SATA Group, it's possible to warm up baby bottles and jars of food. Special cradles and baby meals can be requested while booking your flight.



## FUTURE MOMS

Future moms should obtain information at the SATA Group reception desks about the conditions under which they can travel.



## SPECIAL ASSISTANCE

SATA Group and its employees, at airports and aboard, strive to provide maximum comfort to all passengers, in particular to those who given their physical conditions, natural difficulties or inability, require special care and attention. You should request this service upon booking or up to 48 hours before flight departure.



Venha descobrir recantos paradisíacos em relaxantes caminhadas, aumentar o seu conhecimento com excelentes passeios culturais e fazer fantásticas viagens que lhe vão enriquecer a alma e ampliar a visão do mundo.

*“O mais belo caminho percorre-se a pé!”*

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Registos RNAAT nº 642 / RNAVT nº 8119

[info@caminhadassmile.pt](mailto:info@caminhadassmile.pt)

 **914 839 887**

# SATA GROUP COMMERCIAL PARTNERSHIPS

Bringing every day the world to the Azores and taking the Azores to the rest of the world is the goal behind the operation of SATA Group. With this in mind, several commercial agreements are continuously established with renowned carriers that allow expanding more and more the airline's destinations network and, at the same time, making the Azores known around the world. For our SATA customers these agreements allow issuing a single ticket for flights on both airline companies, with cheaper fares and greater convenience.

Carriers with which SATA Group has commercial partnerships and existing destinations:



**Air Europa** – Spain and Balearic Islands;

**Air France** – Paris, via Lisbon and Porto;

**Air Transat** - Canada, via Barcelona, Paris, Lisbon, Porto, and Toronto;

**Alaska Airlines** – All destinations of Alaska Airlines, via Boston;

**Binter Canárias** – Canary Islands and North Africa, via Las Palmas and Funchal;

**Czech Airlines** – Prague, via Frankfurt;

**Deutsche Bahn (Rail&Fly)** - Germany, via Frankfurt;

**EasyJet** - Europe and the United Kingdom, via Lisboa, Porto, and Funchal;

**JetBlue Airways** - USA, Caribbean and Central America, via Boston;

**KLM** – Amsterdam, via Lisbon;

**Porter Airlines** – Canada, via Boston and Montreal; USA: New York, Washington and Chicago, via Montreal;

**SAS** - Fennoscandia and Baltic countries, via Lisbon, Porto, Frankfurt, Paris, and Barcelona;

**TACV** – Praia, Sal, S. Vicente and Boavista, via Lisbon;

**TAP** – Europe, via Lisbon; Mainland Portugal - Azores/Madeira;

**TAROM** – Romania Bucharest and Sibiu, via Frankfurt;

**Transavia** - Europe, North Africa, and the Middle East, via Lisboa, Porto, Funchal, and Paris;

**Ukraine Airlines** – Kiev, via Frankfurt and London; Simferopol (Crimea) via Frankfurt;

**United Airlines** – USA, via Boston;

**Vueling** - Europe and North Africa, via Lisbon, Barcelona, Paris and Frankfurt;

**WestJet** – Canada, via Toronto and Montreal; USA: Miami, Las Vegas, Fort Lauderdale and Bermuda, via Toronto;

**Wideroe** - Norway, via Paris and Barcelona.



## A NEW SUBLIME HAS ARRIVED IN LISBON

Located in the heart of the Amoreiras neighborhood, next to one of Lisbon's most privileged arteries, an elegant 20th century town house transformed into a luxury boutique hotel opens its doors as Sublime Lisboa. Its original facade with bay windows, high ceilings, wainscoting, stucco and an emblematic staircase have been kept and given a new life.

Inside, with only fifteen rooms and suites, each with a unique decoration and atmosphere, this is a place where comfort meets design. Thus, the history of the house endures, ready to begin a new and sublime chapter.

Sublime Lisboa promises to preserve the best that this building provided, when Lisbon showed itself as a city that was both exotic and cosmopolitan. In a set of 15 hotel rooms, where each space has its own identity, with the color palette well-curated after a Feng Shui study, the wallpaper sets the tone and is filled with a series of patterns. Each piece of decor has also been carefully selected to provide an incomparably Sublime atmosphere.

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Rua Marquês de Suberra, 10  
1070-170 Lisboa, Portugal / +351 218 462 121  
info@sublimelisboa.pt / www.sublimelisboa.pt



## THE DAVVERO RESTAURANT

Paying homage to classic restaurants but with its own contemporary twist, Davvero is the gastronomic space that entices its guests and visitors to experience the rich Mediterranean flavors. From the traditional appetizer to the delicious tiramisu, Chef Isaac Kumi, brings to Lisbon a new experience in a cosmopolitan environment that promises to make this restaurant the next hotspot in Lisbon.

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Rua Artilharia 1 - N° 70  
1070-013 Lisboa, Portugal / +351 911 771 610  
info@davvero.pt / www.davvero.pt

# ESTA & ETA REQUIREMENTS FOR ENTRY IN THE USA AND CANADA

## ESTA

We inform that in order to entry American territory, if you are a foreign citizen traveling to the USA under the Visa Waiver Program, you must have the ESTA (Electronic System for Travel Authorization). To do so, you will have to submit your request at [esta.cbp.dhs.gov](http://esta.cbp.dhs.gov). Before beginning your trip, check all the information visiting the website [www.cbp.gov/travel](http://www.cbp.gov/travel)

## ETA

To enter the Canadian territory, if you are a foreign citizen traveling to Canada under the Visa Waiver Program, you must have the ETA (Electronic Travel Authorization). To do so, you will have to submit your request at [www.cic.gc.ca/english/visit/eta.asp](http://www.cic.gc.ca/english/visit/eta.asp). Before beginning your trip, check all the information visiting the website [www.cbsa.gc.ca](http://www.cbsa.gc.ca). Passengers with dual nationality should obtain information at [www.cic.gc.ca/english/visit/dual-canadian-citizens.asp](http://www.cic.gc.ca/english/visit/dual-canadian-citizens.asp)

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

In order to be eligible for VAT exemption you have to be habitually resident outside the European Union; your purchases can't be of commercial nature; leave the European Union with the items in your personal luggage within the 3 following months from the relevant purchase.

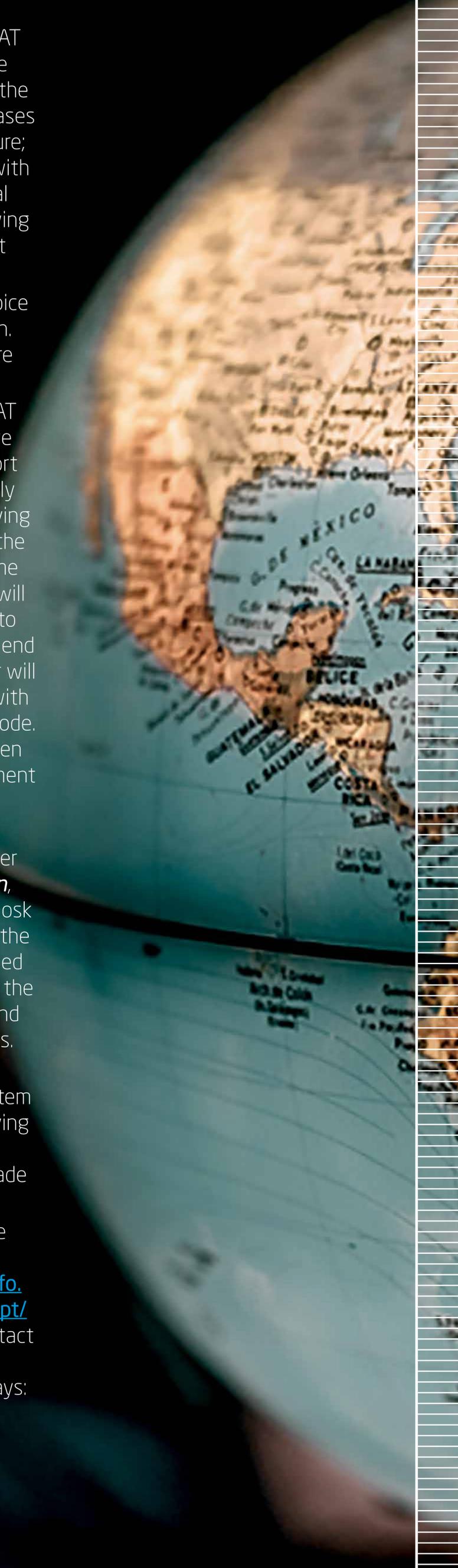
There is a minimum per invoice to benefit from exemption. Refer to the seller for more information.

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.

More questions? Visit the Ministry of Finance and Public Administration at [info.portaldasfinancas.gov.pt/pt/apoio\\_contribuinte/](http://info.portaldasfinancas.gov.pt/pt/apoio_contribuinte/) or contact the Call Center on 21 720 67 07 (Business days: 9:00 am – 07:00 pm)



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# CONTACTS

## Contact Center

+ 351 296 209 720

info@sata.pt

## Working hours:

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

## SATA SALES OFFICES

### SANTA MARIA ISLAND

#### Sales Office

Rua Dr. Luís Bettencourt  
9580-529 Vila do Porto  
Tel.: (+351) 296 820 701/2

#### Airport

Tel.: (+351) 296 820 180

### S. MIGUEL ISLAND

#### Sales Office

Av. Infante D. Henrique, 55  
9504-528 P. Delgada  
Tel.: (+351) 296 209 749

#### Airport

Tel.: (+351) 296 205 414

#### Lost & Found

Tel.: (+351) 296 205 413

#### Cargo

Tel.: (+351) 296 206 022/23

### TERCEIRA ISLAND

#### Sales Office

Rua da Esperança, 2

9700-073 Angra do Heroísmo

Tel.: (+351) 295 403 650

#### Airport

Tel.: (+351) 295 540 047

#### Lost & Found

Tel.: (+351) 295 540 031

#### Cargo

Tel.: (+351) 295 540 043

### GRACIOSA ISLAND

#### Sales Office

Rua Dr. João de Deus Vieira  
9880-379 Santa Cruz da Graciosa  
Tel.: (+351) 295 730 161

#### Airport

Tel.: (+351) 295 730 170

### S. JORGE ISLAND

#### Sales Office

Rua Maestro Francisco de Lacerda, 40  
9800-551 Velas  
Tel.: (+351) 295 430 351

#### Airport

Tel.: (+351) 295 430 360

### PICO ISLAND

#### Sales Office

Rua D. Maria da Glória Duarte  
9950-337 Madalena  
Tel.: (+351) 292 628 391

#### Airport

Tel.: (+351) 292 628 380

### FAIAL ISLAND

#### Sales Office

Largo do Infante  
9900-016 Horta  
Tel.: (+351) 292 202 291

#### Airport

Tel.: (+351) 292 202 310

#### Cargo

Tel.: (+351) 292 202 315



## FLORES ISLAND

### Sales Office

Rua Senador André Freitas, 5  
9970-337 Santa Cruz das Flores  
Tel.: (+351) 292 590 341

### Airport

Tel.: (+351) 292 590 350

### Cargo

Tel.: (+351) 292 590 355

## CORVO ISLAND

Caminho dos Moinhos  
9980-032 Corvo  
Tel.: (+351) 292 590 310

## LISBON

### Airport

Tel.: (+351) 218 554 090

## PORTO

### Airport

Tel.: (+351) 229 470 330

## USA - MASSACHUSSETS

**Azores Vacations America, Inc.**  
211 South Main Street  
Fall River MA 02721  
Tel.: (+1) 508 677 0555

## USA - NEW BEDFORD

128 Union St., Suite 101  
New Bedford, MA 02740  
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## USA - CALIFORNIA

2109 Fulkerth Rd  
Turlock, CA 95380  
Tel.: (+1) 209 620 8221

## CANADA - TORONTO

1274 Dundas Street West  
Toronto, Ontario  
M6J 1X7 Canada  
Tel.: (+1) 416 515 7188  
Fax: (+1) 416 515 0106

## BOOKING MANAGEMENT AND CARGO HOLD SPACE CONTROL REGARDING FLIGHTS LEAVING FROM:

## AZORES AND MADEIRA

### Cargo Contact Center

Tel.: (+351) 296 209 797  
carga.reservas@sata.pt

Working hours

Working days - 8 AM to 6 PM

## LISBON

### Air Logistics - GSA, S.A.

Terminal de Carga de Lisboa  
Edifício 134 - Piso 1 - Gab. 1218  
1750-364 Lisboa  
Tel.: (+351) 218 475 749  
gsa.spvr.cargo@gsa.pt  
gsa.ops.cargo@gsa.pt

## PORTO

### GSA - OPO

Aeroporto Francisco Sá Carneiro -  
Terminal de Carga - Piso 3 - Sala 320  
4470-528 Maia, Portugal  
Tel.: (+351) 229 481 936  
gsa.opo@gsa.pt  
gsa.sales.opo@gsa.pt

## BOSTON

### Hermes Aviation, LLC

6033 W Century Blvd - Suite 610  
Los Angeles, CA 90045, USA  
Tel.: (+1) 877 425 4872  
bookings@hermes-aviation.com

## TORONTO

### Kales Airline Services (Canada) Inc.

5925 Airport Road, Suite 110,  
Mississauga, ON  
Canada. L4V - 1W1.  
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