

Terms and Conditions: Transparency and clarity in all legal and contractual aspects

Last Updated: 30/09/2025

1. **Acceptance of Terms and Conditions** By using **Multipark** services, you acknowledge that you have read, understood, and accept these Terms and Conditions, in compliance with the **GDPR** (Regulation (EU) 2016/679) and applicable Portuguese legislation (Law No. 58/2019). Non-acceptance implies non-use of our services.
2. **Service Description** **Multipark** provides professional valet parking services at the airports of Lisbon, Porto, and Faro. The service includes vehicle reception at the terminal, parking in secure facilities, and return upon request. All services require prior reservation and are subject to availability.
3. **Reservations and Payments** Reservations are made online or by telephone, becoming binding upon payment confirmation. We accept credit/debit cards and digital payment platforms. Free cancellations are permitted up to **24 hours** before the service; after this period, a fee equivalent to one day's rate applies. Refunds are processed within **7 business days**.
4. **Liability and Insurance** All vehicles are covered by mandatory civil liability insurance, in accordance with Portuguese law. We are not responsible for personal items left in the vehicle. Additional coverage is available upon request.
5. **Code of Conduct** Clients commit to providing accurate information and maintaining professional conduct with our team. Inappropriate behavior may result in refusal of service without refund. The client is responsible for damages resulting from misconduct.
6. **Data Protection** The processing of personal data follows the **GDPR** (Regulation (EU) 2016/679) and Law No. 58/2019. Data is used for contractual execution, legal compliance, and legitimate interests. Rights of access, rectification, erasure, and portability are guaranteed in accordance with Articles 15-22 of the GDPR.
7. **Cookies Policy** We use cookies to improve the experience and analyze website performance. Aggregated and anonymous data are processed for service optimization. Cookie management is available in browser settings, in accordance with Directive 2002/58/EC and Decree-Law No. 7/2004.
8. **Modifications to the Terms** We reserve the right to update these Terms to reflect legal, regulatory, or operational changes. Significant changes will be communicated via email and on the website. Continued use implies acceptance of the revised terms.
9. **Contact Information** For questions regarding Terms, reservations, or data protection, please contact us through the official channels available on the website.