

Rio de Janeiro, Brazil ~ Helpful Tips and Information

Plan Your Trip

- Research your destinations, observe the routes, in advance, for possible rest areas and police stations. It is suggested that you have a GPS and/or a physical map.
- Under Brazilian law, it is illegal to drink any amount of alcohol and drive.
- When renting a car, make sure that it can safely accommodate all passengers in your group. Appropriate car seats are required for children.
- The use of seat belts is required for drivers and all passengers. Luggage must be transported in the trunk and never cover glazed area of the vehicle, or loose in the car.
- For long trips, be prepared by bringing extra water and snacks; avoid purchasing food products along the highway by unauthorized individuals.

Safety Recommendations

- Always accompany your child and consider using some type of identification device to include, name, phone number and place of accommodation.
- Avoid crowded places, when possible.
- Use crosswalks, and obey the traffic and transit commands/signs, paying attention to oncoming vehicles.
- Avoid walking alone through isolated, unknown or poorly lit places, especially at night.
- When visiting sights, try to visit with a group and/or an official tour guide.

Driving/Travel

- In case of accident on state highways, dial 190; 191 if you are on a federal highway.
- If you need to make a stop during a trip, look for police stations or gas stations, this way avoiding the side of the highway.
- Avoid roaming through secondary roads, especially at night. Make sure that the route indicated by your GPS is the main access to your final destinations. In Brazil, if your chosen route has a toll, the charges for tourists are performed manually at the central booths.
- Observe the speed limits.
- Do not accept or give rides to strangers.
- When driving, place your your bags on the floor of the vehicle.
- Avoid leaving your car in the care of non-uniformed and unmarked valets.
- Do not park in prohibited places.

Transportation

- Use regulated transportation only. You can learn more about public transportation and regulated taxis at <http://visit.rio/en/mobility/>
- Taxis may charge an additional amount, if asked to handle your luggage.
- Uber is available in Rio de Janeiro.
- Bike and scooter rentals are available by using the appropriate app. These rentals work on the dock-less model. Instead of bikes being in a single parking spot

(which also exist), they can be found “parked” on sidewalks, parks and corners, identified by the color yellow. Electric scooters are also available. When you finish the trip, the scooter’s motor is automatically disabled. Websites:

<https://www.yellow.app/> or <https://www.ongrin.com/pt/>

Emergency Assistance

- Dial 190 - the emergency number for the Military Police of Rio de Janeiro
- Security officers and police should always be your reference. If more convenient, go to the Special Police Unit for Tourism Support (DEAT), phone number: 2332-2924
- Civil Police, the Military Police and the Municipal Guard have specialized services for tourists
- Embassies are also an option for you to learn the best practices and measures to be taken in case of incidents; <http://www.itamaraty.gov.br/en/>

Telecommunications

- To call another city or state within Brazil, dial 0 + Operator Code + City Code (e.g. 11, for São Paulo) + the intended number.
- To call another country, dial 00 + Operator Code + Country Code (e.g. 1, for the US) + the area code (e.g. 212, for New York) + the intended number.
- Be careful of cell phone calls; rates can be quite high when outside your area code. Please refer to your provider for details.

Accommodations

- Make sure that your rates and other details are negotiated and included in your contract. If the conditions that have been negotiated are not met or if the facilities are inadequate, you may demand compliance with the offer, accept another equivalent service or cancel the reservation and receive refund(s).

Package Tours and Tourist Agencies

- All agencies operating in Brazil must be registered with the Ministry of Tourism. Check records at <https://cadastur.turismo.gov.br/hotsite/>
- When signing a contract, make sure all services have been recorded in detail. The Tourist Agency is responsible for all services that compose a package tour

Restaurants

- Restaurant must clearly state the amounts they charge, including any cover charge
- A first course of hors d'oeuvre is optional. You should not pay for items you have not ordered
- It is common practice to include an extra 10% or 12% charge as gratuities to waiters. However, this is not a requirement.