

Frequently asked questions:

Where are the Azores?

Trace a straight line passing through Lisbon and New York. Practically in the middle of the Atlantic, you'll find the archipelago of the Azores. The archipelago is divided into 3 groups, and in the central group, on the southern coast of Pico island, you'll find Lajes.

[To know some more about the Azores](#)

How to go in Pico?

Unfortunately the only means of transportation is also the most pollutant one – the plane, as there isn't a sea link. Two airline companies connect the islands to the continent. The [SATA International](#) and the [TAP Portugal](#), but it is more simple to address a travel agency, which may not know the Azores. To help them, give them the airport of arrival code, which is PIX, or alternatively HOR.

I travel with my family, have you thought of us?

Yes, we propose a special voyage family, "[Whales in family](#)". For the small pains of your tribe, we have a health unit just a few meters from our base. We have a nanny service for children up to 6 years old. You will find 3 people Kayaks at our base, some all-terrain bikes equipped with child seats, data bases, films and books for children in our library.

Which are the most observed cetacean species in the Azores and which is the best period of the year? Is it possible to experience a one trip with no cetaceans?

There isn't really a better period, because that depends on the species. Our activity is especially limited by the climatic conditions... which are very "Atlantic" from November until end Mars. We maintain an [observation statistics since 1993](#). At sea there is always something to watch, as birds, turtles, sharks... under the highest mountain of Portugal set, less than 1% of our exits at sea are experienced in the absence of cetaceans.

What may I do in Pico when I do not leave to the sea?

Walks, visit the museums, horse riding, scuba diving... Look at the card "[Pico beyond the whales](#)"

How is the hotel?

"[Whale' come ao Pico](#)" was drawn by Alexandra, architect but also cofounder of Espaço Talassa. It consists of a renovated basalt masonry old house, with sober contemporary lines, soft colors and tradition, just close to our base.

I wish to remain in another space. is this possible?

Yes, we even propose you a list of [alternatives lodges](#).

What happens if I cancel my voyage?

More than one month before your arrival, we refund you 100 % of the paid sums. At less than 30 days of your arrival, we preserve all the versed sums. It is thus important to know if you have an insurance "cancellation-voyage", which is very often the case when you use a credit card.

Is it possible to observe whales during a voyage "Dances with the dolphins"?

Yes, it is possible and in fact it happens very often. However this voyage is initially intended for swimmers, and thus, it is important to have a majority of passengers interested also by the large Whales.

May I make just one exit at sea to swim with dolphins?

No. It is the best way to respect the animals and to insure the safety for the Homo sapiens... more explanations in... "[Dance with the dolphins](#)".

I remain in Lajes several days but desire not to take part in the one of your fixed prices. Is this possible?

Yes, you can reserve one or more exits out of the framework of the fixed prices week, time information and price in "[Whales and Dolphins of Queimada](#)"

If you didn't find the precise question or the right answer, to contact us:

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or directly by telephone: + 351 292 672 010.