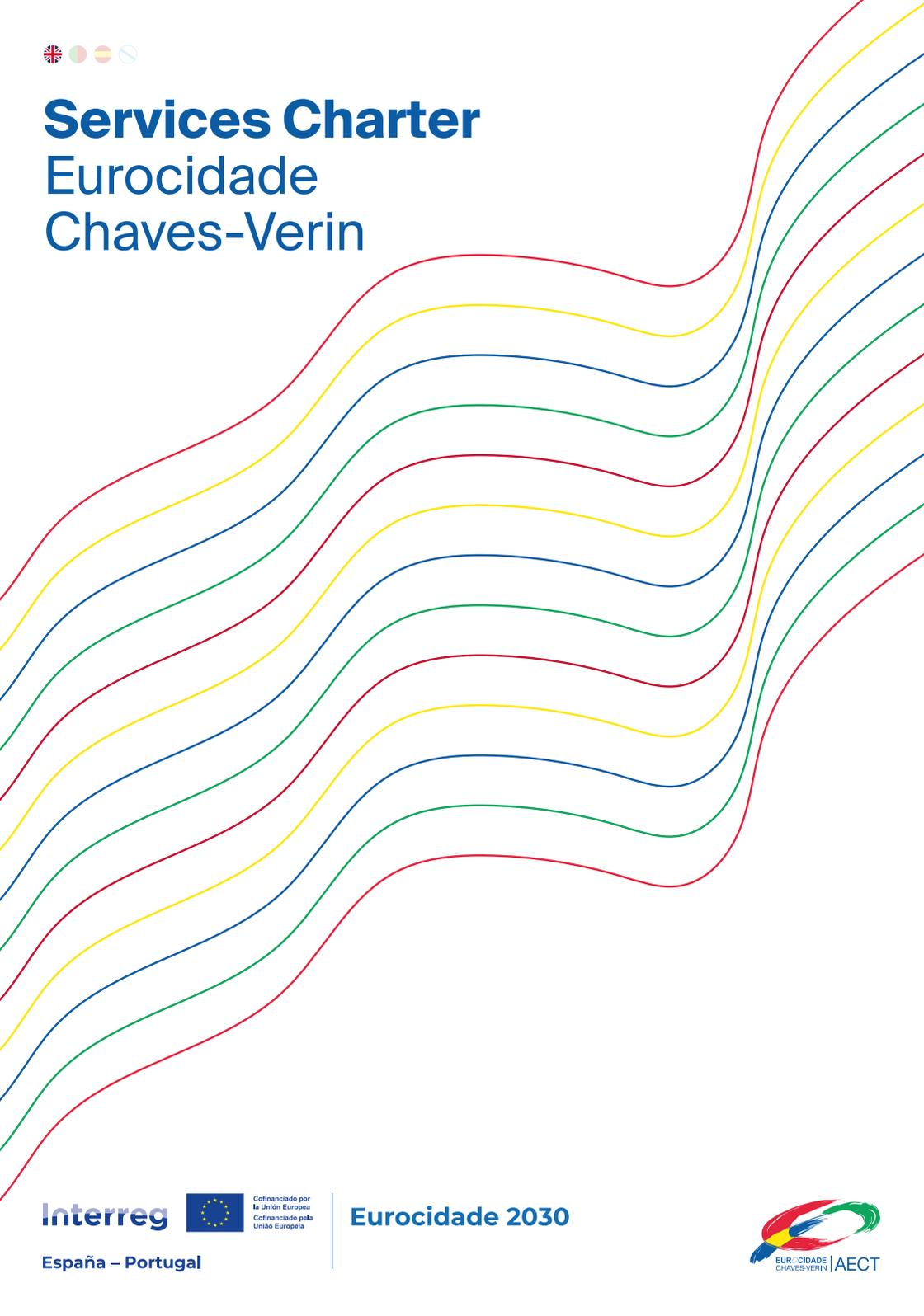




# Services Charter

## Eurocidade Chaves-Verin



**Interreg**



Cofinanciado por  
la Unión Europea  
Cofinanciado pela  
União Europeia

España – Portugal

**Eurocidade 2030**



# What is the Chaves-Verín Eurocity?



## Who we are

The Chaves-Verín Eurocity, formally constituted as a European Grouping of Territorial Cooperation (EGTC) in 2013, is a cross-border entity with legal personality recognised in both countries, which facilitates and promotes cooperation between the municipalities of Chaves (in the Northern Region of Portugal) and Verín (in the Autonomous Community of Galicia, Spain).

Our creation is the result of a long process of collaboration initiated in 2007, the purpose of which is to consolidate a framework for territorial cooperation, in accordance with the provisions of Article 175 of the Treaty on the Functioning of the European Union.

We are a benchmark in cross-border territorial development, with a focus on economic, social, cultural and environmental cohesion, which draws upon the proximity of the cities to generate synergies that benefit both territories.

## Objectives of the Eurocity

The main objectives of the Chaves-Verín Eurocity are to:



### Promote territorial cooperation

between the municipalities of Chaves and Verín, jointly managing the services and facilities of both territories.



### Turn the border into an opportunity for regional and socio-economic development.

Instead of being a barrier, the border is used as an instrument to foster institutional, economic and social convergence.



### Strengthen economic and social cohesion

in areas such as agriculture, trade, tourism, heritage, spatial planning, environment, natural resources, transport, communications, logistics, culture, sport, education, leisure, health and civil protection.



### Encourage the shared use of public services

that promote coexistence and collaboration between citizens on both sides of the border.

# Cooperation Strategies

To achieve these goals, we are developing the following strategic action plans:

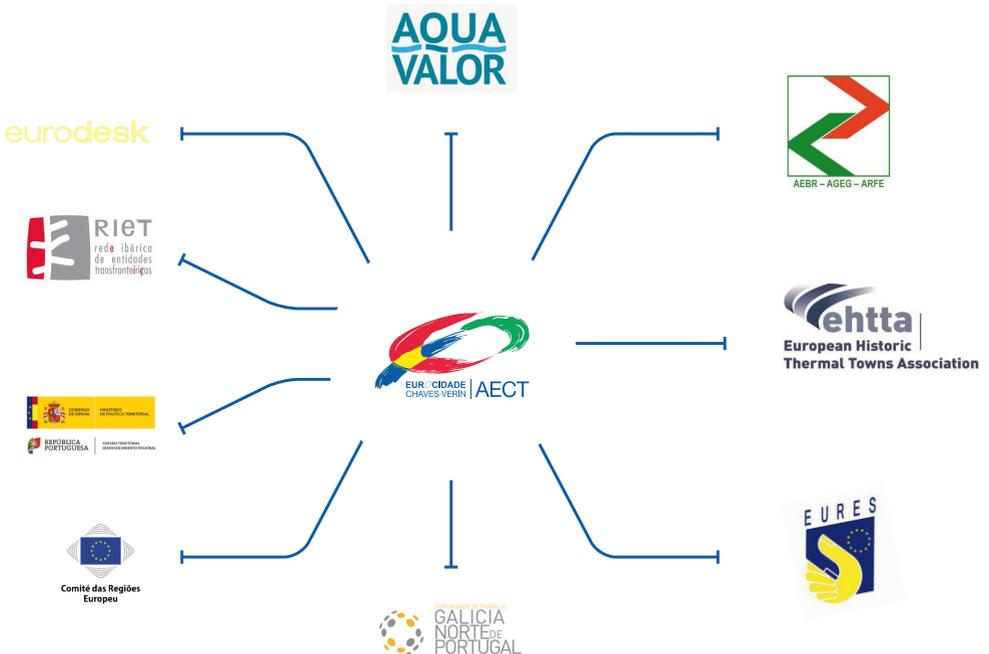
Preparation, design, presentation and implementation of programmes and regional cooperation projects co-financed by the European Union, through the European Regional Development Fund (ERDF), the European Social Fund (ESF) and the Cohesion Fund.

Joint management of infrastructures and public services of common interest which are planned and implemented with own resources, or through collaboration with EGTC members.

Implementation of public works and joint projects in key areas like environmental protection (especially the protection and utilisation of the Tâmega River), transport and communications.

## Our partners

European Territorial Cooperation Networks



# Our people

## Our region and demographics

The Chaves-Verín Eurocity extends across the border municipalities of Chaves and Verín, with a total area of 685.3 km<sup>2</sup> which, together, in 2021, had a total population of 51,219 inhabitants.

The most relevant demographic data are:



- Chaves is the most populated municipality in Alto Tâmega, with:

**37,590**  
inhabitants in 2021

- Verín had:

**13,629**  
inhabitants in 2021

- Overall

**51,219**  
inhabitants in 2021

In addition, the following regional data can be observed:



- In the age structure of the Eurocidade:

**60 %**  
of the population belongs to the age group between 15 and 65 years.

- While

**30 %**  
of the population is over 65 years old, 27% Verín and 32% Chaves.

In the field of education, the Eurocity shows a considerable rate of population with higher education:



- Verín has,

**18.5 %**  
of its population with higher education.

- In Chaves

**14 %**  
are university graduates.

- Overall

**15.2 %**  
of the Eurocity population has completed higher education.

## Description of services

The headquarters of the Chaves-Verín Eurocity is located in a symbolic space: the old Spanish Customs House in Feces de Abaixo. This place, which used to represent the division between the two territories, is now a symbol of union and collaboration between Chaves and Verín. Here, we offer services and information of interest to all Euro-citizens.

We offer the following services:



### → Cross Border InfoPoint (CBIP)

The CBIP, located in the former Spanish Customs House, is a key information centre for those who want to learn more about the Eurocity and the cross-border region. It offers advice on essential issues for residents and workers in the area, such as labour mobility, taxation and legislation.

**Objective:**

Strengthening mobility and the labour market in the cross-border area by guiding citizens in their daily lives.

### → Cross-border Youth Information Office

The Chaves-Verín Eurocity Cross-border Youth Information Office is integrated into the Portuguese Institute for Sport and Youth (IPDJ) and the Xunta de Galicia's Directorate General for Youth, Participation and Volunteering organisations, as well as being part of the European youth information network (Eurodesk).

**Objective:**

To be a platform for youth mobility and collaboration between Galicia and Portugal, promoting socio-cultural integration and acting as a guidepost in employment, culture, leisure and studies in the Euroregion, as well as promoting the idea of a united Europe.



### → Rehearsal room

A free service aimed primarily at young people so that they have a suitable space where they can express their musical creativity. This space is part of the Galician network of rehearsal rooms of the Xunta de Galicia's Directorate General of Youth, Participation and Volunteering and is equipped with a recording booth.

## → Cross-border Documentation Centre

Based in Chaves, this centre specialising in cross-border cooperation provides access to documentation on the Spain-Portugal border. Through its physical and digital archive, it facilitates the exchange of relevant information for academics and interested citizens.

### **Objective:**

Collect, organise and disseminate information on cross-border cooperation, making the content accessible to researchers and the general public.



## Eurocitizen Card issuance

The Eurocitizen card is a common card for both cities that guarantees residents of Chaves and Verín equal access to municipal services and events in both towns. It promotes the integration of citizens on both sides of the border, optimising the use of shared public resources.

### **Objective:**

Facilitate universal access to public services in both municipalities, avoiding the duplication of infrastructures and promoting Eurocitizen identity.

## → Cross-border Tourist Information Office

Chaves and Verín are promoted as a unique destination, highlighted for their richness in thermal waters and natural and cultural heritage, which have allowed them to join the European Association of Historic Thermal Towns (EHTTA). The tourism network provides detailed information and promotional resources for visitors to enjoy the area all year round.

### **Objective:**

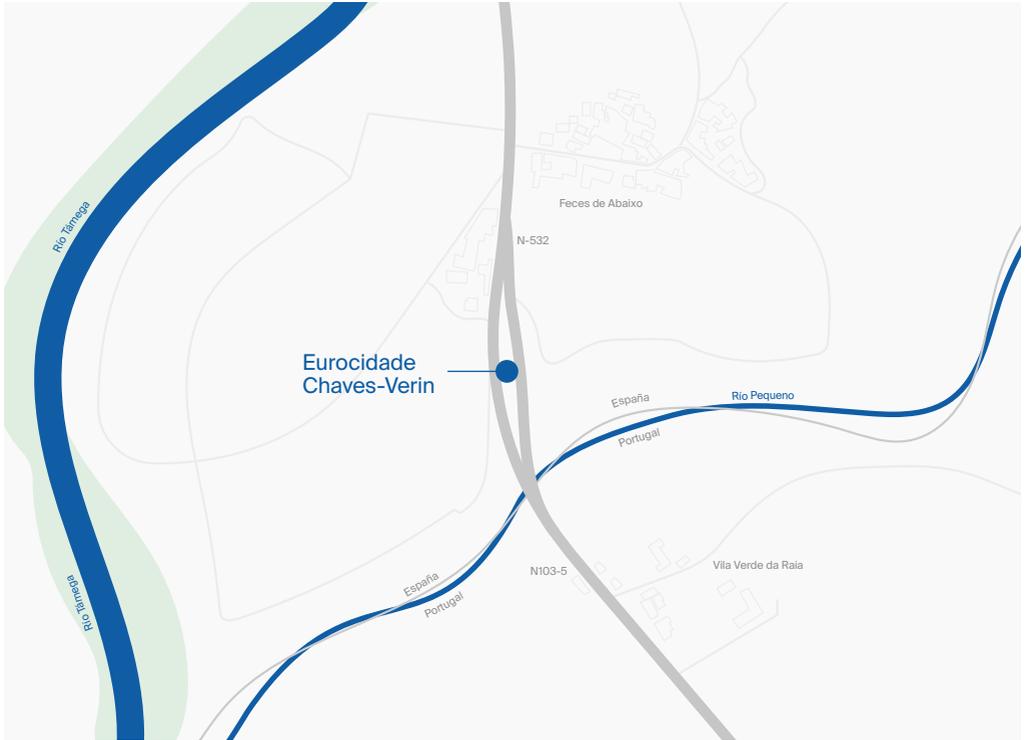
To provide comprehensive information to tourists and facilitate their stay, promoting the enjoyment of the natural and cultural attractions of the Eurocity.



The Cross-border Tourist Information Office is part of the network of tourist information offices of the Chaves-Verín area, which includes an office in Chaves, one in Verín and another in Vidago.

## Useful information

If you would like to use any of the spaces or services, please contact us:



### Contact

Antigua Aduana Española/Spanish  
Customs House,  
Avda. Portugal, Feces de Abaixo,  
32699 Verin, Ourense, Spain

(+34) 988 426 644 / (+34) 608 913 048

[info@eurocidadechavesverin.eu](mailto:info@eurocidadechavesverin.eu)

### Opening hours (Spanish time):

Monday to Thursday: 09:00 - 14:00 / 15:00 - 17:00  
Friday: 09:00 - 14:30

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