

Your **Guide** to **Moving** to and **Studying** in Madrid in Times of COVID-19!



citylife
madrid



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How to prepare for your time in Madrid

Stay safe and healthy during your entire stay!

We are currently living through some **challenging times**. We are not only experiencing significant changes to our everyday lives, but also learning how to cope with uncertainty. When it comes to studying abroad in Madrid in the upcoming semesters, there are several critical **questions about the impact of COVID-19** which remain unanswered.

- *How long will the virus continue to affect our lives?*
- *How will the spread of the virus be contained?*
- *How long will restrictions last and what kind of restrictions will there be?*
- *Will university programs take place as planned or will they be delayed?*
- *If so, how can you organize a place to live without losing money?*
- *What kind of insurance should you get?*
- *How can you apply for a visa if all consulates are closed?*
- *How will you know what to do in case of COVID-19 symptoms in Spain?*

The list of questions is long and we know that so many **unanswered questions can be quite overwhelming**. Which is why Madrid's local businesses and our team at **Citylife Madrid** have put together this document for you. This guide will try to address all your questions and more, to help ease your mind when planning your future studies abroad.



We are here for you!

Besides **helping you in your move** to Madrid, the main goal behind this guide is to **provide advice** so you stay safe and healthy during your time abroad. Staying informed is important especially during times of COVID-19.



We do this via our newly established
Study Abroad Madrid NewsTicker

The NewsTicker is accessible for everyone who would like to stay informed about recent news updates. For example, when the Spanish government announces new social distancing rules.



We have also established
Healthcare Advice Hotline via WhatsApp

that you can reach out to at no cost to get advice on healthcare related topics. The advice hotline will be managed mainly by **HM Hospitales** for all healthcare related questions as well as by the **Sinews Multilingual Therapy Institute** when it comes to psychological and psychiatric assistance.

For more details, please continue to

To join the NewsTicker, simply
CLICK HERE

And send us a WhatsApp with your **name**, your **university in Madrid** as well as the text **"news"**.





Important things to do before traveling to Madrid



In this section we will answer many of the questions we mentioned at the beginning to the extent that they can be answered today.

The next pages of this guide will provide support when it comes to **planning & preparing for your stay in Madrid**. We will introduce you to selected companies and organizations that are trusted, and that have worked hard to adapt their policies to the times of COVID-19. Establishing **flexible cancellation and refund policies, among other things, to support you in your move to Madrid**.

Keep reading about the special offers established for you so you can go on preparing for your travel to Madrid despite the uncertainty. You can confidentially plan ahead with these recommended service providers, knowing you won't risk losing your money or be put in any risky positions in case of any unforeseen changes due to COVID-19. This way you can safely **rent a room** from home, contract a good **medical insurance** for studying in Spain (Europe) and initiate your **visa process**.



Certain nationalities are allowed to initiate the visa process upon arrival to Madrid. See chapter for more details!



Housing - Finding the perfect new home in Madrid in times of COVID-19

COVID-19 has introduced several new challenges to the flat hunting process in Madrid.

In general, the concept of choosing an apartment before even landing in the city might seem odd. But it is common practice in many European cities. This is often due to high demand and a “rush” of people looking for flats in a short period of time. Which means those who wait until they’ve arrived to the city to look for flats will not have much to choose from, as the “good” locations have already been taken.

Those looking for a flat in Madrid in the next months may also have to deal with new immigration rules set by the Spanish government. **Which could mean a temporary quarantine period at home upon arrival to Madrid. Making it even more important now than ever to find your accommodation beforehand.**



In addition to general uncertainty and desire to see your flat in person, there are risk factors that come with this method of apartment hunting. One being fake announcements and scams on various housing portals.

But this is where our years of experience and expertise come in.

We’ve invested time speaking to some of the top housing agencies in Madrid and worked with them to arrange special offers and support to their customers with COVID-19 adapted, flexible policies. **Our top pick of this section is helpHousing!** They would like to contribute to making your move to Madrid as easy and worry free as possible.

So who are they?



www.helphousing.com



helpHousing has been one of the leading housing service providers in Madrid since 2010. They are well trusted in the industry and are a preferred choice by international students and young workers in Madrid as well as other cities around Europe. Help, as we call them, is known for reliable and professional service, providing rooms, flats and studios to young internationals.

For the upcoming semester, they would like to do their share in making your arrival and stay in the city as flexible, safe & convenient as possible with the following special offering when it comes to safety, health and financial security:

- No service/agency fee
- 50% discount on the rent of August so you can come 2-3 weeks before the actual start of your classes
- Flexible cancellation policies with a full refund of your deposit & rent in case of COVID-19 related cancellations/delays
- Personal flat manager that will help you choose the best flat/room in Madrid before your arrival according to your preferences (location, budget, etc.)
- Online reservation, contract review and contract signature process
- Cleaning and disinfection protocols for prevention in place as well as after notification of a confirmed case
- Cleaning and maintenance service throughout your stay following the established helpHousing COVID-19 protocols
- Continuous free onsite support through your personal flat manager
- Personal online account to monitor and control your expenses

**Get in touch with them now
by sending an email to:
partnersmadrid@helphousing.com**



If you'd like to learn more about housing in Madrid or to check out other trustful agencies & platforms, make sure to [check out our housing in Madrid portal](#) or [fill out the housing request form](#) which will connect you with other known rental partners in Madrid.

To find a roommate or interact with others who will be moving to Madrid, please [join the Roommate & Flat Search forum on Facebook](#). It's a great way to meet fellow students before arrival, ask questions and maybe even get to know your future roommate(s).

Last but not least, we highly recommend that you download our [free "Housing in Madrid" guide](#) to learn everything there is to know. We cover topics like:

Getting to know Madrid's neighbourhoods

Where and how to search for a flat/room

What to look for during your search

Identifying and avoiding scams

Important: We are regularly in touch with other recommended and trusted rental agencies in Madrid to understand their measures of security and potential deals they are willing to offer to incoming international students.

We will ensure to distribute all updates via our below, so make sure to join it now!

Medical Insurance for Spain

What's the best deal in times of COVID-19?

Quite possibly the most important topic for your personal safety is a [good medical insurance that will cover you during your time abroad](#). This is especially true for those who will come from outside the European Union and who will require specific coverage.

EU citizens do not necessarily need private insurance but it is recommended. Especially in these times having access to the private healthcare sector could help avoid potential waiting times and language barriers.

Popular private hospitals, like **HM Hospitales**, provide e.g. a personal medical translator on site specialized in international patients at no extra cost. So long as you have an international private insurance.



HM
hm hospitales

Our top recommendation for medical insurance is Sanitas.

For many years, Sanitas has specialized in healthcare plans for internationals moving to Spain. They offer one of the most popular healthcare plans currently out there that is exclusive for students as well as flexible: Sanitas International Students Health Insurance.

- Without co-payments, without waiting periods, with repatriation included
- Flexible, short term & long term contracts covering every aspect of your stay in Spain and Europe
- Personal assistance in English or Spanish & documentation available in many languages to find the best plan that matches your needs e.g. to apply for your visa
- An easy application process
- 24hr help line and access to Spain's general, emergency, specialty & dental healthcare
- Full flexibility guarantee, e.g. contract linked to the months of duration of your course with the option to extend in case your studies or work experience are extended
- Refund of the total amount of your contracted insurance in case of COVID-19 related cancellations/delays or visa denegation

Don't hesitate to get in touch with them now and get your personal quote

Send them your planned travel dates, your age and any additional details or questions you may have via the contact information we have provided below. They will take time to assist you and to work out a detailed, flexible quote that you are then free to contract if it fits your needs.

Contact Details:

Ms. Prabha Miret – pmiret.pex@sanitas.es - +34644135054

Mr. Eric Moras – emoras.pex@sanitas.es - +34671629258

Also check out the [Sanitas Medical Guide for Madrid](#).

If you are looking for more alternatives to compare your Sanitas offer to, we recommend that you check rastreator.com.

Free Visa & Legal E-mail Consultation

Offered by the Proyecto Océano® Immigration Lawyers Team

Applying for a student visa to come to stay in Spain for longer than 90 days is usually a very standard process. You simply collect the required documents, head to the nearest consulate and submit the paperwork. But COVID-19 has affected this process as well.

Many Spanish consulates are closed or have heavily reduced their hours to the public. Which makes it difficult to apply for a visa the usual way. But as with everything we've discussed in this guide so far, the process has been adapted to fit the times.

An **online student visa application process** has been created for the majority of foreigners, which can be **initiated once you have landed in Madrid**.

Applicants have 60 days from their arrival date to start the process. In addition to the traditional visa requirements, those interested in applying for the online student visa **must** be citizens of a country that is **not** required to apply for a tourist visa to Spain. In other words, if you would not normally have to apply for a tourist visa (90 day permit in your passport) to visit Spain on vacation, then you are eligible for the new online visa process.

Unfortunately, citizens who would normally be required to apply for a 90 day tourist permit are advised to get in touch with the nearest consulate once they are open. **Please check with them if you should apply for the usual student visa or for a tourist visa** (might be quicker) and in the latter case initiate the student visa application process upon arrival in Spain (within 60 days).



Legal topics can be tricky. That's why it's always **good to speak to the professionals** for help.

You might already know Proyecto Océano from your friends who moved to the city in the past. Proyecto Océano is an immigration law firm based in Madrid. They are often present at many universities in Madrid offering their services to the international students community.

They specialize not only in applications for the **NIE** (EU citizens), **TIE** (non-EU citizens) & **Empadronamiento** but also with work permits and most importantly, with student visas, internship permits and permits for those "looking for a job".

When planning the legal part of your trip to Madrid, we recommend you reach out to Proyecto Océano to consult with them your case directly.

They can support you in the online student visa application upon your arrival in Madrid, as well as answer some more general questions. **The email consultation is free of charge!** They will also offer discounts in case you would like them to manage everything on your behalf.

Simply send an email to: info@citylifemadrid.com with the subject line: "Free Consultation Covid19."

Also please mention from **where you are from**, your **planned travel dates**, the **expected length of your stay** and **any questions** you might have. We will ensure to connect you with the right contact person depending on your doubts.



To stay up to date about **legal topics that are impacted by the current situation**, simply:

Join the NewsTicker
[CLICK HERE](#)



NewsTicker & Free Healthcare Advice Hotline



Be safe throughout your stay

Moving to another country is a big and an exciting step for everyone. But it's important not to forget about the less thrilling topics, like **understanding the Spanish medical system**, staying up to date with news during COVID-19 times and knowing what to do in any kind of emergency – to name a few.

To make things easier for you, we have created what we call **a NewsTicker**. This will ensure you stay up to date on important news like:

Government rules & protocol changes

Major announcements that potentially affect our daily life

Information to help you enjoy the city

Useful information to help you settle in to your new life in Madrid



To join the NewsTicker, simply **CLICK HERE**

And send us a WhatsApp with your **name**, your **university in Madrid** as well as the text **"news"**.

Last but NOT less important, we have established a **Healthcare Advice Hotline** via WhatsApp that will be operational during the academic term. The experts of **HM Hospitales** and the **Sinews Multilingual Therapy Institute** are here to provide you with free advice and guidance. Attention is given in English & Spanish. You can reach out to consult any doubts you might have to get indications & expert advice! Simply save this number on your phones:

Citylife Healthcare Support /  +34656190745



They are the leading Hospital Group in Madrid covering all medical and surgical specialties, with 7 general hospitals, 2 amongst the top 5 of private hospitals in Spain, and 4 comprehensive centres specialized in Oncology, Cardiology, Neuroscience & Fertility.

You have access to premium services with your international insurance, at no additional cost!

- 24/7 Emergency in your own language
- 24/7 Fully personalized and comprehensive service! Their international staff will accompany you during the whole visit
- They will liaise with your international insurance directly carrying out all the necessary procedures to receive the treatment without paying on your behalf so you do not have to do any paperwork
- Outpatient consultations. All specialties. Monday to Friday
- Outpatient medical treatments, i.v. medication, lab (all tests, STD, etc.), radiology
- Hospitalization
- COVID-19 tests in place, either at home, university or hospital, being covered or paid by most international insurances
- COVID-19 security protocols available to the international community
- They also offer placements if you want to do an internship with them



One of their hospitals is located in the very centre of Madrid (Hospital Universitario HM Madrid) and several around the city. They are also in Barcelona and other areas of Spain with the same services.



At SINEWS Multilingual Therapy Institute, you can find everything you need **regarding your mental health** conveniently situated in one place. Sinews is a licensed specialized private practice offering many different forms of therapy under one roof:

Individual Counseling and Group Therapy

Psychiatry

Counseling / Coaching

Speech Therapy (Accent Reduction included)

Their bilingual receptionists are available in an uninterrupted schedule from 9:00 AM to 9:00 PM Mon- Fri and 9:00 to 14:00 Sat for any doubt you may have calling +34 917001979. Their team of native professionals offer services in many languages: English, German, French, Portuguese, Polish, Norwegian, Hebrew...

They also provide online services through a safe and confidential platform which enables you to make the appointment, move it or cancel it as well as to pay online with your credit card. Psychiatry appointments and refill of your prescriptions are also available online. Sinews will e.g. send you electronic prescriptions to your email and you can get them in any pharmacy nationwide:

www.sinews.es





**Further
organizational
topics to bear
in mind**



Discounts

Hotel, hostels & apartments in Madrid

We are currently working on deals with reliable partners in Madrid in case you would like to search for a room upon arrival and need a safe place to stay. We will distribute news via our ticker soon. [Read more.](#)

Madrid Barajas Airport

Pickups, instructions & discounts

The Adolfo Suárez Madrid-Barajas Airport is the major international airport in Madrid. It's located quite close to the city center, only around 17 kilometres.

Once you've landed and collected all your bags, there are several ways to reach the center – bus, metro, taxi and even limo/pickup services. [Read here](#) for more info & available discounts.

Free Madrid Starter Pack

Pick it up upon your arrival & settle in smoothly

To make your arrival and your first days in Madrid as smooth as possible, stop by our office on [Gran Vía](#) upon your arrival in Madrid. We will help you in clarifying any questions you might have. You can also then pick up your free Madrid Starter Pack. [Reserve yours now!](#)

Public Transportation

How to get your public transportation card online

Almost all students in Madrid use the public transportation system on a daily basis. The cheapest and most convenient way is to get your monthly transportation pass which gives you full access to all Madrid public transportation. The first step is to order your transportation card. Once you have your card, you can top it up with a monthly credit called “Abono” (valid for 30 days). We recommend that you order your card conveniently **online three weeks before** your planned travel date. We will store it for you at no cost at the Citylife Madrid office so you can conveniently pick it up upon your arrival. Just follow the instructions on [how to get your transportation card online](#).

In case you are unsure, you can get your transportation card done upon arrival in the Citylife Madrid office without cita previa (appointment), but will need to expect waiting time. The Citylife Madrid office is located in the heart of Madrid in Gran Vía 22Dpdo – 2D.

Stay Connected with a free Spanish prepaid SIM card

The first step is to find out what your current provider is offering you in terms of minutes and data packages abroad (Spain and Europe). If you would like to get a Spanish prepaid SIM card, **make sure your phone is unlocked** and stop by the Citylife Madrid office. You can conveniently activate a free SIM card in our office upon arrival. [Read more](#).

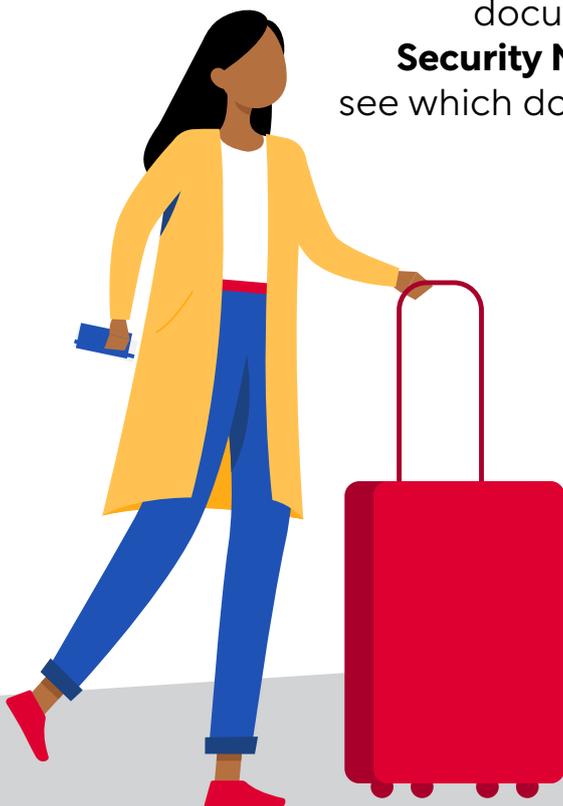
Free Spanish Bank Account and money transfer options

Similar to activating a Spanish SIM card, you can open your **free Spanish bank account** right upon arrival in Madrid. We are collaborating with several Spanish banks to ensure a smooth process for opening a bank account.

Most Spanish bank accounts are free of charge till a certain age, a few offer free worldwide ATM money withdrawals as well as low fees regarding international money transfers. To read more about the best options to open a free bank account in Spain, [click here](#).

Getting Legal How to apply for your NIE/TIE & Empadronamiento

There are different documents required to live, study and work legally whilst in Spain. Most people moving to Madrid will likely need to apply for at least one of the following documents: **NIE/TIE, Empadronamiento** and **Social Security Number**. We will provide you with guidance to see which documents you really need to apply for and how. To read more, [click here](#).



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PARTE DE *Bupa*

Proyecto Océano

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